

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category		10	9	7	5	8	9	6	10	8	12	11	8	103
ABE														
2015									2	1	3		2	8
Hazardous Materials Safety									1					1
General									1					1
Mishandling of Passenger Property									1	1	3		2	7
Damaged/Missing Items--Checked Baggage									1	1	3		2	7
2016		5		1	1		1	2	2	2	2	4	2	22
Civil Rights										1				1
National Origin										1				1
Customer Service								1						1
TSO								1						1
Identification (ID) Requirements									1					1
Domestic									1					1
Locks		1					1		1					4
Missing or Damaged Lock		1					1		1			1		4
Mishandling of Passenger Property		3		1	1			1			1	3	2	12
Damaged/Missing Items--Carry-on Luggage		1										1		2
Damaged/Missing Items--Checked Baggage		2			1			1			1	2	2	9
Disarrayed Items--Carry-on or Checked				1										1
Screening		1								1	1			3
Procedures/Process		1								1	1			3
2017		1	2	3	1	4	3	1	3	3	2	4	1	28
Customer Service									1	2		1		4
Others												1		1
TSO									1	2				3
Locks						2								2
Missing or Damaged Lock						2								2
Mishandling of Passenger Property		1	2	2	1	2	3		1	1	2	2	1	18
Damaged/Missing Items--Checked Baggage		1	2	2	1	2	2		1	1	2	2		16
Disarrayed Items--Carry-on or Checked							1						1	2
Patdown								1						1
Flyer								1						1
Screening				1					1			1		3
Inconsistency				1										1
Procedures/Process									1			1		2
2018		1	3	3	2	3	5	3	3	2	5	3	3	36
Civil Rights							1							1
Racial Profiling or Discrimination							1							1
Customer Service		1					1	1		1	1	1		6
Others								1						1
TSO		1					1			1	1	1		5
Locks			2					1						3
Missing or Damaged Lock			2					1						3
Mishandling of Passenger Property				2	1	1	1	1	1		2	1	2	12
Damaged/Missing Items--Carry-on Luggage													1	1
Damaged/Missing Items--Checked Baggage				2		1	1	1	1		1	1	1	9
Disarrayed Items--Carry-on or Checked					1						1			2
Patdown				1	1	1								3
Flyer				1	1	1								3
Property - Special Handling			1								1	1	1	4
Damaged Items - Checked			1									1	1	3
Missing Items - Checked											1			1
Screening						1	2		2	1	1			7
Inconsistency						1								1
Lengthy Lines										1				1
Procedures/Process							2		2		1			5
2019		3	4		1	1								9
Customer Service		1			1									2
TSO		1			1									2
Mishandling of Passenger Property		2	2											4
Damaged/Missing Items--Checked Baggage		1	1											2
Damaged/Missing Items--Unspecified Luggag		1												1
Disarrayed Items--Carry-on or Checked			1											1
Property - Special Handling			1											1
Missing Items - Checked			1											1
Screening			1			1								2
Inconsistency			1											1
Procedures/Process						1								1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>ABI</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>33</b>
<b>2015</b>				<b>2</b>	<b>1</b>		<b>3</b>	<b>2</b>					<b>8</b>
Mishandling of Passenger Property				2			2	2					6
Damaged/Missing Items--Carry-on Luggage								1					1
Damaged/Missing Items--Checked Baggage				2			2	1					5
Patdown					1								1
Flyer					1								1
Screening							1						1
Procedures/Process							1						1
<b>2016</b>					<b>1</b>				<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
Customer Service									1				1
TSO									1				1
Mishandling of Passenger Property					1				1			1	3
Damaged/Missing Items--Checked Baggage					1				1			1	3
Screening										1	1		2
Procedures/Process										1	1		2
<b>2017</b>		<b>1</b>	<b>1</b>				<b>1</b>		<b>1</b>			<b>1</b>	<b>5</b>
Mishandling of Passenger Property		1					1		1			1	4
Damaged/Missing Items--Carry-on Luggage												1	1
Damaged/Missing Items--Checked Baggage		1							1				2
Disarrayed Items--Carry-on or Checked							1						1
Screening			1										1
Procedures/Process			1										1
<b>2018</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>2</b>			<b>9</b>
Civil Rights							1						1
Racial Profiling or Discrimination							1						1
Customer Service										2			2
TSO										2			2
Mishandling of Passenger Property		1						1					2
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage								1					1
Property - Special Handling					1	1							2
Damaged Items - Checked					1								1
Missing Items - Checked						1							1
Screening			1					1					2
Inconsistency			1										1
Lengthy Lines								1					1
<b>2019</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>									<b>5</b>
Customer Service	1		1										2
TSO	1		1										2
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Persons w/ Disabilities (PWD)		1		1									2
Diabetes				1									1
Mobility Disability (Not Wheelchair or Scooter)		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>ABQ</b>	<b>106</b>	<b>78</b>	<b>99</b>	<b>86</b>	<b>65</b>	<b>68</b>	<b>70</b>	<b>68</b>	<b>78</b>	<b>84</b>	<b>84</b>	<b>66</b>	<b>952</b>
<b>2015</b>				<b>11</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>14</b>	<b>21</b>	<b>26</b>	<b>17</b>	<b>121</b>
Civil Rights									2				2
General Complaint and Discrimination									1				1
Racial Profiling or Discrimination									1				1
Customer Service				1	1		1		1	1	1	2	8
TSO				1	1		1		1	1	1	2	8
Expedited Passenger Screening Program				1									1
TSA Application Program				1									1
Locks					2	2	1			2	3	1	11
General					1								1
Missing or Damaged Lock					1	2	1			2	3	1	10
Mishandling of Passenger Property				8	4	5	9	6	9	16	19	12	88
Damaged/Missing Items--Carry-on Luggage				1						2	1		4
Damaged/Missing Items--Checked Baggage				7	3	4	8	6	9	12	17	10	76
Disarrayed Items--Carry-on or Checked					1	1	1			2	1	2	8
Patdown										1			1
Flyer										1			1
Persons w/ Disabilities (PWD)									1			1	2
Diabetes												1	1
Wheelchair/ Scooter/ Segway									1				1
Screening				1	1				1		3	1	7
Inconsistency											1		1
Lengthy Lines												1	1
Procedures/Process				1	1				1		2		5
TSA Contact Information										1			1
General										1			1
<b>2016</b>	<b>26</b>	<b>17</b>	<b>27</b>	<b>11</b>	<b>19</b>	<b>15</b>	<b>25</b>	<b>28</b>	<b>20</b>	<b>23</b>	<b>20</b>	<b>20</b>	<b>251</b>
Civil Rights	1					2				3	1		7
National Origin						1							1
Racial Profiling or Discrimination	1					1				2	1		5
Transgender Screening										1			1
Customer Service	3	4	1	2	4		6	4	5			1	30
CSM									1				1
Others	1	2					1	1	1				6
TSO	2	2	1	2	4		5	3	3			1	23
Identification (ID) Requirements								1					1
Domestic								1					1
Locks	1					2	1	2		2	1	2	11
Missing or Damaged Lock	1					2	1	2		2	1	2	11
Mishandling of Passenger Property	18	11	24	9	10	8	16	14	12	12	13	12	159
Damaged/Missing Items--Carry-on Luggage	1	1	2			1				1	1		7
Damaged/Missing Items--Checked Baggage	15	10	20	7	9	7	14	12	12	11	10	11	138
Disarrayed Items--Carry-on or Checked	2		2	2	1		2	2			2	1	14
Patdown			1		1	2	1	1	1		1		8
Flyer			1		1	2	1	1	1		1		8
Persons w/ Disabilities (PWD)										1	3	1	5
Autism Spectrum												1	1
Cognitive /Developmental /Mental Disability											1		1
Medically Necessary Medication and Medical Supplies											1		1
Mobility Disability (Not Wheelchair or Scooter)										1	1		2
Screening	3	2	1		4	1	1	6	2	5	1	4	30
Crew Member or Airline Employee	1				1								2
Inconsistency		1						1		1		1	4
Lengthy Lines	1	1			1			1		1			5
Procedures/Process	1		1		2		1	4	2	3	1	3	18
Retrieving Abandoned/Confiscated Items						1							1
<b>2017</b>	<b>21</b>	<b>22</b>	<b>34</b>	<b>23</b>	<b>23</b>	<b>26</b>	<b>17</b>	<b>18</b>	<b>23</b>	<b>17</b>	<b>14</b>	<b>16</b>	<b>254</b>
Civil Rights			2		3	2		2		1		1	11
Civil Rights Violation (TSA Employee)			1										1
Hair Patdowns												1	1
Racial Profiling or Discrimination					3	2		1					6
Sex/Gender/Gender Identity- Not Transgender								1		1			2
Transgender Screening			1										1
Customer Service	1		3			2		4	3	1	2	2	18
Others											1		1
TSO	1		3			2		4	3	1	1	2	17
Identification (ID) Requirements										1			1
Domestic										1			1
Locks	3	5	2	2	1		2		1	2		1	19
General		1								1			2
Missing or Damaged Lock	3	4	2	2	1		2		1			1	17
Mishandling of Passenger Property	15	12	22	11	12	16	6	9	9	9	6	7	134
Damaged/Missing Items--Carry-on Luggage	1	4	3	1	1	4		1		1			16
Damaged/Missing Items--Checked Baggage	11	8	17	10	9	11	5	5	7	8	6	4	101
Damaged/Missing Items--Unspecified Luggage												1	1
Disarrayed Items--Carry-on or Checked	3		2		2	1	1	3	2			2	16
Notice of Violation/Civil Penalties						1							1
General						1							1
Patdown				2	1	4	2	1	1		1		12
Children						1							1
Flyer				2	1	2	2	1	1		1		10
Non-Flyer						1							1
Persons w/ Disabilities (PWD)				2	3			1	1	1			8
General					1								1

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Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Hearing Impairment										1			1
Medically Necessary Medication and Medical Supplies								1					1
Mobility Disability (Not Wheelchair or Scooter)					2								2
Prosthesis/Amputees and Casts				1									1
Service Animals				1									1
Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items		1	1										2
Firearm/Ammunition			1										1
Liquids/Gels/Aerosols		1											1
Property - Special Handling							5	1	5	2	3	2	18
Damaged Items - Checked							2	1	3	2	2	1	11
Missing Items - Carry-On							1				1		2
Missing Items - Checked							2		2			1	5
Request for Assistance						1							1
Other						1							1
Screening	2	4	4	6	3		2		3		2	3	29
Inconsistency		1		1			1						3
Lengthy Lines			2						1				3
Procedures/Process	2	3	2	5	3		1		2		2	3	23
<b>2018</b>	<b>30</b>	<b>19</b>	<b>23</b>	<b>24</b>	<b>11</b>	<b>20</b>	<b>17</b>	<b>16</b>	<b>21</b>	<b>23</b>	<b>24</b>	<b>13</b>	<b>241</b>
Civil Rights	1		1		1			1			1		5
Age											1		1
Racial Profiling or Discrimination	1				1			1					3
Sexual Orientation - Not Transgender			1										1
Customer Service	4	2	1	2	1	1	4	1	1	1	2	2	22
TSO	4	2	1	2	1	1	4	1	1	1	2	2	22
Locks	2	1		1	2	2	2	2		3	1	1	17
General										1			1
Missing or Damaged Lock	2	1		1	2	2	2	2		2	1	1	16
Lost and Found										1			1
Airport/TSA										1			1
Mishandling of Passenger Property	13	8	8	13	3	4	6	3	9	11	10	5	93
Damaged/Missing Items--Carry-on Luggage		1	1		1		1		1	1			6
Damaged/Missing Items--Checked Baggage	12	7	5	11		4	4	1	4	7	4	4	63
Damaged/Missing Items--Unspecified Luggage	1								1	1	1		4
Disarrayed Items--Carry-on or Checked			2	2	2		1	2	3	2	5	1	20
Patdown		1		1		3	1			1	2	1	10
Flyer		1		1		1	1			1	2		7
Flyer as Observer						1						1	2
Non-Flyer						1							1
Persons w/ Disabilities (PWD)	1		2	1		3	1	2			1	1	12
Diabetes											1		1
General							1						1
Medical Devices - Attached to the Body			1			1							2
Medically Necessary Medication and Medical Supplies						1		1					2
Mobility Disability (Not Wheelchair or Scooter)	1											1	2
Prosthesis/Amputees and Casts						1							1
Service Animals				1									1
Wheelchair/ Scooter/ Segway			1					1					2
Property - Special Handling	6	6	9	4	1	4	1	2	8	3	5	2	51
Damaged Items - Carry-On		1	1					1		1	1		5
Damaged Items - Checked	2	1	3	1	1	3			4	1		1	17
Missing Items - Carry-On	2		1	2									5
Missing Items - Checked	2	4	4	1		1	1	1	4	1	4	1	24
Screening	3	1	2	2	3	3	2	5	3	3	2	1	30
Inconsistency									1	1			2
Lengthy Lines									2				2
Procedures/Process	2	1	2	1	3	3	2	5		2	2	1	24
Security Breach	1			1									2
<b>2019</b>	<b>29</b>	<b>20</b>	<b>15</b>	<b>17</b>	<b>4</b>								<b>85</b>
Civil Rights		1		2	1								4
Hair Patdowns				1	1								2
Racial Profiling or Discrimination		1											1
Transgender Screening				1									1
Customer Service	2	1											3
TSO	2	1											3
Locks	2	3	2										7
Missing or Damaged Lock	2	3	2										7
Mishandling of Passenger Property	12	5	7	8	2								34
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage	10	4	6	8									28
Disarrayed Items--Carry-on or Checked	2		1		2								5
Patdown	2	1											3
Flyer	2												2
Flyer as Observer		1											1
Persons w/ Disabilities (PWD)				1	1								2
Diapers/Garments/Dressings/Masks					1								1
Service Animals				1									1
Property - Special Handling	7	4	5	3									19
Damaged Items - Carry-On		2	1										3
Damaged Items - Checked	2	1	1										4
Missing Items - Carry-On			1										1
Missing Items - Checked	5	1	2	3									11
Screening	4	5	1	3									13
Inconsistency	1	1											2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Procedures/Process	3	3	1	3									10
Retrieving Abandoned/Confiscated Items		1											1

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Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
ABR	3	3	4	2	1	1	1	2		2		1	20	
2015								1		1			2	
Mishandling of Passenger Property								1		1			2	
Damaged/Missing Items--Checked Baggage								1		1			2	
2016	2	2	3	1						1			9	
Locks		1											1	
Missing or Damaged Lock		1											1	
Mishandling of Passenger Property	2		3							1			6	
Damaged/Missing Items--Carry-on Luggage	1												1	
Damaged/Missing Items--Checked Baggage			2							1			3	
Disarrayed Items--Carry-on or Checked	1		1										2	
Screening		1		1									2	
Procedures/Process		1		1									2	
2017		1				1						1	3	
Civil Rights						1							1	
Racial Profiling or Discrimination						1							1	
Customer Service		1											1	
TSO		1											1	
Mishandling of Passenger Property												1	1	
Damaged/Missing Items--Checked Baggage												1	1	
2018			1	1	1		1	1					5	
Customer Service			1										1	
TSO			1										1	
Mishandling of Passenger Property				1			1	1					3	
Damaged/Missing Items--Checked Baggage							1	1					2	
Disarrayed Items--Carry-on or Checked				1									1	
Screening					1								1	
Inconsistency					1								1	
2019	1												1	
Mishandling of Passenger Property	1												1	
Disarrayed Items--Carry-on or Checked	1												1	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
ABY	4	4	3	4	12	5	8	5	3	7	6	7	68	
2015					2	1			1		1	3	8	
Customer Service					1								1	
TSO					1								1	
Mishandling of Passenger Property					1	1			1		1	3	7	
Damaged/Missing Items--Checked Baggage					1	1			1		1	1	5	
Disarrayed Items--Carry-on or Checked												2	2	
2016			3	2	2		5		1	1		3	17	
Civil Rights							1						1	
Racial Profiling or Discrimination							1						1	
Locks							1						1	
Missing or Damaged Lock							1						1	
Mishandling of Passenger Property			2	2	2		2		1	1		2	12	
Damaged/Missing Items--Carry-on Luggage			1										1	
Damaged/Missing Items--Checked Baggage			1	2	2		2			1		2	10	
Disarrayed Items--Carry-on or Checked									1				1	
Patdown							1					1	2	
Flyer							1					1	2	
Screening			1										1	
Procedures/Process			1										1	
2017	2				3	1		1	1	4	3		15	
Customer Service										1			1	
TSO										1			1	
Locks						1							1	
Missing or Damaged Lock						1							1	
Mishandling of Passenger Property	2				2			1	1	2	3		11	
Damaged/Missing Items--Checked Baggage	1				2			1	1		1		6	
Damaged/Missing Items--Unspecified Luggage											1		1	
Disarrayed Items--Carry-on or Checked	1									2	1		4	
Screening					1					1			2	
Procedures/Process					1					1			2	
2018	2	2		2	2	3	3	4		2	2	1	23	
Mishandling of Passenger Property		2		2	2		2	2		1	1	1	13	
Damaged/Missing Items--Checked Baggage		1		2	1			1			1	1	7	
Disarrayed Items--Carry-on or Checked		1			1		2	1		1			6	
Persons w/ Disabilities (PWD)						1							1	
Medically Necessary Medication and Medical Supplies						1							1	
Property - Special Handling	2						1	2			1		6	
Damaged Items - Checked	2						1	1					4	
Missing Items - Checked								1			1		2	
Screening						2				1			3	
Procedures/Process						2				1			3	
2019		2			3								5	
Mishandling of Passenger Property		1			2								3	
Damaged/Missing Items--Checked Baggage		1			2								3	
Persons w/ Disabilities (PWD)		1											1	
Diabetes		1											1	
Property - Special Handling					1								1	
Damaged Items - Checked					1								1	

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
ACK			1			2		1	3	6	4	11	7	35
2015									1			2	1	4
	Mishandling of Passenger Property								1			2		3
	Damaged/Missing Items--Checked Baggage								1			2		3
	Screening												1	1
	Procedures/Process												1	1
2016			1						1	2	1		2	7
	Customer Service		1							1				2
	TSO		1							1				2
	Locks												1	1
	Missing or Damaged Lock												1	1
	Mishandling of Passenger Property								1	1	1		1	4
	Damaged/Missing Items--Checked Baggage								1	1	1		1	4
2017						1		1		2	1	3	2	10
	Customer Service											2		2
	TSO											2		2
	Mishandling of Passenger Property					1							1	2
	Damaged/Missing Items--Checked Baggage					1							1	2
	Patdown							1			1			2
	Children							1						1
	Flyer										1			1
	Property - Special Handling											1		1
	Missing Items - Checked											1		1
	Screening									2			1	3
	Lengthy Lines												1	1
	Procedures/Process									2				2
2018						1			1	2	2	6	2	14
	Customer Service											3		3
	TSO											3		3
	Locks											1		1
	Missing or Damaged Lock											1		1
	Mishandling of Passenger Property												2	2
	Damaged/Missing Items--Checked Baggage												2	2
	Patdown					1								1
	Flyer					1								1
	Persons w/ Disabilities (PWD)										1	1		2
	Hearing Impairment										1			1
	Medically Necessary Medication and Medical Supplies											1		1
	Property - Special Handling									1				1
	Missing Items - Checked									1				1
	Screening								1	1	1	1		4
	Inconsistency											1		1
	Procedures/Process								1	1	1			3



		TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
ACT		4	5	7	7	4	8	4	4	4	4	6	4	61	
2015					1		1	2	2		1	1	1	9	
	Customer Service								1				1	2	
	TSO								1				1	2	
	Mishandling of Passenger Property				1		1	2			1	1		6	
	Damaged/Missing Items--Checked Baggage				1		1	1			1	1		5	
	Disarrayed Items--Carry-on or Checked							1						1	
	Screening								1					1	
	Procedures/Process								1					1	
2016		2	1			2	3		1	1		3	2	15	
	Customer Service						1			1				2	
	TSO						1			1				2	
	Locks						1							1	
	Missing or Damaged Lock						1							1	
	Mishandling of Passenger Property	2	1			2	1		1			2	2	11	
	Damaged/Missing Items--Checked Baggage	1	1			2	1		1			2	2	10	
	Disarrayed Items--Carry-on or Checked	1												1	
	Persons w/ Disabilities (PWD)											1		1	
	Mobility Disability (Not Wheelchair or Scooter)											1		1	
2017		1	2	3	1	2	1			2	2	1		15	
	Customer Service			1	1									2	
	TSO			1	1									2	
	Mishandling of Passenger Property	1	1	2		2	1			1				8	
	Damaged/Missing Items--Carry-on Luggage		1			1								2	
	Damaged/Missing Items--Checked Baggage	1		2		1	1			1				6	
	Property - Special Handling									1	2			3	
	Damaged Items - Checked									1	1			2	
	Missing Items - Carry-On										1			1	
	Screening		1											2	
	Procedures/Process		1									1		2	
2018		1		2	3		3	2	1	1	1	1	1	16	
	Locks								1					1	
	Missing or Damaged Lock								1					1	
	Mishandling of Passenger Property	1		1	2		2	1		1			1	9	
	Damaged/Missing Items--Checked Baggage	1		1	1		1	1		1			1	7	
	Disarrayed Items--Carry-on or Checked				1		1							2	
	Patdown						1							1	
	Flyer						1							1	
	Property - Special Handling			1	1						1			3	
	Damaged Items - Checked			1							1			2	
	Missing Items - Carry-On				1									1	
	Screening							1				1		2	
	Procedures/Process							1				1		2	
2019			2	2	2									6	
	Customer Service		1	1										2	
	TSO		1	1										2	
	Mishandling of Passenger Property		1	1										2	
	Damaged/Missing Items--Checked Baggage		1	1										2	
	Patdown				1									1	
	Flyer				1									1	
	Screening				1									1	
	Procedures/Process				1									1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ACV	1	1	1	1	1	2	2	1	1	3		2	15
2015				1						1		1	3
Customer Service				1									1
TSO				1									1
Mishandling of Passenger Property										1		1	2
Damaged/Missing Items--Carry-on Luggage										1			1
Damaged/Missing Items--Checked Baggage												1	1
2016			1		1	1		1	1	1		1	7
Mishandling of Passenger Property			1		1	1		1	1	1		1	7
Damaged/Missing Items--Carry-on Luggage									1				1
Damaged/Missing Items--Checked Baggage			1		1	1		1		1		1	6
2017						1				1			2
Persons w/ Disabilities (PWD)						1							1
Respiratory and Inhaler Equipment						1							1
Property - Special Handling										1			1
Damaged Items - Checked										1			1
2018							2						2
Customer Service							1						1
TSO							1						1
Screening							1						1
Procedures/Process							1						1
2019		1											1
Property - Special Handling		1											1
Missing Items - Carry-On		1											1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ACY		20	8	21	19	15	18	11	15	17	23	15	18	200
2015					2	2	1	2	8	4	6	3	3	31
	Civil Rights								1		1			2
	General Complaint and Discrimination								1					1
	Racial Profiling or Discrimination										1			1
	Customer Service					1						1		2
	TSO					1						1		2
	Mishandling of Passenger Property				2	1		2	4	3	2	1	3	18
	Damaged/Missing Items--Carry-on Luggage				1	1			2				1	5
	Damaged/Missing Items--Checked Baggage							2	2	3	2	1	2	12
	Disarrayed Items--Carry-on or Checked				1									1
	Patdown						1		3	1				5
	Flyer						1		2	1				4
	General								1					1
	Screening										3	1		4
	Inconsistency											1		1
	Procedures/Process										3			3
2016		4	1	2	3	4	13	3	3	5	3		5	46
	Civil Rights						1		1					2
	Headwear								1					1
	Racial Profiling or Discrimination						1							1
	Customer Service	1			1		2	1	1	2			1	9
	TSO	1			1		2	1	1	2			1	9
	Lost and Found										1			1
	Airport/TSA										1			1
	Mishandling of Passenger Property	1		2	2	2	3	2		3	2		3	20
	Damaged/Missing Items--Carry-on Luggage				1		2			2	1		1	7
	Damaged/Missing Items--Checked Baggage	1		2	1	2	1	2		1	1		2	13
	Patdown					1			1					2
	Flyer					1			1					2
	Persons w/ Disabilities (PWD)					1	1						1	3
	General						1							1
	Prosthesis/Amputees and Casts												1	1
	Service Animals					1								1
	Screening	2	1				6							9
	Lengthy Lines	1					3							4
	Procedures/Process	1	1				3							5
2017		5	3	5	2	3	3	1	2	3	11	9	7	54
	Civil Rights										1			1
	Racial Profiling or Discrimination										1			1
	Customer Service	1		1	2					2	4	2	2	14
	TSO	1		1	2					2	4	2	2	14
	Identification (ID) Requirements			1										1
	Domestic			1										1
	Locks		1								1			2
	Missing or Damaged Lock		1								1			2
	Lost and Found											2		2
	Airport/TSA											2		2
	Mishandling of Passenger Property	3	1	2		1	3		1		1	2	1	15
	Damaged/Missing Items--Carry-on Luggage			1			1							2
	Damaged/Missing Items--Checked Baggage	3	1	1		1	2		1		1	1	1	12
	Disarrayed Items--Carry-on or Checked											1		1
	Patdown	1		1		1			1	1	1	1	1	8
	Flyer	1		1		1			1	1	1			6
	Flyer as Observer												1	1
	General											1		1
	Persons w/ Disabilities (PWD)					1							1	2
	Internal Medical Devices					1								1
	Metal Implants (joint)												1	1
	Property - Special Handling							1			1			2
	Damaged Items - Checked										1			1
	Missing Items - Checked							1						1
	Screening		1								2	2	2	7
	Inconsistency										1	1		2
	Lengthy Lines											1		1
	Procedures/Process		1								1		2	4
2018		5		10	10	4	1	5	2	5	3	3	3	51
	Civil Rights	1			1									3
	Hair Patdowns	1												1
	Racial Profiling or Discrimination				1									1
	Sex/Gender/Gender Identity- Not Transgender												1	1
	Customer Service	1		2	3	4		2	1		1	2		16
	TSO	1		2	3	4		2	1		1	2		16
	Lost and Found								1					1
	Airport/TSA								1					1
	Mishandling of Passenger Property				1		1							2
	Damaged/Missing Items--Checked Baggage				1		1							2
	Patdown	2			1			1					1	5
	Flyer	2			1			1					1	5
	Persons w/ Disabilities (PWD)	1		1				1		3	2			8
	Autism Spectrum										1			1
	Cancer (general) Not Breast Cancer			1										1
	Diabetes									1				1
	Metal Implants (joint)									1				1
	Mobility Disability (Not Wheelchair or Scooter)									1				1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Prosthesis/Amputees and Casts							1						1
Wheelchair/ Scooter/ Segway	1									1			2
Property - Special Handling			1	3					1				5
Missing Items - Carry-On			1	1					1				3
Missing Items - Checked				2									2
Screening			6	1			1		1		1	1	11
Crew Member or Airline Employee			1	1									2
Inconsistency			2										2
Lengthy Lines			1										1
Procedures/Process			2				1		1		1	1	6
2019	6	4	4	2	2								18
Civil Rights	1	2		1									4
Racial Profiling or Discrimination	1												1
Sex/Gender/Gender Identity- Not Transgender		1		1									2
Sexual Orientation - Not Transgender		1											1
Customer Service	1	1	1										3
TSO	1	1	1										3
Locks					1								1
Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Patdown	1	1											2
Flyer	1	1											2
Persons w/ Disabilities (PWD)			1										1
Metal Implants (joint)			1										1
Property - Special Handling	1												1
Missing Items - Carry-On	1												1
Request for Assistance					1								1
Other					1								1
Screening	1		2	1									4
Inconsistency			1										1
Procedures/Process	1		1	1									3

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>ADK</b>	<b>2</b>	<b>2</b>								<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>
<b>2015</b>											<b>1</b>		<b>1</b>
Customer Service											1		1
TSO											1		1
<b>2017</b>										<b>1</b>			<b>1</b>
Locks										1			1
General										1			1
<b>2018</b>													
Mishandling of Passenger Property												<b>1</b>	<b>1</b>
Damaged/Missing Items--Checked Baggage												1	1
<b>2019</b>	<b>2</b>	<b>2</b>											<b>4</b>
Mishandling of Passenger Property	1	1											2
Damaged/Missing Items--Checked Baggage	1	1											2
Property - Special Handling	1	1											2
Missing Items - Checked	1	1											2

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>ADQ</b>		<b>4</b>	<b>1</b>	<b>3</b>		<b>3</b>	<b>2</b>	<b>4</b>		<b>2</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>29</b>
<b>2015</b>						<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>		<b>1</b>	<b>6</b>
Mishandling of Passenger Property						1	1			1	1		1	5
Damaged/Missing Items--Checked Baggage						1	1			1			1	5
Screening											1			1
Procedures/Process											1			1
<b>2016</b>				<b>1</b>				<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>
Mishandling of Passenger Property				1				1						2
Damaged/Missing Items--Checked Baggage				1				1						2
Patdown											1			1
Flyer											1			1
Screening												1		2
Inconsistency													1	1
Security Breach												1		1
<b>2017</b>				<b>1</b>							<b>1</b>		<b>3</b>	<b>5</b>
Lost and Found											1			1
Airport/TSA											1			1
Mishandling of Passenger Property				1									2	3
Damaged/Missing Items--Carry-on Luggage				1										1
Damaged/Missing Items--Checked Baggage													2	2
Patdown													1	1
Flyer													1	1
<b>2018</b>		<b>3</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>				<b>10</b>
Mishandling of Passenger Property		1						3		1				5
Damaged/Missing Items--Checked Baggage								2		1				3
Disarrayed Items--Carry-on or Checked		1						1						2
Property - Special Handling		1					1							2
Damaged Items - Checked		1												1
Missing Items - Checked							1							1
Screening		1		1		1								3
Lengthy Lines				1		1								2
Procedures/Process		1												1
<b>2019</b>		<b>1</b>	<b>1</b>			<b>1</b>								<b>3</b>
Mishandling of Passenger Property						1								1
Disarrayed Items--Carry-on or Checked						1								1
Patdown			1											1
Flyer			1											1
Persons w/ Disabilities (PWD)		1												1
Touch Aversion (pain/trauma)		1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
AEX	4	5	3	6	6	4	5	6	4		3	2	48	
2015					3		1	3				1	8	
Customer Service								1					1	
TSO								1					1	
Expedited Passenger Screening Program					1								1	
TSA PreCheck					1								1	
Locks							1						1	
Missing or Damaged Lock							1						1	
Patdown								1					1	
Flyer								1					1	
Screening					2			1				1	4	
Lengthy Lines					1								1	
Procedures/Process					1			1				1	3	
2016			1	1	1	2	1	2	1				9	
Customer Service			1				1						2	
TSO			1				1						2	
Locks						1		1					2	
General						1							1	
Missing or Damaged Lock								1					1	
Mishandling of Passenger Property				1	1								2	
Damaged/Missing Items--Carry-on Luggage					1								1	
Damaged/Missing Items--Checked Baggage				1									1	
Screening						1		1	1				3	
Inconsistency								1					1	
Lengthy Lines						1							1	
Procedures/Process									1				1	
2017	1	2	1	3	1	2	2		1		2	1	16	
Civil Rights												1	1	
Racial Profiling or Discrimination												1	1	
Customer Service						2	1		1				4	
TSO						2	1		1				4	
Mishandling of Passenger Property	1	1	1	2	1						1		7	
Damaged/Missing Items--Checked Baggage	1	1	1	2	1						1		7	
Screening		1		1			1				1		4	
Inconsistency											1		1	
Procedures/Process		1		1			1						3	
2018	3	2	1		1		1	1	2		1		12	
Customer Service	1	1											2	
TSO	1	1											2	
Lost and Found			1										1	
Airport/TSA			1										1	
Mishandling of Passenger Property	1	1							1				3	
Damaged/Missing Items--Carry-on Luggage									1				1	
Damaged/Missing Items--Checked Baggage	1	1											2	
Property - Special Handling	1				1						1		3	
Damaged Items - Carry-On	1												1	
Damaged Items - Checked											1		1	
Missing Items - Checked					1								1	
Screening							1	1	1				3	
Procedures/Process							1	1	1				3	
2019		1		2									3	
Civil Rights				1									1	
Perceived Religion				1									1	
Customer Service		1											1	
TSO		1											1	
Screening				1									1	
Procedures/Process				1									1	

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>AGS</b>		<b>9</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>12</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>3</b>	<b>8</b>	<b>96</b>
<b>2015</b>					<b>1</b>		<b>1</b>				<b>3</b>	<b>1</b>	<b>3</b>	<b>9</b>
Locks												1		1
Missing or Damaged Lock												1		1
Mishandling of Passenger Property					1		1				3		3	8
Damaged/Missing Items--Carry-on Luggage													1	1
Damaged/Missing Items--Checked Baggage					1		1				3		2	7
<b>2016</b>			<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>26</b>
Civil Rights								2						2
Transgender Screening								2						2
Customer Service			1	1										3
Others										1				1
TSO			1	1										2
Locks			1			1							1	3
Missing or Damaged Lock			1			1							1	3
Mishandling of Passenger Property				1	1	2	1	2	4	1	2		1	15
Damaged/Missing Items--Carry-on Luggage									1					1
Damaged/Missing Items--Checked Baggage				1	1	2	1	2	3		1		1	12
Disarrayed Items--Carry-on or Checked										1	1			2
Screening						1			1	1				3
Procedures/Process									1	1				2
Retrieving Abandoned/Confiscated Items						1								1
<b>2017</b>			<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>22</b>
Civil Rights							1							1
Racial Profiling or Discrimination							1							1
Customer Service			1						2	4		1		8
Others										1		1		2
TSO			1						2	3				6
Lost and Found								1						1
Airport/TSA								1						1
Mishandling of Passenger Property			2		1	1					1		1	6
Damaged/Missing Items--Carry-on Luggage											1			1
Damaged/Missing Items--Checked Baggage			1		1	1								3
Damaged/Missing Items--Unspecified Luggage			1											1
Disarrayed Items--Carry-on or Checked													1	1
Persons w/ Disabilities (PWD)									1				1	2
Breast Cancer									1					1
Prosthesis/Amputees and Casts													1	1
Property - Special Handling								1				1		2
Missing Items - Carry-On												1		1
Missing Items - Checked								1						1
Screening					1						1			2
Procedures/Process					1						1			2
<b>2018</b>		<b>5</b>	<b>2</b>	<b>5</b>	<b>2</b>		<b>4</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>28</b>
Customer Service				2	1		1	2			1		1	8
Others					1									1
TSO				2			1	2			1		1	7
Mishandling of Passenger Property		3						2						5
Damaged/Missing Items--Carry-on Luggage								1						1
Damaged/Missing Items--Checked Baggage		2												2
Disarrayed Items--Carry-on or Checked		1						1						2
Persons w/ Disabilities (PWD)		1												1
Prosthesis/Amputees and Casts		1												1
Property - Special Handling		1	2				1			1				6
Damaged Items - Carry-On								1						1
Damaged Items - Checked			2				1							3
Missing Items - Checked		1								1				2
Screening				3	1		2	1	1					8
Inconsistency								1						1
Lengthy Lines				2			1							3
Procedures/Process				1	1		1		1					4
<b>2019</b>		<b>4</b>		<b>1</b>	<b>3</b>	<b>3</b>								<b>11</b>
Customer Service		1			1	1								3
TSO		1			1	1								3
Locks					1									1
Missing or Damaged Lock					1									1
Mishandling of Passenger Property		1			1	2								4
Damaged/Missing Items--Checked Baggage		1			1	2								4
Patdown		1												1
Flyer		1												1
Property - Special Handling				1										1
Missing Items - Checked				1										1
Screening		1												1
Procedures/Process		1												1



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

**TSA Contact Center Traveler Complaints Tool**

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

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>AKN</b>									<b>1</b>	<b>6</b>	<b>2</b>		<b>9</b>
<b>2015</b>										<b>1</b>			<b>1</b>
Mishandling of Passenger Property										1			1
Damaged/Missing Items--Checked Baggage										1			1
<b>2016</b>										<b>1</b>	<b>2</b>		<b>3</b>
Mishandling of Passenger Property										1	2		3
Damaged/Missing Items--Checked Baggage										1	1		2
Disarrayed Items--Carry-on or Checked											1		1
<b>2017</b>										<b>2</b>			<b>2</b>
Mishandling of Passenger Property										1			1
Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling										1			1
Damaged Items - Checked										1			1
<b>2018</b>									<b>1</b>	<b>2</b>			<b>3</b>
Mishandling of Passenger Property									1				1
Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling										2			2
Damaged Items - Checked										1			1
Missing Items - Checked										1			1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>ALB</b>	<b>57</b>	<b>49</b>	<b>60</b>	<b>43</b>	<b>44</b>	<b>29</b>	<b>52</b>	<b>43</b>	<b>43</b>	<b>46</b>	<b>73</b>	<b>39</b>	<b>578</b>
<b>2015</b>				<b>9</b>	<b>10</b>	<b>5</b>	<b>14</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>12</b>	<b>8</b>	<b>79</b>
Customer Service					1						5	2	8
Others											4	1	5
TSO					1						1	1	3
Expedited Passenger Screening Program				2	1	1	1						5
TSA Application Program				1									1
TSA PreCheck				1	1	1	1						4
Human Capital				1									1
Prospective Employment with TSA				1									1
Locks								1					1
Missing or Damaged Lock								1					1
Mishandling of Passenger Property				5	7	4	11	3	5	7	6	6	54
Damaged/Missing Items--Carry-on Luggage				1	2								3
Damaged/Missing Items--Checked Baggage				4	4	4	10	3	4	7	5	6	47
Damaged/Missing Items--Unspecified Luggage							1						1
Disarrayed Items--Carry-on or Checked					1				1		1		3
Patdown					1				1				2
Flyer									1				1
Flyer as Observer					1								1
Prohibited & Permitted Items									1				1
Liquids/Gels/Aerosols									1				1
Screening							2		1	2	1		6
Inconsistency										1			1
Procedures/Process							2		1	1	1		5
TSA Contact Information				1									1
General				1									1
<b>2016</b>	<b>11</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>12</b>	<b>11</b>	<b>16</b>	<b>22</b>	<b>14</b>	<b>14</b>	<b>25</b>	<b>13</b>	<b>162</b>
Civil Rights						1	2					1	4
Racial Profiling or Discrimination						1	2					1	4
Customer Service	1	3	3	1	2	4	5	12	5	2	1	2	41
CSM												1	1
Others	1	3	1		1	3	4	10	3	2		1	29
TSO			2	1	1	1	1	2	2		1		11
Locks								2	1		4		7
General								1					1
Missing or Damaged Lock								1	1		4		6
Mishandling of Passenger Property	6	5	4	2	6	5	8	3	6	11	19	9	84
Damaged/Missing Items--Carry-on Luggage			1			1	1	1		1			5
Damaged/Missing Items--Checked Baggage	6	5	3	2	6	3	7	2	6	10	13	8	71
Damaged/Missing Items--Unspecified Luggage											1		1
Disarrayed Items--Carry-on or Checked						1					5	1	7
Notice of Violation/Civil Penalties	1												1
General	1												1
Patdown			1	3			1						5
Flyer			1	3			1						5
Persons w/ Disabilities (PWD)		1			1					1			3
Breast Cancer		1											1
Medically Necessary Medication and Medical Supplies										1			1
Touch Aversion (pain/trauma)					1								1
Screening	3	1			3	1		5	2		1	1	17
Lengthy Lines	1					1		2					4
Procedures/Process	2				3			3	2		1	1	12
Retrieving Abandoned/Confiscated Items		1											1
<b>2017</b>	<b>15</b>	<b>16</b>	<b>18</b>	<b>15</b>	<b>10</b>	<b>3</b>	<b>15</b>	<b>10</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>9</b>	<b>148</b>
Civil Rights		1	1			1	1					1	5
Racial Profiling or Discrimination		1	1			1						1	4
Transgender Screening							1						1
Customer Service	1		1	3		1	1	1	1	1	1	2	13
Others				1				1	1	1	1	1	6
TSO	1		1	2		1	1					1	7
Locks	2	1		2			1		2	1			9
General	1			1									2
Missing or Damaged Lock	1	1		1			1		2	1			7
Mishandling of Passenger Property	11	10	13	8	10	1	4	6	4	2	8	1	78
Damaged/Missing Items--Carry-on Luggage	1		1										2
Damaged/Missing Items--Checked Baggage	9	8	9	4	6	1	4	5	3	2	8		59
Disarrayed Items--Carry-on or Checked	1	2	3	4	4			1	1			1	17
Patdown		1		1			1	3	1	2	1		10
Flyer		1					1	3	1	2	1		9
General				1									1
Persons w/ Disabilities (PWD)									1			1	2
Medically Necessary Medication and Medical Supplies												1	1
Metal Implants (joint)									1				1
Prohibited & Permitted Items									1				1
Liquids/Gels/Aerosols									1				1
Property - Special Handling							4		2	3	2	2	13
Damaged Items - Checked							1		1		1		3
Missing Items - Carry-On							1						1
Missing Items - Checked							2		1	3	1	2	9
Request for Assistance							1						1
Wounded Warrior (MSIJSOC)							1						1
Screening	1	3	3	1			2		1	1	2	2	16
Inconsistency							2		1			1	4
Lengthy Lines			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Procedures/Process	1	3	1	1						1	2	1	10
Security Breach			1										1
<b>2018</b>	<b>18</b>	<b>9</b>	<b>15</b>	<b>4</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>8</b>	<b>13</b>	<b>22</b>	<b>9</b>	<b>127</b>
Civil Rights						1					3		4
Constitutional Rights						1							1
National Origin											1		1
Sex/Gender/Gender Identity- Not Transgender											2		2
Customer Service	2	2	3	3		3		1	1	2	2		19
Others	1	1	2	2		1			1	1	2		11
TSO	1	1	1	1		2		1		1			8
Locks			2		1	1				1			5
Missing or Damaged Lock			2		1	1				1			5
Mishandling of Passenger Property	8	6	6	1	1	2	5	3	5	4	6	5	52
Damaged/Missing Items--Carry-on Luggage						1				1	2		4
Damaged/Missing Items--Checked Baggage	5	4	4	1	1	1	1	3	5	2	3	5	35
Damaged/Missing Items--Unspecified Luggage		1											1
Disarrayed Items--Carry-on or Checked	3	1	2				4			1	1		12
Patdown	2				2			2	1	2	4	2	15
Flyer	2				1			2	1	1	4	2	13
Flyer as Observer										1			1
Non-Flyer					1								1
Persons w/ Disabilities (PWD)	3					1		1	1	2	3		11
Cancer (general) Not Breast Cancer	2												2
General										1			1
Metal Implants (joint)						1			1				2
Mobility Disability (Not Wheelchair or Scooter)										1			1
Prosthesis/Amputees and Casts											3		3
Service Animals								1					1
Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	1	1	3			1	2			1	3	1	13
Damaged Items - Carry-On		1											1
Damaged Items - Checked							1				2	1	4
Missing Items - Carry-On			1								1		2
Missing Items - Checked	1		2			1	1			1			6
Request for Assistance					1								1
Other					1								1
Screening	2		1			1				1	1	1	7
Inconsistency			1							1			2
Procedures/Process	2					1					1	1	5
<b>2019</b>	<b>13</b>	<b>14</b>	<b>19</b>	<b>9</b>	<b>7</b>								<b>62</b>
Customer Service	2	1	2	1	3								9
Others		1			1								2
TSO	2		2	1	2								7
Locks	2												2
Missing or Damaged Lock	2												2
Mishandling of Passenger Property	5	6	8	3	3								25
Damaged/Missing Items--Carry-on Luggage	1	1	2										4
Damaged/Missing Items--Checked Baggage	4	4	6	3	3								20
Damaged/Missing Items--Unspecified Luggage		1											1
Patdown	1	1		2									4
Flyer	1	1		2									4
Persons w/ Disabilities (PWD)	2			1									3
Metal Implants (joint)	2			1									3
Property - Special Handling	1	5	6	1									13
Damaged Items - Carry-On	1	1		1									3
Damaged Items - Checked		2	2										4
Missing Items - Checked		2	4										6
Screening		1	3	1	1								6
Inconsistency		1	1										2
Procedures/Process			2	1	1								4

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>ALO</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>26</b>
<b>2015</b>				<b>2</b>					<b>1</b>				<b>3</b>
Mishandling of Passenger Property				2					1				3
Damaged/Missing Items--Checked Baggage				2									2
Disarrayed Items--Carry-on or Checked									1				1
<b>2016</b>		<b>1</b>					<b>1</b>	<b>1</b>			<b>1</b>		<b>4</b>
Locks							1						1
Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1									1		2
Damaged/Missing Items--Checked Baggage		1									1		2
Persons w/ Disabilities (PWD)								1					1
Internal Medical Devices								1					1
<b>2017</b>	<b>2</b>		<b>4</b>	<b>1</b>		<b>2</b>	<b>1</b>			<b>1</b>	<b>1</b>		<b>12</b>
Locks							1						1
Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		4	1		1				1			8
Damaged/Missing Items--Checked Baggage	1		3	1		1							6
Disarrayed Items--Carry-on or Checked			1							1			2
Patdown	1					1							2
Flyer	1					1							2
Property - Special Handling											1		1
Missing Items - Checked											1		1
<b>2018</b>				<b>1</b>						<b>4</b>		<b>1</b>	<b>6</b>
Mishandling of Passenger Property										1			1
Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling				1								1	2
Damaged Items - Checked				1									1
Missing Items - Checked												1	1
Screening										3			3
Procedures/Process										2			2
Security Breach										1			1
<b>2019</b>		<b>1</b>											<b>1</b>
Mishandling of Passenger Property		1											1
Damaged/Missing Items--Checked Baggage		1											1

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>ALS</b>							1	2		1			4
<b>2015</b>							1						1
Mishandling of Passenger Property							1						1
Damaged/Missing Items--Checked Baggage							1						1
<b>2016</b>								2					2
Mishandling of Passenger Property								2					2
Damaged/Missing Items--Checked Baggage								1					1
Disarrayed Items--Carry-on or Checked								1					1
<b>2018</b>										1			1
Customer Service										1			1
TSO										1			1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>ALW</b>		<b>3</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>58</b>
<b>2015</b>								<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>3</b>
Mishandling of Passenger Property								1			1			2
Damaged/Missing Items--Checked Baggage								1			1			2
Persons w/ Disabilities (PWD)												1		1
Medically Necessary Medication and Medical Supplies												1		1
<b>2016</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>17</b>
Civil Rights											1			1
Sex/Gender/Gender Identity- Not Transgender											1			1
Customer Service			1										1	2
TSO			1										1	2
Mishandling of Passenger Property		1				1		2	1	2		1	1	9
Damaged/Missing Items--Checked Baggage		1				1		1	1	1		1	1	7
Disarrayed Items--Carry-on or Checked								1		1				2
Patdown												2		2
Flyer												2		2
Screening							1				1	1		3
Lengthy Lines							1					1		2
Procedures/Process											1			1
<b>2017</b>					<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>10</b>
Customer Service										1				1
TSO										1				1
Locks						1								1
Missing or Damaged Lock						1								1
Mishandling of Passenger Property					1		1	1	1				1	5
Damaged/Missing Items--Carry-on Luggage									1					1
Damaged/Missing Items--Checked Baggage					1		1	1						3
Disarrayed Items--Carry-on or Checked													1	1
Prohibited & Permitted Items											1			1
Alcohol and Tobacco											1			1
Property - Special Handling													1	1
Missing Items - Checked													1	1
Screening						1								1
Procedures/Process						1								1
<b>2018</b>		<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>		<b>2</b>		<b>1</b>	<b>3</b>	<b>1</b>	<b>21</b>
Mishandling of Passenger Property		1		2	1		3		1			1	1	10
Damaged/Missing Items--Checked Baggage		1		2	1				1				1	6
Disarrayed Items--Carry-on or Checked							3					1		4
Patdown			1											1
Flyer			1											1
Property - Special Handling			1	1	1	2						1		6
Damaged Items - Carry-On				1										1
Damaged Items - Checked			1			1								2
Missing Items - Checked					1	1						1		3
Screening		1							1		1	1		4
Procedures/Process		1							1			1		3
Security Breach											1			1
<b>2019</b>			<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>								<b>7</b>
Customer Service			1											1
TSO			1											1
Mishandling of Passenger Property			1		2									3
Damaged/Missing Items--Carry-on Luggage					1									1
Damaged/Missing Items--Checked Baggage			1		1									2
Property - Special Handling			1			1								2
Missing Items - Checked			1			1								2
Screening				1										1
Procedures/Process				1										1



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>AMA</b>		<b>6</b>	<b>4</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>10</b>	<b>100</b>
<b>2015</b>					<b>1</b>		<b>3</b>				<b>2</b>		<b>4</b>	<b>10</b>
Customer Service					1									1
TSO					1									1
Identification (ID) Requirements													1	1
Domestic													1	1
Mishandling of Passenger Property							3				1		3	7
Damaged/Missing Items--Checked Baggage							3				1		3	7
Patdown											1			1
Children											1			1
<b>2016</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>26</b>
Customer Service			1			1				1			1	4
Others													1	1
TSO			1			1				1				3
Identification (ID) Requirements									1					1
ID Matching Ticket and Boarding Pass Issues									1					1
Mishandling of Passenger Property				1	2	3	2	1	1	1	1		1	13
Damaged/Missing Items--Carry-on Luggage											1			1
Damaged/Missing Items--Checked Baggage				1	2	3	2	1	1	1				11
Disarrayed Items--Carry-on or Checked													1	1
Patdown									1					1
Flyer									1					1
Screening						1	1	1		1		2	1	7
Inconsistency												1		1
Procedures/Process						1	1	1						3
Security Breach										1		1	1	3
<b>2017</b>		<b>4</b>		<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>29</b>
Customer Service				1	1		1			1				4
TSO				1	1		1			1				4
Human Capital											1			1
Current Employee											1			1
Locks				1										1
Missing or Damaged Lock				1										1
Mishandling of Passenger Property		3			1	2	1	1	1		2	2	1	14
Damaged/Missing Items--Carry-on Luggage											1			1
Damaged/Missing Items--Checked Baggage		2			1	2	1	1	1		1	2	1	12
Disarrayed Items--Carry-on or Checked		1												1
Patdown					2			1						3
Flyer					1			1						2
Flyer as Observer					1									1
Property - Special Handling									1	1				2
Damaged Items - Checked										1				1
Missing Items - Carry-On														1
Screening		1					1	1	1					4
Inconsistency								1						1
Procedures/Process		1					1		1					3
<b>2018</b>		<b>1</b>	<b>1</b>	<b>4</b>		<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>27</b>
Advanced Imaging Technology (AIT)										1				1
Flyer										1				1
Civil Rights			1											1
Racial Profiling or Discrimination			1											1
Customer Service				2		1	2		2	1				8
Others				1		1				1				3
TSO				1			2		2					5
Mishandling of Passenger Property		1						1		1		2		5
Damaged/Missing Items--Checked Baggage		1						1		1		2		5
Patdown											1			1
Flyer											1			1
Persons w/ Disabilities (PWD)													1	1
Wheelchair/ Scooter/ Segway													1	1
Property - Special Handling							1	1						2
Missing Items - Checked							1	1						2
Screening				2				1	2	1		1	1	8
Procedures/Process				2				1	2	1			1	7
Retrieving Abandoned/Confiscated Items												1		1
<b>2019</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>								<b>8</b>
Civil Rights			1											1
Racial Profiling or Discrimination			1											1
Mishandling of Passenger Property		1				1								2
Damaged/Missing Items--Checked Baggage		1				1								2
Patdown				1										1
Flyer				1										1
Property - Special Handling			1		1	1								3
Missing Items - Checked			1		1	1								3
Screening						1								1
Procedures/Process						1								1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ANC		79	54	65	66	51	40	53	57	79	115	147	76	882
2015					4	4	2	9	8	17	28	40	24	136
Civil Rights											1			1
Racial Profiling or Discrimination											1			1
Customer Service						1	1		3	1		7	2	15
Others									2			1		3
TSO						1	1		1	1		6	2	12
Expedited Passenger Screening Program								1						1
TSA PreCheck								1						1
Identification (ID) Requirements								1		1			1	3
Domestic								1		1			1	3
Locks						1				2	3	1		7
Missing or Damaged Lock						1				2	3	1		7
Mishandling of Passenger Property					4	2	1	6	5	11	24	27	19	99
Damaged/Missing Items--Carry-on Luggage								1	1		1	3		6
Damaged/Missing Items--Checked Baggage					4	2	1	3	4	10	21	22	18	85
Disarrayed Items--Carry-on or Checked								2		1	2	2	1	8
Patdown										2		2		4
Children										1				1
Flyer										1		2		3
Persons w/ Disabilities (PWD)												1	1	2
Diabetes												1		1
Metal Implants (joint)													1	1
Screening								1				2	1	4
Lengthy Lines												1		1
Procedures/Process								1				1	1	3
2016		24	14	11	18	16	11	11	16	19	35	24	16	215
Civil Rights			1	1										2
General Complaint and Discrimination				1										1
Racial Profiling or Discrimination			1											1
Customer Service		1	3	5	5	4	2	1	2	3	4	2	3	35
TSO		1	3	5	5	4	2	1	2		4	2	3	35
Identification (ID) Requirements										1				1
ID Matching Ticket and Boarding Pass Issues										1				1
Locks		3	1			2		1		1		2		10
Missing or Damaged Lock		3	1			2		1		1		2		10
Mishandling of Passenger Property		15	6	4	12	3	7	9	9	9	22	17	11	124
Damaged/Missing Items--Carry-on Luggage		1			1		1	1	1	1	2			8
Damaged/Missing Items--Checked Baggage		14	6	3	10	3	6	8	8	8	15	17	10	108
Disarrayed Items--Carry-on or Checked				1	1						5		1	8
Patdown			1		1	2	1		1	1	1		1	9
Flyer			1		1	2	1		1	1	1		1	9
Persons w/ Disabilities (PWD)		1	1			2			2	2	3			11
Breast Cancer						1								1
Diabetes		1	1											2
Internal Medical Devices										1				1
Medically Necessary Medication and Medical Supplies											1			1
Mobility Disability (Not Wheelchair or Scooter)									1	1				2
Service Animals						1					1			2
Touch Aversion (pain/trauma)									1		1			2
Screening		4	1	1		3	1		2	2	5	3	1	23
Inconsistency		1				1	1				1			4
Lengthy Lines		1				1			2	1		1		6
Procedures/Process		2	1	1		1				1	4	2	1	13
2017		19	11	21	19	13	17	18	13	17	30	44	21	243
Civil Rights					1					1		1	1	4
National Origin													1	1
Racial Profiling or Discrimination					1					1		1		3
Customer Service		4	1	3	2	2	2	1	3	3	3	7	2	33
CSM		1												1
Others										1		1		2
TSO		3	1	3	2	2	2	1	3	2	3	6	2	30
Identification (ID) Requirements									1					1
Domestic									1					1
Locks		3		1	2	1		1	1		2	4	6	21
General		1										2		3
Missing or Damaged Lock		2		1	2	1		1	1		2	2	6	18
Mishandling of Passenger Property		4	8	13	13	7	10	5	3	8	12	18	7	108
Damaged/Missing Items--Carry-on Luggage					1		1			1	1	2		6
Damaged/Missing Items--Checked Baggage		4	4	12	12	7	7	5	3	7	8	12	5	86
Damaged/Missing Items--Unspecified Luggage											1			1
Disarrayed Items--Carry-on or Checked			4	1			2				2	4	2	15
Notice of Violation/Civil Penalties											1			1
General											1			1
Patdown			1			1	1	2	1			1	1	8
Flyer			1			1	1	2	1			1	1	8
Persons w/ Disabilities (PWD)		3		2				1			2	1		9
Cognitive /Developmental /Mental Disability								1						1
Metal Implants (joint)											1			1
Prosthesis/Amputees and Casts												1		1
Touch Aversion (pain/trauma)		3		1										4
Wheelchair/ Scooter/ Segway				1							1			2
Prohibited & Permitted Items							1							1
Firearm/Ammunition							1							1
Property - Special Handling								3	3	2	2	9	3	22

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged Items - Carry-On											1		1
Damaged Items - Checked							2	2	1		2	1	8
Missing Items - Carry-On											1	1	2
Missing Items - Checked							1	1	1	2	5	1	11
Screening	5	1	2	1	2	3	5	1	3	8	3	1	35
Children										1			1
Inconsistency						1			2	2		1	6
Lengthy Lines					1	1				1	1		4
Procedures/Process	5		2	1	1	1	5	1	1	4	2		23
Security Breach		1											1
<b>2018</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>13</b>	<b>8</b>	<b>10</b>	<b>15</b>	<b>20</b>	<b>26</b>	<b>22</b>	<b>39</b>	<b>15</b>	<b>225</b>
Advanced Imaging Technology (AIT)	1												1
Flyer	1												1
Civil Rights				1									1
Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		3	1	2			1		5	4	6	2	24
TSO		3	1	2			1		5	4	6	2	24
Locks		1			1				3	2	1	1	9
Missing or Damaged Lock		1			1				3	2	1	1	9
Lost and Found												1	1
Airport/TSA												1	1
Mishandling of Passenger Property	7	6	9	6	4	2	6	5	5	10	19	7	86
Damaged/Missing Items--Checked Baggage	7	6	8	3	4	2	5	5	5	9	15	4	73
Disarrayed Items--Carry-on or Checked			1	3			1			1	4	3	13
Patdown		1	2	1	1	2		2	1	1	3	1	15
Flyer		1	2	1	1	2		2	1	1	2	1	14
Flyer as Observer											1		1
Persons w/ Disabilities (PWD)			1		2		1	3			2		9
General								1					1
Medically Necessary Medication and Medical Supplies							1						1
Metal Implants (joint)								1					1
Mobility Disability (Not Wheelchair or Scooter)											1		1
Ostomy/Ostomates								1					1
Respiratory and Inhaler Equipment											1		1
Service Animals			1										1
Wheelchair/ Scooter/ Segway					1								1
Wounded Warrior					1								1
Property - Special Handling	4	2	2	1		3	4	6	5	2	4	3	36
Damaged Items - Carry-On												1	1
Damaged Items - Checked	1	1	1	1		1	2	3		1	2		13
Missing Items - Carry-On						1		1	1		1		4
Missing Items - Checked	3	1	1			1	2	2	4	1	1	2	18
Request for Assistance									1				1
Other									1				1
Screening	6	6	5	2		3	3	4	6	3	4		42
Inconsistency								1			1		2
Lengthy Lines	4		1	1		2	2	1	2				13
Procedures/Process	2	6	4	1		1	1	2	3	3	3		26
Retrieving Abandoned/Confiscated Items									1				1
<b>2019</b>	<b>18</b>	<b>10</b>	<b>13</b>	<b>12</b>	<b>10</b>								<b>63</b>
Civil Rights	3		2		2								7
National Origin	1												1
Racial Profiling or Discrimination	1		1										2
Sex/Gender/Gender Identity- Not Transgender	1		1		2								4
Customer Service	2		1	1	1								5
TSO	2		1	1	1								5
Locks	1				1								2
Missing or Damaged Lock	1				1								2
Mishandling of Passenger Property	4	5	3	6	3								21
Damaged/Missing Items--Checked Baggage	4	4	3	6	2								19
Disarrayed Items--Carry-on or Checked		1			1								2
Patdown		1	1	1									3
Flyer		1	1										2
Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	2		2		1								5
Diabetes			1										1
General	1												1
Medical Devices - Attached to the Body	1												1
Mobility Disability (Not Wheelchair or Scooter)					1								1
Prosthesis/Amputees and Casts			1										1
Property - Special Handling	4	3	3		2								15
Damaged Items - Carry-On				1									1
Damaged Items - Checked	1		2	1	2								6
Missing Items - Carry-On	1												1
Missing Items - Checked	2	3	1	1									7
Screening	2	1	1	1									5
Inconsistency				1									1
Lengthy Lines	1												1
Procedures/Process	1		1										2
Shoe Screening		1											1

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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
APN	4	2			1	1			2	1	2	1	14
2015									2	1	1		4
Mishandling of Passenger Property									2	1	1		4
Damaged/Missing Items--Checked Baggage									2	1			3
Disarrayed Items--Carry-on or Checked											1		1
2016	2				1						1		4
Mishandling of Passenger Property	1				1						1		3
Damaged/Missing Items--Checked Baggage	1				1						1		3
Patdown	1												1
Flyer	1												1
2017	1	1											2
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Screening		1											1
Procedures/Process		1											1
2018						1						1	2
Mishandling of Passenger Property												1	1
Disarrayed Items--Carry-on or Checked												1	1
Screening						1							1
Lengthy Lines						1							1
2019	1	1											2
Mishandling of Passenger Property		1											1
Disarrayed Items--Carry-on or Checked		1											1
Property - Special Handling	1												1
Damaged Items - Checked	1												1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>ART</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>6</b>		<b>4</b>	<b>6</b>	<b>3</b>	<b>35</b>
<b>2015</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>9</b>
Locks								1			1		2
Missing or Damaged Lock								1			1		2
Mishandling of Passenger Property				1	1	1		2		1		1	7
Damaged/Missing Items--Checked Baggage					1	1		1		1		1	5
Disarrayed Items--Carry-on or Checked				1				1					2
<b>2016</b>			<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>2</b>		<b>7</b>
Mishandling of Passenger Property			1	1	1			1		1	2		7
Damaged/Missing Items--Checked Baggage			1	1	1			1			2		6
Disarrayed Items--Carry-on or Checked										1			1
<b>2017</b>	<b>1</b>				<b>1</b>		<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>9</b>
Customer Service	1				1							1	3
TSO	1				1							1	3
Locks								1					1
Missing or Damaged Lock								1					1
Mishandling of Passenger Property										1	1		2
Damaged/Missing Items--Checked Baggage										1	1		2
Property - Special Handling							1	1					2
Missing Items - Checked							1	1					2
Screening												1	1
Procedures/Process												1	1
<b>2018</b>	<b>1</b>	<b>1</b>								<b>1</b>	<b>2</b>		<b>5</b>
Mishandling of Passenger Property	1										2		3
Damaged/Missing Items--Checked Baggage	1										2		3
Property - Special Handling		1								1			2
Missing Items - Checked		1								1			2
<b>2019</b>		<b>3</b>	<b>1</b>	<b>1</b>									<b>5</b>
Mishandling of Passenger Property			1										1
Disarrayed Items--Carry-on or Checked			1										1
Property - Special Handling		2		1									3
Missing Items - Checked		2		1									3
Screening		1											1
Security Breach		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>ASE</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>59</b>
<b>2015</b>				<b>2</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>
Customer Service												<b>1</b>	<b>1</b>
TSO												<b>1</b>	<b>1</b>
Locks											<b>1</b>		<b>1</b>
Missing or Damaged Lock											<b>1</b>		<b>1</b>
Mishandling of Passenger Property				<b>2</b>		<b>1</b>	<b>1</b>			<b>1</b>			<b>5</b>
Damaged/Missing Items--Checked Baggage				<b>2</b>		<b>1</b>	<b>1</b>			<b>1</b>			<b>5</b>
<b>2016</b>	<b>1</b>			<b>1</b>	<b>5</b>	<b>6</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>23</b>
Civil Rights												<b>1</b>	<b>1</b>
Racial Profiling or Discrimination												<b>1</b>	<b>1</b>
Customer Service				<b>1</b>		<b>2</b>							<b>3</b>
Others				<b>1</b>									<b>1</b>
TSO						<b>2</b>							<b>2</b>
Locks					<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
General							<b>1</b>						<b>1</b>
Missing or Damaged Lock					<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>
Mishandling of Passenger Property	<b>1</b>				<b>3</b>	<b>2</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>9</b>
Damaged/Missing Items--Carry-on Luggage									<b>1</b>				<b>1</b>
Damaged/Missing Items--Checked Baggage	<b>1</b>				<b>3</b>	<b>2</b>					<b>1</b>	<b>1</b>	<b>8</b>
Patdown									<b>1</b>				<b>1</b>
Flyer									<b>1</b>				<b>1</b>
Screening					<b>1</b>	<b>1</b>	<b>1</b>						<b>3</b>
Procedures/Process					<b>1</b>	<b>1</b>	<b>1</b>						<b>3</b>
<b>2017</b>			<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>13</b>
Customer Service			<b>1</b>			<b>1</b>					<b>2</b>		<b>4</b>
TSO			<b>1</b>			<b>1</b>					<b>2</b>		<b>4</b>
Locks				<b>1</b>	<b>1</b>								<b>2</b>
Missing or Damaged Lock				<b>1</b>	<b>1</b>								<b>2</b>
Mishandling of Passenger Property			<b>1</b>										<b>1</b>
Damaged/Missing Items--Checked Baggage			<b>1</b>										<b>1</b>
Property - Special Handling								<b>1</b>	<b>1</b>		<b>1</b>		<b>3</b>
Missing Items - Checked								<b>1</b>	<b>1</b>		<b>1</b>		<b>3</b>
Screening			<b>1</b>		<b>1</b>							<b>1</b>	<b>3</b>
Procedures/Process			<b>1</b>		<b>1</b>							<b>1</b>	<b>3</b>
<b>2018</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>12</b>
Customer Service			<b>1</b>	<b>1</b>	<b>1</b>								<b>3</b>
Others					<b>1</b>								<b>1</b>
TSO			<b>1</b>	<b>1</b>									<b>2</b>
Locks						<b>1</b>				<b>1</b>			<b>2</b>
Missing or Damaged Lock						<b>1</b>				<b>1</b>			<b>2</b>
Mishandling of Passenger Property		<b>1</b>	<b>1</b>		<b>1</b>								<b>3</b>
Damaged/Missing Items--Checked Baggage		<b>1</b>	<b>1</b>										<b>2</b>
Disarrayed Items--Carry-on or Checked					<b>1</b>								<b>1</b>
Patdown							<b>1</b>						<b>1</b>
Flyer							<b>1</b>						<b>1</b>
Persons w/ Disabilities (PWD)				<b>1</b>									<b>1</b>
General				<b>1</b>									<b>1</b>
Property - Special Handling									<b>1</b>				<b>1</b>
Missing Items - Checked									<b>1</b>				<b>1</b>
Screening				<b>1</b>									<b>1</b>
Lengthy Lines				<b>1</b>									<b>1</b>
<b>2019</b>	<b>2</b>	<b>1</b>			<b>1</b>								<b>4</b>
Mishandling of Passenger Property	<b>2</b>												<b>2</b>
Damaged/Missing Items--Checked Baggage	<b>2</b>												<b>2</b>
Patdown					<b>1</b>								<b>1</b>
Flyer					<b>1</b>								<b>1</b>
Screening		<b>1</b>											<b>1</b>
Procedures/Process		<b>1</b>											<b>1</b>

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ATL		744	740	749	870	722	747	710	833	724	775	766	669	9,049
2015					120	78	102	95	135	151	180	176	193	1,230
Advanced Imaging Technology (AIT)									1			1		2
Flyer									1			1		2
Airline					2									2
Lost Baggage					1									1
Policy/Regulations/Service					1									1
Civil Rights					2	3	2					1	1	9
General Complaint and Discrimination					1	1	1							3
Racial Profiling or Discrimination					1	2	1					1		5
Screening of Religious Cultural and Ceremonial Items													1	1
Claims					1									1
General					1									1
Customer Service					6	4	7	11	12	26		27	47	162
CSM											1			1
Others								1	1	4	3	4	6	19
TSO					6	4	7	10	11	22	18	23	41	142
DHS TRIP					2									2
General					2									2
Expedited Passenger Screening Program					12	2	2	2	3					21
Known Crew Member					1									1
TSA PreCheck					11	2	2	2	3					20
Hazardous Materials Safety							4	1	1	1				7
General							4	1	1	1				7
Identification (ID) Requirements					1								1	2
Domestic													1	1
ID Matching Ticket and Boarding Pass Issues					1									1
Locks					3		5	8	8	7	7	19	14	71
General												1		1
Missing or Damaged Lock					3		5	8	8	7	7	18	14	70
Lost and Found					2	2	1		1		1		5	12
Airport/TSA					2	2	1		1		1		5	12
Mishandling of Passenger Property					80	58	68	64	90	89	128	105	104	786
Damaged/Missing Items--Carry-on Luggage					8	7	7	10	8	18	22	16	18	114
Damaged/Missing Items--Checked Baggage					68	49	57	51	77	69	98	85	81	635
Damaged/Missing Items--Unspecified Luggage					3									3
Disarrayed Items--Carry-on or Checked					1	2	4	3	5	2	8	4	5	34
Ombudsman										1				1
General										1				1
Patdown						1	3		1		1	1	1	8
Flyer						1	3		1		1		1	7
General												1		1
Persons w/ Disabilities (PWD)					1		1		1	3	1	2	3	12
Autism Spectrum													1	1
General					1					1				2
Hearing Impairment												1		1
Mobility Disability (Not Wheelchair or Scooter)							1		1	1			1	4
Touch Aversion (pain/trauma)												1		1
Wheelchair/ Scooter/ Segway										1	1		1	3
Prohibited & Permitted Items							1					1	1	3
General							1							1
Knives/Tools/Razors/Sharp Objects												1		1
Medication/Prescription/Medically Necessary Items													1	1
Screening					8	8	8	9	16	24	20	19	16	128
Crew Member or Airline Employee										2				2
Inconsistency									2	1		3	1	7
International Screening					1		1					1		3
Lengthy Lines					1	3	3	5	7	13	11	7	8	58
Procedures/Process					6	4	4	4	6	5	9	6	6	50
Retrieving Abandoned/Confiscated Items										1		1	1	3
Security Breach						1			1			1		4
Shoe Screening										1				1
TSA Contact Information									1					1
General									1					1
2016		169	162	181	192	174	234	235	258	179	199	188	174	2,345
Civil Rights			4	2	3	3	7	5	8	3	6	4	3	48
Civil Rights Violation (TSA Employee)			1								1			2
Constitutional Rights										1				1
General Complaint and Discrimination						1								1
Headwear								1						1
National Origin									1		2			3
Perceived Religion								1						1
Racial Profiling or Discrimination			3	2	2	2	6	2	6	1	3	3	2	32
Screening of Religious Cultural and Ceremonial Items					1					1				2
Sex/Gender/Gender Identity- Not Transgender							1						1	2
Sexual Orientation - Not Transgender												1		1
Transgender Screening								1	1					2
Customer Service		31	25	33	39	39	41	45	55	43	37	40	34	462
CSM		1							1		1			3
Others		2	4	7	5	10	7	13	12	10	5	4	3	82
TSO		28	21	26	34	29	34	32	42	33	31	36	31	377
Identification (ID) Requirements			2		2	1	1		1				1	8
Domestic					2	1	1		1				1	7
ID Matching Ticket and Boarding Pass Issues					1									1
Locks		9	9	7	6	8	11	12	5	5	10	11	6	99



Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
General					1				1				2
Missing or Damaged Lock	9	9	7	6	7	11	12	5	4	10	11	6	97
Lost and Found	3	1	4	3	6	6	3	2	5	1	5	3	42
Airport/TSA	3	1	4	3	6	6	3	2	5	1	5	3	42
Mishandling of Passenger Property	100	105	108	105	72	101	100	113	107	117	107	103	1,238
Damaged/Missing Items--Carry-on Luggage	15	16	24	19	20	25	21	18	22	19	19	15	233
Damaged/Missing Items--Checked Baggage	77	84	78	84	51	72	77	85	79	91	86	83	947
Damaged/Missing Items--Unspecified Luggage	2								2	1	1	1	7
Disarrayed Items--Carry-on or Checked	6	5	6	2	1	4	2	10	4	6	1	4	51
Patdown	3	2	2	1	4	2	4	5	1	6	4	5	39
Children										1			1
Flyer	3	2	2	1	2	1	4	5	1	4	3	5	33
Flyer as Observer					2	1				1	1		5
Persons w/ Disabilities (PWD)	4	2	1	3	4	4	4	4	2	3	3	3	37
Autism Spectrum			1										1
Breast Cancer												1	1
Cancer (general) Not Breast Cancer							2						2
Cognitive /Developmental /Mental Disability					1	1							2
Diabetes											1	1	2
General				1		1							2
Hearing Impairment		2											2
Internal Medical Devices				1									1
Medical Devices - Attached to the Body				1									1
Medically Necessary Medication and Medical Supplies					2	1		1					4
Metal Implants (joint)								1	1				2
Mobility Disability (Not Wheelchair or Scooter)	1						2				1		4
Ostomy/Ostomates	1								1	1			3
Visual Impairment					1					2			3
Wheelchair/ Scooter/ Segway	2					1		2			1	1	7
Prohibited & Permitted Items										2		1	3
Beauty & Grooming Items												1	1
Firearm/Ammunition										1			1
Liquids/Gels/Aerosols										1			1
Request for Assistance								1		1			2
Other								1		1			2
Screening	19	12	24	29	37	61	62	64	13	16	14	15	366
Crew Member or Airline Employee			1	2		1		1			1		6
Gate Pass											1		1
Inconsistency		2	2	2		4	1	3	2	2		1	19
Lengthy Lines	15	4	10	17	31	42	42	46	4	4	1	2	218
Military								1					1
Procedures/Process	4	4	8	8	6	11	19	10	7	10	10	11	108
Retrieving Abandoned/Confiscated Items								1					1
Security Breach		2	3			3		2			1	1	12
TSA Contact Information				1									1
General				1									1
<b>2017</b>	<b>188</b>	<b>192</b>	<b>213</b>	<b>231</b>	<b>170</b>	<b>211</b>	<b>179</b>	<b>209</b>	<b>190</b>	<b>221</b>	<b>207</b>	<b>171</b>	<b>2,382</b>
Advanced Imaging Technology (AIT)						1							1
Flyer						1							1
Civil Rights	3	3	4	7	3	7	4	5	1	2	2	7	48
Civil Rights Violation (TSA Employee)				1									1
Constitutional Rights				1									1
Hair Patdowns							1	1				1	3
National Origin						1		1					2
Racial Profiling or Discrimination	3	3	4	5	3	5	3	1	1	2	2	6	38
Screening of Religious or Cultural Garments						1							1
Transgender Screening								2					2
Customer Service	45	53	46	35	41	48	38	54	53	51	46	36	546
CSM		1		1									2
Others	6	10	7	5	6	3	5	9	4	3	3	7	68
TSO	39	42	39	29	35	45	33	45	49	48	43	29	476
Human Capital											1		1
Current Employee											1		1
Identification (ID) Requirements		1	1	1									3
Domestic		1	1	1									3
Locks	9	9	12	14	8	10	12	9	10	12	9	8	122
General	1	1	2	1	1					2			8
Missing or Damaged Lock	8	8	10	13	7	10	12	9	10	10	9	8	114
Lost and Found	3	1	2	4	3	8	3	1	1	4	2	3	35
Airport/TSA	3	1	2	4	3	8	3	1	1	4	2	3	35
Mishandling of Passenger Property	108	92	109	129	78	97	51	61	54	68	63	54	964
Damaged/Missing Items--Carry-on Luggage	13	24	22	28	15	26	9	4	7	3	5	2	158
Damaged/Missing Items--Checked Baggage	86	60	83	95	60	67	33	47	44	54	52	45	726
Damaged/Missing Items--Unspecified Luggage	1	1	1			1			1		1		6
Disarrayed Items--Carry-on or Checked	8	7	3	6	3	3	9	10	2	11	5	7	74
Patdown	2	4	3	10	9	4	6	5	6	3	7	2	61
Children								1					1
Flyer	2	3	2	9	7	4	5	4	4	3	5	1	49
Flyer as Observer			1		2				1			1	5
General							1				1		2
Non-Flyer		1		1					1		1		4
Persons w/ Disabilities (PWD)	5	2	7	4	2	3	5	6	8	10	10	3	65
Breast Cancer			1										1
Cognitive /Developmental /Mental Disability				1				1					2
Diabetes			1					1					2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
General		1					1		1	1			4
Hearing Impairment							1		1				2
Internal Medical Devices		1	1								1	1	4
Medical Devices - Attached to the Body	1												1
Medically Necessary Medication and Medical Supplies			1	2					1		1	1	6
Metal Implants (joint)						1				1	1		3
Mobility Disability (Not Wheelchair or Scooter)	1						1	3		3	2		10
Prosthesis/Amputees and Casts					1								1
Respiratory and Inhaler Equipment	1												1
Service Animals	1		1	1			1		1	1			6
Visual Impairment											1		1
Wheelchair/ Scooter/ Segway	1		2		1	2	1	1	4	4	4	1	21
Prohibited & Permitted Items			1	1	2				2		3		9
Alcohol and Tobacco					1				1		3		5
Firearm/Ammunition			1										1
Knives/Tools/Razors/Sharp Objects				1	1								2
Medication/Prescription/Medically Necessary Items									1				1
Property - Special Handling							28	37	33	39	37	32	206
Damaged Items - Carry-On							4	3	4	1	4	2	18
Damaged Items - Checked							7	7	8	13	3	10	48
Missing Items - Carry-On							6	11	9	11	11	8	56
Missing Items - Checked							11	16	12	14	19	12	84
Request for Assistance	1	1											2
Other	1	1											2
Screening	12	26	28	26	24	33	32	31	22	32	26	26	318
Crew Member or Airline Employee								1					1
Inconsistency	1	2	1	2	1	1		5		4	2	1	20
International Screening			1										1
Lengthy Lines	2	6	4	6	6	8	6	10	7	8	6	11	80
Procedures/Process	9	17	20	18	17	23	26	14	15	20	17	14	210
Security Breach		1	2			1		1					5
Shoe Screening											1		1
TSA Contact Information											1		1
General											1		1
2018	230	239	193	204	186	200	201	231	204	175	195	131	2,389
Civil Rights	9	6	5	5	4	5	10	5	10	7	6	3	75
Age					1	1		1	1				4
Constitutional Rights								1					1
Hair Patdowns									1				1
National Origin				1				1			1		3
Perceived Religion					1								1
Racial Profiling or Discrimination	7	4	4	4	1	3	9	2	7	7	3		51
Sex/Gender/Gender Identity- Not Transgender	2		1			1	1					3	8
Sexual Orientation - Not Transgender		1			1				1		1		4
Transgender Screening		1									1		2
Customer Service	54	70	49	57	53	53	45	59	49	41	45	28	603
Others	6	15	4	4	3	6	3	4	4	4	1		54
TSO	48	55	45	53	50	47	42	55	45	37	44	28	549
Identification (ID) Requirements	1			2									3
Domestic	1			2									3
Locks	9	16	7	11	4	8	17	8	8	3	7	12	110
Missing or Damaged Lock	9	16	7	11	4	8	17	8	8	3	7	12	110
Lost and Found	8	9	1	2	3	3	3	1	4	2	3	3	42
Airport/TSA	8	9	1	2	3	3	3	1	4	2	3	3	42
Mishandling of Passenger Property	53	47	57	54	42	46	48	57	46	46	66	27	589
Damaged/Missing Items--Carry-on Luggage	6	6	12	5	2	1	4	4	2	4	4		50
Damaged/Missing Items--Checked Baggage	45	34	41	45	35	37	39	50	35	41	57	25	484
Damaged/Missing Items--Unspecified Luggage			1				2	1	2		1		7
Disarrayed Items--Carry-on or Checked	2	7	4	3	5	8	3	2	7	1	4	2	48
Patdown	5	5	3	5	4	4	5	7	7	4	6	1	56
Flyer	4	5	3	4	4	4	4	7	7	4	6		52
Flyer as Observer	1			1								1	3
Non-Flyer							1						1
Persons w/ Disabilities (PWD)	4	3	5	5	15	8	6	7	8	7	7	3	78
Breast Cancer							1						1
Cancer (general) Not Breast Cancer	1				1			1					3
Cognitive /Developmental /Mental Disability												1	1
Diabetes		2		1	2	1	1						7
Diapers/Garments/Dressings/Masks					2								2
General						1	1		1		1		4
Internal Medical Devices										1			1
Medical Devices - Attached to the Body									1				1
Medically Necessary Medication and Medical Supplies			2	1	1	1		2	2	2	3		14
Metal Implants (joint)								1			1	1	3
Mobility Disability (Not Wheelchair or Scooter)	1		2	2	3	1	1	1	3	1			15
Prosthesis/Amputees and Casts					1			1					2
Respiratory and Inhaler Equipment											1		1
Service Animals					1	1							2
Touch Aversion (pain/trauma)	1				2	1							4
Visual Impairment						1							1
Wheelchair/ Scooter/ Segway	1	1	1	1	2	1	2	1	1	3	1	1	16
Property - Special Handling	34	36	33	31	27	27	33	37	33	36	33	39	399
Damaged Items - Carry-On	1		3	6	2	4	3	3	3	5	4	1	35
Damaged Items - Checked	14	10	7	7	3	7	5	9	11	6	8	8	95
Missing Items - Carry-On	6	9	7	6	7	10	7	6	9	10	6	13	96

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Missing Items - Checked	13	17	16	12	15	6	18	19	10	15	15	17	173
Request for Assistance					2		1		1		2		6
Other					1		1		1		2		5
Wounded Warrior (MSIJSOC)					1								1
Screening	53	47	33	32	32	46	33	50	38	29	20	15	428
Inconsistency	2	4	2		1	2	1	3	1	2	3	2	23
Lengthy Lines	17	22	15	15	20	19	17	15	8	10	4		162
Procedures/Process	34	21	15	17	11	25	15	30	29	15	12	13	237
Retrieving Abandoned/Confiscated Items			1					2					3
Security Breach										2	1		3
2019	157	147	162	123	114								703
Advanced Imaging Technology (AIT)	1												1
General	1												1
Civil Rights	9	6	4	3	2								24
Age	1		1										2
National Origin	1		1		1								3
Racial Profiling or Discrimination	3	6	1	3	1								14
Sex/Gender/Gender Identity- Not Transgender	4		1										5
Customer Service	40	37	25	25	26								153
Others	2				1								3
TSO	38	37	25	25	25								150
Locks	10	9	11	8	8								46
General	1												1
Missing or Damaged Lock	9	9	11	8	8								45
Lost and Found	2				3								5
Airport/TSA	2				3								5
Mishandling of Passenger Property	31	31	37	34	25								158
Damaged/Missing Items--Carry-on Luggage	5		3	4									12
Damaged/Missing Items--Checked Baggage	22	29	29	27	21								128
Damaged/Missing Items--Unspecified Luggage				1	1								2
Disarrayed Items--Carry-on or Checked	4	2	5	2	3								16
Patdown	1	2	2	1	3								9
Flyer	1	2	2	1	2								8
Non-Flyer					1								1
Persons w/ Disabilities (PWD)	3	6	13	7	6								35
Assistive Technology		1											1
Autism Spectrum				1									1
Diabetes		1	2										3
General					1								1
Hearing Impairment			1	1	1								3
Internal Medical Devices	1												1
Medically Necessary Medication and Medical Supplies			4	1	1								6
Metal Implants (joint)			2	2	1								5
Mobility Disability (Not Wheelchair or Scooter)		1	4	1									6
Service Animals	1	2		1									4
Touch Aversion (pain/trauma)					1								1
Wheelchair/ Scooter/ Segway	1	1			1								3
Property - Special Handling	41	32	48	33	24								178
Damaged Items - Carry-On	3	5	2	3	3								16
Damaged Items - Checked	11	6	11	8	8								44
Missing Items - Carry-On	7	6	10	5	4								32
Missing Items - Checked	20	15	25	17	9								86
Screening	19	24	22	12	17								94
Inconsistency	4	3	2	1	1								11
Lengthy Lines	6	6	2	1	3								18
Procedures/Process	7	13	18	9	12								59
Retrieving Abandoned/Confiscated Items	2			1									3
Security Breach		2			1								3

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ATW		6	6	5	7	9	5	2		3	5	7	4	59
2015					1	1		1			2	3	1	9
Customer Service													1	1
TSO													1	1
Mishandling of Passenger Property					1	1		1			2	3		8
Damaged/Missing Items--Checked Baggage					1	1		1			2	3		8
2016		1	1		1	5	1	1		2		1	2	15
Customer Service			1											1
TSO			1											1
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property					1	4	1	1		1		1	2	11
Damaged/Missing Items--Carry-on Luggage						2								2
Damaged/Missing Items--Checked Baggage					1	2	1	1		1		1	1	8
Disarrayed Items--Carry-on or Checked													1	1
Persons w/ Disabilities (PWD)						1								1
Diabetes						1								1
Screening										1				1
Procedures/Process										1				1
2017			1		3	1	2				1		1	9
Customer Service					1									1
TSO					1									1
Mishandling of Passenger Property			1		1		2				1			5
Damaged/Missing Items--Checked Baggage			1		1		2				1			5
Persons w/ Disabilities (PWD)						1								1
Service Animals						1								1
Property - Special Handling													1	1
Damaged Items - Checked													1	1
Screening					1									1
Procedures/Process					1									1
2018		1	3	3	1		2			1	2	3		16
Civil Rights											1			1
Racial Profiling or Discrimination											1			1
Customer Service							1					1		2
TSO							1					1		2
Locks					1									1
Missing or Damaged Lock					1									1
Mishandling of Passenger Property			2	1						1	1	1		6
Damaged/Missing Items--Checked Baggage			2	1							1	1		5
Disarrayed Items--Carry-on or Checked										1				1
Patdown		1												1
Flyer		1												1
Property - Special Handling			1	2								1		4
Missing Items - Carry-On												1		1
Missing Items - Checked			1	2										3
Screening							1							1
Procedures/Process							1							1
2019		4	1	2	1	2								10
Customer Service		1												1
TSO		1												1
Mishandling of Passenger Property		2				1								3
Damaged/Missing Items--Checked Baggage		1				1								2
Disarrayed Items--Carry-on or Checked		1												1
Property - Special Handling			1	1		1								3
Missing Items - Carry-On						1								1
Missing Items - Checked			1	1										2
Screening		1		1	1									3
Inconsistency				1										1
Procedures/Process		1			1									2

**TSA Contact Center Traveler Complaints Tool**

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

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>AUG</b>					1					1	1		3
<b>2015</b>					1								1
Mishandling of Passenger Property					1								1
Damaged/Missing Items--Checked Baggage					1								1
<b>2017</b>											1		1
Mishandling of Passenger Property											1		1
Disarrayed Items--Carry-on or Checked											1		1
<b>2018</b>										1			1
Mishandling of Passenger Property										1			1
Damaged/Missing Items--Checked Baggage										1			1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>AUS</b>	<b>138</b>	<b>143</b>	<b>148</b>	<b>132</b>	<b>130</b>	<b>147</b>	<b>163</b>	<b>165</b>	<b>168</b>	<b>172</b>	<b>151</b>	<b>135</b>	<b>1,792</b>
<b>2015</b>				<b>26</b>	<b>20</b>	<b>37</b>	<b>29</b>	<b>24</b>	<b>31</b>	<b>35</b>	<b>35</b>	<b>34</b>	<b>271</b>
Civil Rights											3		3
General Complaint and Discrimination											1		1
Racial Profiling or Discrimination											2		2
Customer Service				3				3	3	5	3	3	20
Others								1					1
TSO				3				2	3	5	3	3	19
Expedited Passenger Screening Program				2	1	1							4
TSA PreCheck				2	1	1							4
Identification (ID) Requirements						1			2				3
Domestic						1			2				3
Locks				1		2	3	2	1		1	2	12
Missing or Damaged Lock				1		2	3	2	1		1	2	12
Mishandling of Passenger Property				19	15	27	23	18	19	26	23	22	192
Damaged/Missing Items--Carry-on Luggage				1	2	2	3	2	1	3	1	1	16
Damaged/Missing Items--Checked Baggage				17	11	21	18	12	17	21	22	17	156
Disarrayed Items--Carry-on or Checked				1	2	4	2	4	1	2		4	20
Patdown							1				1		2
Flyer							1				1		2
Persons w/ Disabilities (PWD)				1				1	1	2		1	6
General								1					1
Metal Implants (joint)									1				1
Mobility Disability (Not Wheelchair or Scooter)										1			1
Visual Impairment										1			1
Wheelchair/ Scooter/ Segway				1								1	2
Screening					4	6	2		5	2	4	6	29
Inconsistency					2	1							3
Lengthy Lines						2			1	1			4
Procedures/Process					2	3	2		4	1	4	6	22
<b>2016</b>	<b>29</b>	<b>21</b>	<b>28</b>	<b>26</b>	<b>27</b>	<b>35</b>	<b>41</b>	<b>38</b>	<b>42</b>	<b>35</b>	<b>36</b>	<b>41</b>	<b>399</b>
Civil Rights	2	1						1		3		4	11
Racial Profiling or Discrimination	2	1						1		1		3	8
Sex/Gender/Gender Identity- Not Transgender										1			1
Transgender Screening										1		1	2
Customer Service	2	1	2	4	5	10	5	10	10	4	12	2	67
CSM				1									1
Others	1		1					1			1		4
TSO	1	1	1	3	5	10	5	9	10	4	11	2	62
Identification (ID) Requirements						1							1
Domestic						1							1
Locks	3		2	1	2	2	1	2		3	2	2	20
Missing or Damaged Lock	3		2	1	2	2	1	2		3	2	2	20
Mishandling of Passenger Property	13	16	17	17	12	17	21	14	22	13	15	20	197
Damaged/Missing Items--Carry-on Luggage		5	2	2		2	3	2	2			3	21
Damaged/Missing Items--Checked Baggage	11	10	13	15	11	13	16	10	18	13	15	13	158
Damaged/Missing Items--Unspecified Luggage						1							1
Disarrayed Items--Carry-on or Checked	2	1	2		1	2	1	2	2			4	17
Patdown	4	1	1				1	1	3	4	2	3	20
Flyer	4	1	1				1	1	3	4	2	3	20
Persons w/ Disabilities (PWD)	1	1	3	3	2	2	1	1	1	3	2	1	21
Diabetes		1	1						1				3
Diapers/Garments/Dressings/Masks	1												1
General			1			1	1						3
Internal Medical Devices			1										1
Medically Necessary Medication and Medical Supplies								1					1
Metal Implants (joint)				1									1
Mobility Disability (Not Wheelchair or Scooter)				1	1	1							3
Ostomy/Ostomates											1		1
Prosthesis/Amputees and Casts				1						1			2
Respiratory and Inhaler Equipment					1								1
Touch Aversion (pain/trauma)										1			1
Wheelchair/ Scooter/ Segway										1	1	1	3
Prohibited & Permitted Items	1												1
Firearm/Ammunition	1												1
Request for Assistance										1			1
Wounded Warrior (MSIJSOC)										1			1
Screening	3	1	3	1	6	3	12	9	6	4	3	9	60
Inconsistency							2	2	1	2		2	9
Lengthy Lines					4	1	7	3	1		1	2	19
Procedures/Process	2	1	3	1	1	2	3	3	4	2	2	5	29
Retrieving Abandoned/Confiscated Items	1												1
Security Breach					1			1					2
<b>2017</b>	<b>32</b>	<b>52</b>	<b>40</b>	<b>31</b>	<b>25</b>	<b>28</b>	<b>41</b>	<b>51</b>	<b>48</b>	<b>41</b>	<b>39</b>	<b>35</b>	<b>463</b>
Advanced Imaging Technology (AIT)								1					1
Flyer								1					1
Civil Rights	1	1						1	1	3	4	3	14
Constitutional Rights											1		1
Hair Patdowns										1			1
National Origin											1		1
Racial Profiling or Discrimination	1	1						1	1	2	2	1	9
Sex/Gender/Gender Identity- Not Transgender												1	1
Transgender Screening												1	1
Customer Service	10	13	8	5	6	7	10	10	7	8	8	8	100
CSM					1								1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Others				1					2				3
TSO	10	13	8	4	5	7	10	10	5	8	8	8	96
Identification (ID) Requirements		1									1		2
Domestic		1									1		2
Locks	2	3		2			2	1	3	1	1	2	17
General									1			1	2
Missing or Damaged Lock	2	3		2			2	1	2	1	1	1	15
Lost and Found			1			1							2
Airport/TSA			1			1							2
Mishandling of Passenger Property	12	21	13	15	15	14	12	17	15	15	13	9	171
Damaged/Missing Items--Carry-on Luggage		3	1	1	2	1			1	1	2		12
Damaged/Missing Items--Checked Baggage	11	15	11	14	11	11	11	11	10	11	9	9	134
Damaged/Missing Items--Unspecified Luggage		1			1								2
Disarrayed Items--Carry-on or Checked	1	2	1		1	2	1	6	4	3	2		23
Patdown	1	2	9	4	1	3	4	2	3	3	3	2	37
Flyer	1	2	9	4	1	3	3	1	2	3	3	1	33
Flyer as Observer							1		1				2
Non-Flyer								1				1	2
Persons w/ Disabilities (PWD)	1	3	3	2	1	1	3	5	2	1	1	5	28
Autism Spectrum					1								1
Cognitive /Developmental /Mental Disability		1	1					1				1	4
Diabetes							1		1			1	3
General								1				1	2
Hearing Impairment						1							1
Internal Medical Devices		1											1
Medically Necessary Medication and Medical Supplies		1								1		1	3
Metal Implants (joint)			1	1				1			1		4
Mobility Disability (Not Wheelchair or Scooter)							1	1	1				3
Prosthesis/Amputees and Casts	1		1										2
Service Animals				1									1
Touch Aversion (pain/trauma)												1	1
Wheelchair/ Scooter/ Segway							1	1					2
Prohibited & Permitted Items			1										1
Breast Milk/Baby Formula/Breast Pump			1										1
Property - Special Handling							8	10	13	6	3	6	46
Damaged Items - Carry-On								1	1	1	1	1	5
Damaged Items - Checked								4	3	1	2	1	11
Missing Items - Carry-On							1	2	2	1			6
Missing Items - Checked							7	3	7	3		4	24
Screening	5	8	5	3	2	2	2	4	4	4	5		44
Crew Member or Airline Employee										1			1
Inconsistency		1						1			1		3
Lengthy Lines		1	1	1				1					4
Procedures/Process	2	6	4	2	2	2	2	2	4	3	4		33
Retrieving Abandoned/Confiscated Items	1												1
Security Breach	2												2
<b>2018</b>	<b>38</b>	<b>37</b>	<b>44</b>	<b>23</b>	<b>30</b>	<b>47</b>	<b>52</b>	<b>52</b>	<b>47</b>	<b>61</b>	<b>41</b>	<b>25</b>	<b>497</b>
Civil Rights	2			1		1	2		2	4	3	4	19
Age									1				1
Constitutional Rights												1	1
Hair Patdowns	1					1	1						3
Perceived Religion				1									1
Racial Profiling or Discrimination							1			3	2	1	7
Sex/Gender/Gender Identity- Not Transgender										1	1	2	4
Sexual Orientation - Not Transgender	1												1
Transgender Screening									1				1
Customer Service	5	11	6	2	8	10	8	9	11	13	6	3	92
Others		1	1							2			4
TSO	5	10	5	2	8	10	8	9	11	11	6	3	88
Identification (ID) Requirements			1										1
Domestic			1										1
Locks	1	2	3	1	2	3	1	3	1	1	1	3	22
General					1								1
Missing or Damaged Lock	1	2	3	1	1	3	1	3	1	1	1	3	21
Lost and Found		2							1				3
Airport/TSA		2							1				3
Mishandling of Passenger Property	12	11	15	7	7	15	13	13	13	14	8	6	134
Damaged/Missing Items--Carry-on Luggage	1		1				3	4	2	1			12
Damaged/Missing Items--Checked Baggage	8	10	12	7	6	14	8	8	8	9	7	5	102
Damaged/Missing Items--Unspecified Luggage							1			1			2
Disarrayed Items--Carry-on or Checked	3	1	2		1	1	1	1	3	3	1	1	18
Patdown	5	2	3				5	3	1	4	3	1	27
Flyer	5	2	2				5	3	1	4	2	1	25
Flyer as Observer											1		1
Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1			4	3	3	2	4	7	4	6		34
Autism Spectrum									1				1
Cognitive /Developmental /Mental Disability				1									1
Diabetes							1						1
Diapers/Garments/Dressings/Masks								1					1
General									1	1			2
Medical Devices - Attached to the Body											1		1
Medically Necessary Medication and Medical	1			1				1	1	1	1		6
Metal Implants (joint)									2				2
Mobility Disability (Not Wheelchair or Scooter)					2			1	2	1	3		9



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Prosthesis/Amputees and Casts						1							1
Touch Aversion (pain/trauma)				1	1			1					3
Wheelchair/ Scooter/ Segway				1		1	1			1	1		5
Wounded Warrior						1							1
Property - Special Handling	8	5	9	3	5	8	5	9	3	11	5	4	75
Damaged Items - Carry-On	1		1	1		1	1	1	1	2	1	1	11
Damaged Items - Checked	3	2	2		3	3	1	3		1	3	1	22
Missing Items - Carry-On	1		1	1	2	1	2	2	1	1	1		13
Missing Items - Checked	3	3	5	1		3	1	3	1	7		2	29
Screening	4	4	7	5	5	7	16	11	8	10	9	4	90
Inconsistency	1						1		2				4
Lengthy Lines		1			2		6	3	1	4	1	1	19
Procedures/Process	3	3	7	4	3	7	9	8	4	6	6	2	62
Retrieving Abandoned/Confiscated Items				1					1				2
Security Breach											2	1	3
<b>2019</b>	<b>39</b>	<b>33</b>	<b>36</b>	<b>26</b>	<b>28</b>								<b>162</b>
Civil Rights	1	1	1	1	1								5
Hair Patdowns			1										1
Racial Profiling or Discrimination				1	1								2
Sex/Gender/Gender Identity- Not Transgender		1											1
Transgender Screening	1												1
Customer Service	5	8	4	4	9								30
TSO	5	8	4	4	9								30
Identification (ID) Requirements					1								1
Domestic					1								1
Locks		1	1	3									5
Missing or Damaged Lock		1	1	3									5
Mishandling of Passenger Property	9	4	12	7	3								35
Damaged/Missing Items--Carry-on Luggage				1									1
Damaged/Missing Items--Checked Baggage	6	2	9	4	2								23
Disarrayed Items--Carry-on or Checked	3	2	3	2	1								11
Patdown	2	2		1	1								6
Flyer	2	2		1	1								6
Persons w/ Disabilities (PWD)	4	2	5	2									13
General		1		1									2
Internal Medical Devices	2												2
Medically Necessary Medication and Medical	1	1	1										3
Mobility Disability (Not Wheelchair or Scooter	1		2	1									4
Service Animals			1										1
Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	9	10	7	5	7								38
Damaged Items - Carry-On	2	2			1								5
Damaged Items - Checked	2	3	2	1	3								11
Missing Items - Carry-On		2	3	1									6
Missing Items - Checked	5	3	2	3	3								16
Screening	9	5	6	3	6								29
Inconsistency	3												3
Lengthy Lines	3				1								4
Procedures/Process	3	5	6	3	5								22

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
AVL		27	14	17	7	11	17	6	14	16	14	9	16	168
2015					2	2			2	2		2	5	15
Customer Service												1	2	3
TSO												1	2	3
Identification (ID) Requirements										1				1
Domestic										1				1
Locks						1				1			1	3
Missing or Damaged Lock						1				1			1	3
Mishandling of Passenger Property					1	1			2			1	1	6
Damaged/Missing Items--Checked Baggage					1	1			2			1	1	6
Screening					1								1	2
Procedures/Process					1								1	2
2016		7	2	3		2	5	1	3	3	3	2	5	36
Civil Rights						1	1	1					1	4
Racial Profiling or Discrimination						1	1	1					1	4
Customer Service		2		2			1		2	2		1		10
Others							1							1
TSO		2		2					2	2		1		9
Locks										1			1	2
Missing or Damaged Lock										1			1	2
Mishandling of Passenger Property		3	2	1		1	2		1		1		3	14
Damaged/Missing Items--Carry-on Luggage		1	1											2
Damaged/Missing Items--Checked Baggage		1	1	1		1	2		1		1		2	10
Disarrayed Items--Carry-on or Checked		1											1	2
Patdown							1				1			2
Flyer							1				1			2
Persons w/ Disabilities (PWD)		1												1
Breast Cancer		1												1
Screening		1									1	1		3
Procedures/Process		1										1		2
Security Breach											1			1
2017		4	6	3	1	1	7	3	3	5	2	3	4	42
Civil Rights		1						1	1			1		4
Racial Profiling or Discrimination								1	1			1		3
Sex/Gender/Gender Identity- Not Transgender		1												1
Customer Service			2	1	1		1			2	1	1		9
TSO			2	1	1		1			2	1	1		9
Mishandling of Passenger Property		3	2				2			1		1		9
Damaged/Missing Items--Carry-on Luggage			1											1
Damaged/Missing Items--Checked Baggage		3	1				2			1		1		8
Patdown							1							1
Flyer							1							1
Persons w/ Disabilities (PWD)			1				1							2
Cancer (general) Not Breast Cancer							1							1
Medically Necessary Medication and Medical Supplies			1											1
Property - Special Handling								1	2	1			1	5
Damaged Items - Carry-On									1					1
Damaged Items - Checked										1				1
Missing Items - Checked								1	1				1	3
Screening			1	2		1	2	1		1	1		3	12
Inconsistency				1						1	1			3
Procedures/Process			1	1		1	2	1					3	9
2018		11	2	7	2	3	5	2	6	6	9	2	2	57
Civil Rights		1			1									2
Racial Profiling or Discrimination		1												1
Sex/Gender/Gender Identity- Not Transgender					1									1
Customer Service		2		3					1	1			1	8
Others				1										1
TSO		2		2					1	1			1	7
Locks		1							1					2
Missing or Damaged Lock		1							1					2
Mishandling of Passenger Property		1		1	1	1		1	2	2	3			12
Damaged/Missing Items--Carry-on Luggage				1										1
Damaged/Missing Items--Checked Baggage		1			1	1		1	1	1	2			8
Disarrayed Items--Carry-on or Checked									1	1	1			3
Notice of Violation/Civil Penalties								1						1
General								1						1
Patdown		1				2	1		1	1		1		7
Flyer		1				2	1		1	1		1		7
Persons w/ Disabilities (PWD)				1										1
Hearing Impairment				1										1
Property - Special Handling		1		1			1			2	1	1		7
Damaged Items - Checked		1		1										2
Missing Items - Carry-On							1				1			2
Missing Items - Checked										2		1		3
Screening		4	2	1			3		1		5		1	17
Inconsistency		1		1							1			3
Lengthy Lines		1	1				1				1			4
Procedures/Process		1	1				2		1		3		1	9
Security Breach		1												1
2019		5	4	4	2	3								18
Civil Rights						1								1
Transgender Screening						1								1
Customer Service		2	1	2										5
TSO		2	1	2										5

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Locks					1								1
Missing or Damaged Lock					1								1
Mishandling of Passenger Property		1	2	1									4
Damaged/Missing Items--Checked Baggage			2	1									3
Disarrayed Items--Carry-on or Checked		1											1
Property - Special Handling	3	2		1									6
Damaged Items - Carry-On	1												1
Missing Items - Carry-On		1		1									2
Missing Items - Checked	2	1											3
Screening					1								1
Procedures/Process					1								1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
AVP	10	10	10	9	6	4	11	6	3	14	8	10	101	
2015				2		1	2	1	1			3	10	
Civil Rights							1						1	
General Complaint and Discrimination							1						1	
Mishandling of Passenger Property				2			1	1	1			2	7	
Damaged/Missing Items--Checked Baggage				2			1	1	1			2	7	
Screening						1						1	2	
Inconsistency												1	1	
Procedures/Process						1							1	
2016	1	2	2		2	1	2	1	1	7	1	2	22	
Animals										1			1	
Carry-On										1			1	
Customer Service	1	1	1				1					1	5	
TSO	1	1	1				1					1	5	
Locks								1				1	2	
Missing or Damaged Lock								1				1	2	
Mishandling of Passenger Property		1	1		1		1		1	5			10	
Damaged/Missing Items--Checked Baggage		1	1		1		1		1	4			9	
Disarrayed Items--Carry-on or Checked										1			1	
Patdown										1			1	
Flyer										1			1	
Persons w/ Disabilities (PWD)											1		1	
Mobility Disability (Not Wheelchair or Scooter)											1		1	
Screening					1	1							2	
Lengthy Lines						1							1	
Procedures/Process					1								1	
2017	2	4	4	4			3	3	1	1	2	2	26	
Customer Service		1		1			2	1	1		1		7	
Others							2	1			1		4	
TSO		1		1					1				3	
Locks				1				1					2	
General								1					1	
Missing or Damaged Lock				1									1	
Mishandling of Passenger Property	2	3	2	2			1	1			1	1	13	
Damaged/Missing Items--Checked Baggage	2	3	2	2			1	1			1		12	
Disarrayed Items--Carry-on or Checked												1	1	
Patdown			1							1			2	
Flyer			1							1			2	
Persons w/ Disabilities (PWD)			1										1	
Diabetes			1										1	
Property - Special Handling												1	1	
Missing Items - Checked												1	1	
2018	5	3	2		3	2	4	1		6	5	3	34	
Civil Rights										1			1	
Racial Profiling or Discrimination										1			1	
Customer Service	1				1	1	1					1	5	
Others												1	1	
TSO	1				1	1	1						4	
Locks		1						1			2		4	
Missing or Damaged Lock		1						1			2		4	
Lost and Found							1						1	
Airport/TSA							1						1	
Mishandling of Passenger Property	1				1		1			2	1		6	
Damaged/Missing Items--Checked Baggage	1				1		1			2	1		6	
Patdown										1			1	
Flyer										1			1	
Persons w/ Disabilities (PWD)	2	1	1							1		1	6	
Diabetes												1	1	
Internal Medical Devices	2												2	
Medically Necessary Medication and Medical Supplies			1										1	
Mobility Disability (Not Wheelchair or Scooter)		1											1	
Touch Aversion (pain/trauma)										1			1	
Property - Special Handling					1						1		2	
Missing Items - Carry-On					1								1	
Missing Items - Checked											1		1	
Screening	1	1	1				1			1	1	1	8	
Lengthy Lines						1							1	
Procedures/Process	1	1	1				1			1	1	1	7	
2019	2	1	2	3	1								9	
Customer Service	1												1	
TSO	1												1	
Mishandling of Passenger Property	1		1	2	1								5	
Damaged/Missing Items--Checked Baggage	1		1	2	1								5	
Property - Special Handling				1									1	
Missing Items - Checked				1									1	
Screening		1	1										2	
Inconsistency		1											1	
Lengthy Lines			1										1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>AZO</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>38</b>
<b>2015</b>				<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>8</b>
Customer Service											1	1	2
TSO											1	1	2
Mishandling of Passenger Property				1		1	1	1		1		1	6
Damaged/Missing Items--Checked Baggage				1		1	1	1		1		1	6
<b>2016</b>		<b>1</b>	<b>1</b>		<b>1</b>				<b>1</b>		<b>2</b>		<b>6</b>
Civil Rights									1				1
Racial Profiling or Discrimination									1				1
Customer Service											1		1
TSO											1		1
Mishandling of Passenger Property		1	1		1							1	4
Damaged/Missing Items--Checked Baggage		1									1		2
Disarrayed Items--Carry-on or Checked			1		1								2
<b>2017</b>	<b>2</b>	<b>1</b>				<b>3</b>	<b>1</b>						<b>7</b>
Civil Rights		1											1
National Origin		1											1
Mishandling of Passenger Property	1					1							2
Damaged/Missing Items--Checked Baggage	1					1							2
Persons w/ Disabilities (PWD)	1						1						2
Diabetes							1						1
Medically Necessary Medication and Medical	1												1
Screening						2							2
Procedures/Process						2							2
<b>2018</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>		<b>1</b>			<b>3</b>	<b>1</b>		<b>14</b>
Customer Service	1		1										2
TSO	1		1										2
Mishandling of Passenger Property		1		2	1		1			2			7
Damaged/Missing Items--Checked Baggage		1		2	1		1			1			6
Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling											1		1
Missing Items - Checked											1		1
Screening			2	1						1			4
Procedures/Process			2	1									3
Security Breach										1			1
<b>2019</b>	<b>1</b>	<b>1</b>	<b>1</b>										<b>3</b>
Customer Service			1										1
TSO			1										1
Mishandling of Passenger Property		1											1
Disarrayed Items--Carry-on or Checked		1											1
Screening	1												1
Procedures/Process	1												1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>BBG</b>	<b>1</b>	<b>1</b>							<b>2</b>		<b>1</b>	<b>1</b>	<b>6</b>
<b>2015</b>									<b>1</b>			<b>1</b>	<b>2</b>
Mishandling of Passenger Property									1			1	2
Damaged/Missing Items--Checked Baggage									1			1	2
<b>2016</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
<b>2017</b>											<b>1</b>		<b>1</b>
Customer Service											1		1
TSO											1		1
<b>2018</b>		<b>1</b>							<b>1</b>				<b>2</b>
Patdown		1											1
Flyer		1											1
Property - Special Handling									1				1
Damaged Items - Checked									1				1

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>BDL</b>	<b>90</b>	<b>80</b>	<b>82</b>	<b>85</b>	<b>64</b>	<b>70</b>	<b>80</b>	<b>73</b>	<b>71</b>	<b>69</b>	<b>61</b>	<b>88</b>	<b>913</b>
<b>2015</b>				<b>12</b>	<b>13</b>	<b>12</b>	<b>18</b>	<b>19</b>	<b>17</b>	<b>11</b>	<b>8</b>	<b>23</b>	<b>133</b>
Airline				1									1
Policy/Regulations/Service				1									1
CSM/Stakeholder Follow-up				1									1
General				1									1
Customer Service					1	1		1	2	3		2	10
Others									1	1			2
TSO					1	1		1	1	2		2	8
Expedited Passenger Screening Program				1			1						2
TSA PreCheck				1			1						2
Hazardous Materials Safety						1							1
General						1							1
Locks					1	2	1					1	5
Missing or Damaged Lock					1	2	1					1	5
Lost and Found					2	1				1			4
Airport/TSA					2	1				1			4
Mishandling of Passenger Property				7	8	5	13	16	12	4	5	18	88
Damaged/Missing Items--Carry-on Luggage					1	1	2	1	2	1		2	10
Damaged/Missing Items--Checked Baggage				6	7	3	10	13	9	3	4	15	70
Damaged/Missing Items--Unspecified Luggage									1				1
Disarrayed Items--Carry-on or Checked				1		1	1	2			1	1	7
Patdown				1					1	2	1	2	7
Flyer				1					1	2	1	1	6
Non-Flyer												1	1
Persons w/ Disabilities (PWD)				1	1	1	1						4
General					1		1						2
Ostomy/Ostomates						1							1
Wheelchair/ Scooter/ Segway				1									1
Screening						1	2	2	2	1	2		10
Classified Materials							1						1
Inconsistency									2				2
Lengthy Lines						1							1
Procedures/Process							1	1		1	2		5
Retrieving Abandoned/Confiscated Items								1					1
<b>2016</b>	<b>23</b>	<b>21</b>	<b>26</b>	<b>20</b>	<b>16</b>	<b>28</b>	<b>29</b>	<b>21</b>	<b>13</b>	<b>22</b>	<b>17</b>	<b>25</b>	<b>261</b>
Civil Rights		1	1	1	2		1	1			1	1	9
National Origin								1					1
Racial Profiling or Discrimination		1	1	1	2		1				1	1	8
Customer Service	3	2	1	4		1	8	3	2	1	1	3	29
CSM		1							1				2
Others		1					2	1	1				5
TSO	3		1	4		1	6	2		1	1	3	22
Locks	2		1			4	2	2	1	1	2	4	19
General												1	1
Missing or Damaged Lock	2		1			4	2	2	1	1	2	3	18
Lost and Found		1											1
Airport/TSA		1											1
Mishandling of Passenger Property	14	14	19	12	11	15	10	10	6	14	11	13	149
Damaged/Missing Items--Carry-on Luggage	3		4	3	2	2	2	3	1		1	1	22
Damaged/Missing Items--Checked Baggage	11	14	15	9	9	12	8	6	5	13	9	11	122
Disarrayed Items--Carry-on or Checked						1		1		1	1	1	5
Patdown	1			1		3			1	2	1		9
Flyer	1			1		2			1	2	1		8
Non-Flyer						1							1
Persons w/ Disabilities (PWD)		1			1	2	1	4	2	2			13
Diapers/Garments/Dressings/Masks							1						1
General		1								1			2
Hearing Impairment									1				1
Internal Medical Devices										1			1
Medically Necessary Medication and Medical Supplies					1				1				2
Mobility Disability (Not Wheelchair or Scooter)								1					1
Ostomy/Ostomates						1							1
Prosthesis/Amputees and Casts								1					1
Visual Impairment						1		1					2
Wheelchair/ Scooter/ Segway								1					1
Screening	3	2	4	2	2	3	6	1	1	2	1	4	31
Children	1												1
Crew Member or Airline Employee			1										1
Inconsistency	1				1								2
Lengthy Lines			2		1		3					1	7
Procedures/Process	1	2	1	1		3	3		1	2	1	1	16
Retrieving Abandoned/Confiscated Items				1									1
Security Breach								1				2	3
TSA Contact Information							1						1
General							1						1
<b>2017</b>	<b>27</b>	<b>21</b>	<b>15</b>	<b>16</b>	<b>14</b>	<b>14</b>	<b>20</b>	<b>19</b>	<b>16</b>	<b>16</b>	<b>13</b>	<b>20</b>	<b>211</b>
Civil Rights	1	1				1							3
Racial Profiling or Discrimination		1											1
Transgender Screening	1					1							2
Customer Service	4	1	3	2	3	1	2	4	5	3	3	5	36
Others									1	1	1		3
TSO	4	1	3	2	3	1	2	4	4	2	2	5	33
Identification (ID) Requirements					1								1
Domestic					1								1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Locks	2		1	1	1	1	1	1	2	2		2	14
General									1				1
Missing or Damaged Lock	2		1	1	1	1	1	1	1	2		2	13
Lost and Found									1				1
Airport/TSA									1				1
Mishandling of Passenger Property	16	14	7	8	8	10	6	6	3	5	2	5	90
Damaged/Missing Items--Carry-on Luggage		1		1	1	2		1		1		1	8
Damaged/Missing Items--Checked Baggage	15	10	5	6	5	7	5	5	3	4	2	4	71
Disarrayed Items--Carry-on or Checked	1	3	2	1	2	1	1						11
Patdown		1	1	2			1	3			3	1	12
Flyer		1	1	2				3			3	1	11
Flyer as Observer							1						1
Persons w/ Disabilities (PWD)		2		2	1	1	1		2	1	1	1	12
Diabetes											1		1
Diapers/Garments/Dressings/Masks		1											1
General					1	1							2
Medically Necessary Medication and Medical Supplies							1						1
Mobility Disability (Not Wheelchair or Scooter)		1		2					1				4
Touch Aversion (pain/trauma)												1	1
Wheelchair/ Scooter/ Segway									1	1			2
Prohibited & Permitted Items			1										1
Food/Beverages			1										1
Property - Special Handling							6	3	2	3	3	3	20
Damaged Items - Carry-On							2			1		1	4
Damaged Items - Checked							1		1	2	2	1	7
Missing Items - Carry-On								1				1	2
Missing Items - Checked							3	2	1		1		7
Request for Assistance	1												1
Wounded Warrior (MSIJSOC)	1												1
Screening	3	2	2	1			3	2	1	2	1	3	20
Inconsistency	1		1					1			1	1	5
Lengthy Lines	1						1						2
Procedures/Process		2	1	1			1	1	1	2		2	11
Retrieving Abandoned/Confiscated Items							1						1
Security Breach	1												1
<b>2018</b>	<b>26</b>	<b>15</b>	<b>19</b>	<b>19</b>	<b>9</b>	<b>16</b>	<b>13</b>	<b>14</b>	<b>25</b>	<b>20</b>	<b>23</b>	<b>20</b>	<b>219</b>
Civil Rights		2											2
Racial Profiling or Discrimination		1											1
Transgender Screening		1											1
Customer Service	3	1	2	4	3	4	2	2	4	5	2	2	34
Others				1	1	1				2		1	6
TSO	3	1	2	3	2	3	2	2	4	3	2	1	28
Locks			1	2		1		1			1	1	7
Missing or Damaged Lock			1	2		1		1			1	1	7
Lost and Found			1										1
Airport/TSA			1										1
Mishandling of Passenger Property	6	5	6	5	2	1	4	3	6	7	4	8	57
Damaged/Missing Items--Carry-on Luggage			1						1		1	2	5
Damaged/Missing Items--Checked Baggage	3	5	4	4	2	1	3	3	4	4	2	3	38
Damaged/Missing Items--Unspecified Luggage											1		1
Disarrayed Items--Carry-on or Checked	3		1	1			1		1	3		3	13
Patdown	3	1		2		2		4	1	3			16
Flyer	2			2		2		4	1	3			14
Flyer as Observer	1	1											2
Persons w/ Disabilities (PWD)	1		2			3	3	1	3	1	3		17
Cognitive /Developmental /Mental Disability							1						1
Diabetes						1					1		2
Hearing Impairment											1		1
Internal Medical Devices	1												1
Medically Necessary Medication and Medical Supplies							2			1	1		4
Metal Implants (joint)								1					1
Mobility Disability (Not Wheelchair or Scooter)			1			2							3
Ostomy/Ostomates									1				1
Service Animals			1										1
Touch Aversion (pain/trauma)									1				1
Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	7	3	3	3	4	3	2	2	3	3	8	6	47
Damaged Items - Carry-On				1		1							2
Damaged Items - Checked	2	1		1	1	1	1	1	1	1	2	3	15
Missing Items - Carry-On		1		1	2				2	1	1	2	10
Missing Items - Checked	5	1			1	1	1	1		1	5	1	20
Request for Assistance			1						1				2
Other			1						1				2
Screening	6	3	3	3		2	2	1	7	1	5	3	36
Crew Member or Airline Employee		1											1
Inconsistency	1	1				1					2	1	6
Lengthy Lines	4								2		1		7
Procedures/Process	1	1	3			1	2	1	5		1	2	19
Retrieving Abandoned/Confiscated Items				1							1		2
Security Breach										1			1
<b>2019</b>	<b>14</b>	<b>23</b>	<b>22</b>	<b>18</b>	<b>12</b>								<b>89</b>
Civil Rights			2										2
Racial Profiling or Discrimination			2										2
Customer Service	6	6	7	5	5								29
Others		1	2										3



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TSO	6	5	5	5	5								26
Locks		2	1		1								4
Missing or Damaged Lock		2	1		1								4
Mishandling of Passenger Property	5	3	6	3	2								19
Damaged/Missing Items--Carry-on Luggage			1	2									3
Damaged/Missing Items--Checked Baggage	3	2	5	1	2								13
Disarrayed Items--Carry-on or Checked	2	1											3
Persons w/ Disabilities (PWD)	1	2	1	1									5
Cognitive /Developmental /Mental Disability		1											1
Diabetes		1											1
Internal Medical Devices				1									1
Mobility Disability (Not Wheelchair or Scooter)	1		1										2
Property - Special Handling	2	7	4	3	4								20
Damaged Items - Checked		3		1									4
Missing Items - Carry-On	1	2	1	1	2								7
Missing Items - Checked	1	2	3	1	2								9
Screening		3	1	6									10
Lengthy Lines		1		1									2
Procedures/Process		2	1	5									8

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
BET		1	1	2		1	1	1	2			2	11	
2015							1					1	2	
Locks												1	1	
Missing or Damaged Lock												1	1	
Patdown							1						1	
Flyer							1						1	
2016		1	1										2	
Customer Service		1											1	
TSO		1											1	
Mishandling of Passenger Property			1										1	
Damaged/Missing Items--Checked Baggage			1										1	
2017												1	1	
Mishandling of Passenger Property												1	1	
Damaged/Missing Items--Checked Baggage												1	1	
2018						1		1	2				4	
Civil Rights								1					1	
Racial Profiling or Discrimination								1					1	
Property - Special Handling						1			1				2	
Damaged Items - Carry-On						1							1	
Damaged Items - Checked									1				1	
Screening									1				1	
Procedures/Process									1				1	
2019				2									2	
Persons w/ Disabilities (PWD)				1									1	
Mobility Disability (Not Wheelchair or Scooter)				1									1	
Property - Special Handling				1									1	
Missing Items - Checked				1									1	

**TSA Contact Center Traveler Complaints Tool**

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
BFF			1			1					2	1	5	
2017			1										1	
Screening			1										1	
Procedures/Process			1										1	
2018						1					2	1	4	
Mishandling of Passenger Property						1					2		3	
Damaged/Missing Items--Checked Baggage											1		1	
Disarrayed Items--Carry-on or Checked						1					1		2	
Property - Special Handling												1	1	
Missing Items - Checked												1	1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>BFL</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>32</b>
<b>2015</b>				<b>1</b>	<b>1</b>							<b>1</b>	<b>3</b>
Mishandling of Passenger Property				1	1							1	3
Damaged/Missing Items--Carry-on Luggage				1									1
Damaged/Missing Items--Checked Baggage					1							1	2
<b>2016</b>	<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>		<b>2</b>	<b>2</b>		<b>1</b>	<b>12</b>
Civil Rights							1		1				2
Headwear									1				1
Racial Profiling or Discrimination							1						1
Customer Service									1				1
TSO									1				1
Locks						1				1			2
Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property	2	1								1		1	5
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage	1	1								1			3
Disarrayed Items--Carry-on or Checked												1	1
Persons w/ Disabilities (PWD)							1						1
Prosthesis/Amputees and Casts							1						1
Screening				1									1
Procedures/Process				1									1
<b>2017</b>					<b>1</b>				<b>1</b>				<b>2</b>
Property - Special Handling									1				1
Damaged Items - Checked									1				1
Screening					1								1
Inconsistency					1								1
<b>2018</b>						<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>7</b>
Mishandling of Passenger Property							1					1	2
Damaged/Missing Items--Checked Baggage							1					1	2
Property - Special Handling								1	1				2
Damaged Items - Checked								1					1
Missing Items - Checked									1				1
Screening						1		1			1		3
Procedures/Process						1		1			1		3
<b>2019</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>								<b>8</b>
Civil Rights	1												1
National Origin	1												1
Customer Service					1								1
TSO					1								1
Persons w/ Disabilities (PWD)		1											1
Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling		1	1	1									3
Missing Items - Carry-On				1									1
Missing Items - Checked		1	1										2
Screening	1		1										2
Procedures/Process	1		1										2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>BGM</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>19</b>
<b>2015</b>				<b>1</b>								<b>1</b>	<b>2</b>
Mishandling of Passenger Property				1								1	2
Damaged/Missing Items--Carry-on Luggage												1	1
Damaged/Missing Items--Checked Baggage				1									1
<b>2016</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>					<b>7</b>
Civil Rights			1										1
General Complaint and Discrimination			1										1
Mishandling of Passenger Property		1	1	1	1	1							5
Damaged/Missing Items--Carry-on Luggage						1							1
Damaged/Missing Items--Checked Baggage		1	1	1									3
Disarrayed Items--Carry-on or Checked					1								1
Screening								1					1
Procedures/Process								1					1
<b>2017</b>	<b>1</b>				<b>1</b>	<b>2</b>				<b>1</b>	<b>1</b>		<b>6</b>
Customer Service					1						1		2
TSO					1						1		2
Mishandling of Passenger Property	1					1				1			3
Damaged/Missing Items--Checked Baggage	1					1				1			3
Persons w/ Disabilities (PWD)						1							1
Metal Implants (joint)						1							1
<b>2018</b>							<b>1</b>			<b>1</b>			<b>2</b>
Customer Service										1			1
TSO										1			1
Property - Special Handling							1						1
Damaged Items - Checked							1						1
<b>2019</b>					<b>2</b>								<b>2</b>
Screening					2								2
Procedures/Process					2								2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
BGR	9	7	2	1	4	5	2	2	10	9	13	10	74	
2015						2			1		2	1	6	
Customer Service						1							1	
TSO						1							1	
Mishandling of Passenger Property						1			1		2	1	5	
Damaged/Missing Items--Carry-on Luggage											1		1	
Damaged/Missing Items--Checked Baggage									1			1	2	
Disarrayed Items--Carry-on or Checked						1					1		2	
2016	2	2			1	2	1		3			2	13	
Customer Service												1	1	
TSO												1	1	
Locks							1						1	
Missing or Damaged Lock							1						1	
Mishandling of Passenger Property	2	1			1	1			1			1	7	
Damaged/Missing Items--Checked Baggage	2	1			1	1			1			1	7	
Persons w/ Disabilities (PWD)		1				1							2	
Diabetes		1											1	
Service Animals						1							1	
Screening									2				2	
Inconsistency									1				1	
Security Breach									1				1	
2017	2		1			1	1		3	5	6	7	26	
Customer Service	1					1					1	4	7	
Others												1	1	
TSO	1					1					1	3	6	
Mishandling of Passenger Property	1		1							3	2	1	8	
Damaged/Missing Items--Checked Baggage	1		1							3	2		7	
Disarrayed Items--Carry-on or Checked												1	1	
Patdown							1		3	1	1		6	
Flyer									2	1	1		4	
Flyer as Observer									1				1	
Non-Flyer							1						1	
Property - Special Handling										1			1	
Damaged Items - Checked										1			1	
Screening											2	2	4	
Lengthy Lines											1	1	2	
Procedures/Process											1	1	2	
2018	2	3	1	1	2			2	3	4	5		23	
Civil Rights					1								1	
Constitutional Rights					1								1	
Customer Service	1												1	
TSO	1												1	
Mishandling of Passenger Property		1	1	1	1			1	2	2	1		10	
Damaged/Missing Items--Checked Baggage		1		1	1			1	2	2	1		9	
Disarrayed Items--Carry-on or Checked			1										1	
Patdown										1			1	
Flyer										1			1	
Persons w/ Disabilities (PWD)											1		1	
General											1		1	
Property - Special Handling		1						1	1		2		5	
Damaged Items - Carry-On											1		1	
Damaged Items - Checked								1					1	
Missing Items - Checked		1							1		1		3	
Screening	1	1								1	1		4	
Crew Member or Airline Employee	1												1	
Procedures/Process		1								1	1		3	
2019	3	2			1								6	
Customer Service		1											1	
TSO		1											1	
Mishandling of Passenger Property	1	1			1								3	
Damaged/Missing Items--Carry-on Luggage	1												1	
Damaged/Missing Items--Checked Baggage		1			1								2	
Property - Special Handling	1												1	
Missing Items - Checked	1												1	
Screening	1												1	
Procedures/Process	1												1	

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>BHB</b>	<b>1</b>							<b>1</b>				<b>1</b>	<b>3</b>
<b>2015</b>												<b>1</b>	<b>1</b>
Mishandling of Passenger Property												1	1
Damaged/Missing Items--Checked Baggage												1	1
<b>2016</b>	<b>1</b>												<b>1</b>
Customer Service	1												1
TSO	1												1
<b>2018</b>								<b>1</b>					<b>1</b>
Mishandling of Passenger Property								1					1
Damaged/Missing Items--Checked Baggage								1					1



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
BHM	42	37	37	36	28	25	22	31	31	37	37	33	396	
2015				6	5	6	1	3	5	10	10	12	58	
Civil Rights						1					1		2	
General Complaint and Discrimination											1		1	
Racial Profiling or Discrimination						1							1	
Customer Service					1				1	2	3	5	12	
CSM												1	1	
Others												1	1	
TSO					1				1	2	3	3	10	
Expedited Passenger Screening Program				3	1	1							5	
TSA Application Program				1									1	
TSA PreCheck				2	1	1							4	
Identification (ID) Requirements						1							1	
Domestic						1							1	
Locks								1		1		1	3	
Missing or Damaged Lock								1		1		1	3	
Lost and Found						1							1	
Airport/TSA						1							1	
Mishandling of Passenger Property				2	3	2	1	2	4	5	5	5	29	
Damaged/Missing Items--Carry-on Luggage											1		1	
Damaged/Missing Items--Checked Baggage				2	3	2	1	1	4	4	4	4	25	
Disarrayed Items--Carry-on or Checked								1		1		1	3	
Patdown				1								1	2	
Flyer				1								1	2	
Persons w/ Disabilities (PWD)											1		1	
Diabetes											1		1	
Screening										2			2	
Procedures/Process										2			2	
2016	7	9	9	11	5	8	5	14	7	7	7	10	99	
Advanced Imaging Technology (AIT)			1										1	
Flyer			1										1	
Civil Rights					1			1		1		1	4	
General Complaint and Discrimination					1								1	
Racial Profiling or Discrimination								1		1		1	3	
Customer Service		3	2	2		4	1	4	2	2		2	22	
Others			1			1		3		2			7	
TSO		3	1	2		3	1	1	2			2	15	
Locks							1	1		1	1		4	
Missing or Damaged Lock							1	1		1	1		4	
Lost and Found		1											1	
Airport/TSA		1											1	
Mishandling of Passenger Property	6	4	5	6	3	4	3	5	4	3	2	4	49	
Damaged/Missing Items--Carry-on Luggage	1	1	1										3	
Damaged/Missing Items--Checked Baggage	5	3	3	6	3	2	2	4	3	3	2	3	39	
Damaged/Missing Items--Unspecified Luggage							1						1	
Disarrayed Items--Carry-on or Checked			1			2		1	1			1	6	
Patdown			1	2	1		1				2		7	
Flyer			1	1	1		1				2		6	
General				1									1	
Persons w/ Disabilities (PWD)		1						1					2	
Medical Devices - Attached to the Body								1					1	
Wheelchair/ Scooter/ Segway		1											1	
Screening	1			1				1	1		2	3	9	
Inconsistency				1								1	2	
Lengthy Lines								1				1	2	
Procedures/Process									1			1	3	
Security Breach	1										1		2	
2017	9	14	10	10	8	7	9	6	8	13	13	8	115	
Civil Rights	1											1	2	
Perceived Religion	1												1	
Racial Profiling or Discrimination												1	1	
Customer Service	2	7	3	2	1		2	1	3	2	3	3	29	
Others										1	1		2	
TSO	2	7	3	2	1		2	1	3	1	2	3	27	
Locks	1					1				1		1	4	
Missing or Damaged Lock	1					1				1		1	4	
Mishandling of Passenger Property	4	6	5	7	5	6	1	1	3	7	5	2	52	
Damaged/Missing Items--Carry-on Luggage	1	2	1	1	1	1							7	
Damaged/Missing Items--Checked Baggage	3	3	4	6	4	4	1	1	3	6	4	2	41	
Disarrayed Items--Carry-on or Checked		1				1				1	1		4	
Patdown			1				2	1					4	
Flyer			1				2	1					4	
Persons w/ Disabilities (PWD)							1	1		1			3	
Breast Cancer										1			1	
Mobility Disability (Not Wheelchair or Scooter)							1						1	
Wheelchair/ Scooter/ Segway								1					1	
Property - Special Handling							1	1		2	4		8	
Damaged Items - Carry-On											1		1	
Damaged Items - Checked											3		3	
Missing Items - Carry-On								1					1	
Missing Items - Checked							1			2			3	
Screening	1	1	1	1	2		2	1	2		1	1	13	
Inconsistency		1						1					2	
Lengthy Lines	1												1	
Procedures/Process			1	1	2		2		2		1	1	10	

TSA Contact Center Traveler Complaints Tool													Total
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
<b>2018</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>87</b>
Civil Rights			1					1					2
Racial Profiling or Discrimination			1					1					2
Customer Service	6	2	2		2	2	2	1	2	2	2	1	24
Others						1				1			2
TSO	6	2	2		2	1	2	1	2	1	2	1	22
Locks				1					1	1			3
Missing or Damaged Lock				1					1	1			3
Mishandling of Passenger Property		2	4	1	1	1	2	3	3		3	1	21
Damaged/Missing Items--Carry-on Luggage									1		1		2
Damaged/Missing Items--Checked Baggage		2	4	1		1	2	3	2		1	1	17
Disarrayed Items--Carry-on or Checked					1						1		2
Patdown			1					1	1		1		4
Flyer			1					1	1		1		4
Persons w/ Disabilities (PWD)	3						1		1	1			6
Breast Cancer	1												1
Cognitive /Developmental /Mental Disability							1						1
Diabetes	1												1
Metal Implants (joint)									1				1
Touch Aversion (pain/trauma)	1												1
Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	2	4	1	1	1		1	2	2	2	1	1	18
Damaged Items - Carry-On		1		1									2
Damaged Items - Checked	1	1			1		1						4
Missing Items - Carry-On		1											1
Missing Items - Checked	1	1	1					2	2	2	1	1	11
Screening	1	2	1		1	1	1		1	1			9
Crew Member or Airline Employee		1											1
Inconsistency		1			1	1							3
Lengthy Lines									1				1
Procedures/Process	1						1			1			3
Retrieving Abandoned/Confiscated Items			1										1
<b>2019</b>	<b>14</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>5</b>								<b>37</b>
Civil Rights		1			1								2
Hair Patdowns		1											1
Racial Profiling or Discrimination					1								1
Customer Service	3	1	2		1								7
TSO	3	1	2		1								7
Locks			3	1	1								5
Missing or Damaged Lock			3	1	1								5
Mishandling of Passenger Property	1	1	1	1									4
Disarrayed Items--Carry-on or Checked	1	1	1	1									4
Patdown	1			1									2
Flyer	1			1									2
Persons w/ Disabilities (PWD)	1	1											2
Diabetes		1											1
Respiratory and Inhaler Equipment	1												1
Property - Special Handling	8		1	3	1								13
Damaged Items - Checked	5		1		1								7
Missing Items - Carry-On	2			1									3
Missing Items - Checked	1			2									3
Screening			1		1								2
Lengthy Lines					1								1
Procedures/Process			1										1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>BIL</b>		<b>9</b>	<b>6</b>	<b>7</b>	<b>17</b>	<b>6</b>	<b>8</b>	<b>3</b>	<b>9</b>	<b>10</b>	<b>8</b>	<b>14</b>	<b>9</b>	<b>106</b>
<b>2015</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>5</b>	<b>2</b>	<b>13</b>
Customer Service					1		1	1		1		1		5
TSO					1		1	1		1		1		5
Mishandling of Passenger Property						1			1			2	1	5
Damaged/Missing Items--Checked Baggage						1			1			2		4
Damaged/Missing Items--Unspecified Luggage													1	1
Persons w/ Disabilities (PWD)												1		1
Diabetes												1		1
Screening												1	1	2
Procedures/Process												1	1	2
<b>2016</b>		<b>3</b>		<b>1</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>30</b>
Customer Service					1				1			1		3
Others									1					1
TSO					1							1		2
Locks									1					1
Missing or Damaged Lock									1					1
Mishandling of Passenger Property		2		1	5	2	4		1	1	1	1	2	20
Damaged/Missing Items--Checked Baggage		2		1	5	2	4		1	1	1	1	2	20
Patdown								1						1
Children								1						1
Persons w/ Disabilities (PWD)							1							1
Medically Necessary Medication and Medical Supplies							1							1
Screening		1							1	2				4
Lengthy Lines									1					1
Procedures/Process		1								2				3
<b>2017</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>26</b>
Customer Service						1	1	1					1	4
Others						1							1	2
TSO							1	1						2
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property			2		3	1				1	1	3	1	12
Damaged/Missing Items--Carry-on Luggage											1			1
Damaged/Missing Items--Checked Baggage			2		3	1						2	1	9
Disarrayed Items--Carry-on or Checked										1		1		2
Patdown				1					1		1		1	4
Flyer				1					1				1	3
General											1			1
Property - Special Handling									1	1		1		3
Missing Items - Checked									1	1		1		3
Screening		1									1			2
Procedures/Process											1			1
Security Breach		1												1
<b>2018</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>28</b>
Civil Rights											1	1		2
Sex/Gender/Gender Identity- Not Transgender											1			1
Transgender Screening												1		1
Customer Service			1							2	1			4
Others			1								1			2
TSO										2				2
Locks						1			1					2
General									1					1
Missing or Damaged Lock						1								1
Mishandling of Passenger Property					2				1	1		1	2	7
Damaged/Missing Items--Checked Baggage					1				1			1	1	4
Disarrayed Items--Carry-on or Checked					1					1			1	3
Patdown							1				1			2
Flyer							1				1			2
Property - Special Handling		1		2	1						1	1		6
Damaged Items - Checked				1	1									2
Missing Items - Carry-On											1			1
Missing Items - Checked		1		1								1		3
Screening		2	1		1					1				5
Procedures/Process		1	1		1					1				4
Retrieving Abandoned/Confiscated Items		1												1
<b>2019</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>									<b>9</b>
Customer Service			1											1
TSO			1											1
Mishandling of Passenger Property				1	1									2
Damaged/Missing Items--Carry-on Luggage					1									1
Damaged/Missing Items--Checked Baggage				1										1
Patdown				1										1
Flyer				1										1
Persons w/ Disabilities (PWD)			1		1									2
General					1									1
Metal Implants (joint)			1											1
Property - Special Handling		1		1	1									3
Damaged Items - Checked				1										1
Missing Items - Checked		1			1									2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
BIS	7	10	13	4	5	4	3	6	13	9	10	9	93
2015				1				2	4	2	2	2	13
Locks								1		1	1		3
Missing or Damaged Lock								1		1	1		3
Mishandling of Passenger Property				1				1	2	1	1	2	8
Damaged/Missing Items--Checked Baggage				1					2	1	1	1	6
Disarrayed Items--Carry-on or Checked								1				1	2
Screening									2				2
Procedures/Process									2				2
2016	2		3	1	1	1	2		2	1	1	3	17
Civil Rights									1				1
Racial Profiling or Discrimination									1				1
Customer Service	1		1									2	4
Others			1									1	2
TSO	1											1	2
Lost and Found							1						1
Airport/TSA							1						1
Mishandling of Passenger Property	1		2	1	1	1	1		1	1	1	1	11
Damaged/Missing Items--Checked Baggage	1		2	1	1	1	1		1	1	1	1	11
2017	3	5			1	3		2	5	4	3	3	29
Civil Rights		1											1
Racial Profiling or Discrimination		1											1
Customer Service	1	1				1					1		4
Others		1											1
TSO	1					1					1		3
Locks		1						1			1		3
Missing or Damaged Lock		1						1			1		3
Mishandling of Passenger Property	1				1				2	1	1		6
Damaged/Missing Items--Carry-on Luggage					1								1
Damaged/Missing Items--Checked Baggage	1								2	1	1		5
Patdown								1	1	2			4
Flyer								1	1	2			4
Persons w/ Disabilities (PWD)		1							1			1	3
Breast Cancer		1											1
Diabetes									1				1
Mobility Disability (Not Wheelchair or Scooter)												1	1
Screening	1	1				2			1	1		2	8
Inconsistency		1				1							2
Procedures/Process	1					1			1	1		2	6
2018	2	3	7	2	2		1	2	2	2	4	1	28
Civil Rights					1								1
Hair Patdowns					1								1
Customer Service			2		1		1	1		1	2		8
Others			1								2		3
TSO			1		1		1	1		1			5
Mishandling of Passenger Property	1		1	2				1		1			6
Damaged/Missing Items--Checked Baggage			1					1		1			3
Disarrayed Items--Carry-on or Checked	1			2									3
Patdown		2											2
Flyer		2											2
Property - Special Handling	1		2						1				4
Damaged Items - Checked									1				1
Missing Items - Checked	1		2										3
Screening		1	2						1		2	1	7
Crew Member or Airline Employee												1	1
Inconsistency											1		1
Lengthy Lines		1											1
Procedures/Process			2						1		1		4
2019		2	3		1								6
Customer Service		1	1										2
TSO		1	1										2
Property - Special Handling		1	2		1								4
Damaged Items - Checked			1										1
Missing Items - Carry-On			1										1
Missing Items - Checked		1			1								2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>BJI</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>38</b>
<b>2015</b>				<b>1</b>	<b>1</b>								<b>2</b>
Mishandling of Passenger Property				1	1								2
Damaged/Missing Items--Checked Baggage				1	1								2
<b>2016</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>				<b>1</b>			<b>6</b>
Locks						1							1
Missing or Damaged Lock						1							1
Mishandling of Passenger Property			1	1		1				1			4
Damaged/Missing Items--Checked Baggage			1	1		1				1			4
Screening		1											1
Lengthy Lines		1											1
<b>2017</b>			<b>2</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>		<b>1</b>	<b>2</b>	<b>16</b>
Mishandling of Passenger Property			2			3	1	1	3		1	2	13
Damaged/Missing Items--Checked Baggage			2			2	1	1	2		1	2	11
Disarrayed Items--Carry-on or Checked						1			1				2
Property - Special Handling								1	1				2
Missing Items - Checked								1	1				2
Screening				1									1
Procedures/Process				1									1
<b>2018</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>		<b>4</b>		<b>10</b>
Locks				1									1
Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1						1		1		2		5
Damaged/Missing Items--Checked Baggage	1								1		1		3
Disarrayed Items--Carry-on or Checked							1				1		2
Property - Special Handling								1			1		2
Missing Items - Carry-On								1					1
Missing Items - Checked											1		1
Screening			1								1		2
Procedures/Process			1								1		2
<b>2019</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>								<b>4</b>
Locks	1	1											2
Missing or Damaged Lock	1	1											2
Mishandling of Passenger Property					1								1
Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling			1										1
Missing Items - Checked			1										1

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>BKW</b>										1		2	3
<b>2015</b>										1			1
Mishandling of Passenger Property										1			1
Damaged/Missing Items--Checked Baggage										1			1
<b>2016</b>												1	1
Mishandling of Passenger Property												1	1
Damaged/Missing Items--Checked Baggage												1	1
<b>2018</b>												1	1
Civil Rights												1	1
Sex/Gender/Gender Identity- Not Transgender												1	1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>BLI</b>		<b>8</b>	<b>13</b>	<b>9</b>	<b>10</b>	<b>7</b>	<b>17</b>	<b>11</b>	<b>12</b>	<b>9</b>	<b>14</b>	<b>10</b>	<b>7</b>	<b>127</b>
<b>2015</b>							<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>2</b>		<b>18</b>
Customer Service							1	1	1		1			4
CSM									1					1
Others								1						1
TSO							1				1			2
Mishandling of Passenger Property								1	1	4		2		8
Damaged/Missing Items--Carry-on Luggage												1		1
Damaged/Missing Items--Checked Baggage								1	1	4		1		7
Patdown								1						1
Flyer								1						1
Persons w/ Disabilities (PWD)								1						1
Metal Implants (joint)								1						1
Screening							2		1		1			4
Inconsistency							1		1					2
Procedures/Process							1				1			2
<b>2016</b>			<b>7</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>32</b>
Civil Rights													1	1
Racial Profiling or Discrimination													1	1
Customer Service			1	1			2			1				5
TSO			1	1			2			1				5
Locks								1					1	2
Missing or Damaged Lock								1					1	2
Mishandling of Passenger Property			5	2	1	2	3	1	2		1	3	1	21
Damaged/Missing Items--Carry-on Luggage							1							1
Damaged/Missing Items--Checked Baggage			4	1	1	2	2	1	2			3	1	17
Disarrayed Items--Carry-on or Checked			1	1							1			3
Patdown											1			1
Flyer											1			1
Persons w/ Disabilities (PWD)			1										1	2
Medical Devices - Attached to the Body													1	1
Ostomy/Ostomates			1											1
<b>2017</b>		<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>		<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>9</b>	<b>3</b>		<b>32</b>
Customer Service		1			1				1	1	4			8
TSO		1			1				1	1	4			8
Lost and Found											1			1
Airport/TSA											1			1
Mishandling of Passenger Property		2	1	2	1		3	1			2	1		13
Damaged/Missing Items--Carry-on Luggage								1						1
Damaged/Missing Items--Checked Baggage		2	1	2	1		3				1	1		11
Disarrayed Items--Carry-on or Checked											1			1
Patdown												1		1
Flyer												1		1
Persons w/ Disabilities (PWD)												1		1
Hearing Impairment												1		1
Property - Special Handling									2		1			3
Missing Items - Carry-On									1					1
Missing Items - Checked									1		1			2
Screening				1	1		1	1			1			5
Inconsistency				1										1
Procedures/Process					1		1	1			1			4
<b>2018</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>33</b>
Civil Rights														
Racial Profiling or Discrimination								1			1			2
Sex/Gender/Gender Identity- Not Transgender											1			1
Customer Service		2	1			1	1		1	1			1	8
Others										1				1
TSO		2	1			1	1		1				1	7
Locks					1	1						1		3
Missing or Damaged Lock					1	1						1		3
Mishandling of Passenger Property							1	1		1		1		4
Damaged/Missing Items--Carry-on Luggage												1		1
Damaged/Missing Items--Checked Baggage							1			1				2
Disarrayed Items--Carry-on or Checked								1						1
Patdown				1						1			1	3
Flyer				1						1			1	3
Persons w/ Disabilities (PWD)			1						2					3
Medically Necessary Medication and Medical Supplies									1					1
Metal Implants (joint)			1											1
Respiratory and Inhaler Equipment									1					1
Property - Special Handling				1	1		1							3
Missing Items - Carry-On				1	1		1							3
Screening		1			1		2	1	1				1	7
Lengthy Lines				1										1
Procedures/Process		1					2	1	1				1	6
<b>2019</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>								<b>12</b>
Customer Service						2								2
TSO						2								2
Mishandling of Passenger Property			1		2									3
Damaged/Missing Items--Checked Baggage			1		2									3
Persons w/ Disabilities (PWD)				1										1
Mobility Disability (Not Wheelchair or Scooter)				1										1
Property - Special Handling		2	1			1								4
Damaged Items - Carry-On						1								1
Damaged Items - Checked		1												1

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



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>BLV</b>		<b>2</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>11</b>	<b>4</b>	<b>4</b>	<b>63</b>
<b>2015</b>							<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>6</b>
Customer Service									1					1
TSO									1					1
Mishandling of Passenger Property							1	1		1		1	1	5
Damaged/Missing Items--Checked Baggage							1	1		1		1	1	5
<b>2016</b>			<b>2</b>	<b>2</b>		<b>2</b>						<b>3</b>	<b>1</b>	<b>10</b>
Customer Service												1		1
TSO												1		1
Locks						1						2		3
Missing or Damaged Lock						1						2		3
Mishandling of Passenger Property			1	1		1							1	4
Damaged/Missing Items--Checked Baggage			1	1		1							1	4
Screening			1	1										2
Inconsistency				1										1
Security Breach			1											1
<b>2017</b>		<b>1</b>	<b>2</b>		<b>5</b>			<b>4</b>	<b>2</b>	<b>4</b>	<b>7</b>		<b>1</b>	<b>26</b>
Customer Service		1						2			2			5
Others								1			1			2
TSO		1						1			1			3
Locks					1				1	1				3
Missing or Damaged Lock					1				1	1				3
Mishandling of Passenger Property			2		3			1	1	2	3		1	13
Damaged/Missing Items--Carry-on Luggage											1		1	2
Damaged/Missing Items--Checked Baggage			2		3			1	1	2	2			11
Patdown										1				1
Flyer										1				1
Property - Special Handling								1						1
Missing Items - Checked								1						1
Screening					1						2			3
Inconsistency											1			1
Procedures/Process					1						1			2
<b>2018</b>			<b>1</b>	<b>1</b>	<b>1</b>		<b>5</b>	<b>2</b>		<b>1</b>	<b>4</b>		<b>1</b>	<b>16</b>
Civil Rights								1						1
Racial Profiling or Discrimination								1						1
Customer Service							2	1			1			4
Others							1							1
TSO							1	1			1			3
Mishandling of Passenger Property					1		1						1	3
Damaged/Missing Items--Checked Baggage					1		1							2
Disarrayed Items--Carry-on or Checked													1	1
Patdown			1				1							2
Flyer			1				1							2
Property - Special Handling										1				1
Missing Items - Carry-On										1				1
Screening				1			1				3			5
Inconsistency											1			1
Procedures/Process				1			1				2			4
<b>2019</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>								<b>5</b>
Customer Service			1		1	1								3
TSO			1		1	1								3
Persons w/ Disabilities (PWD)					1									1
Diabetes					1									1
Property - Special Handling		1												1
Missing Items - Checked		1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
BMI	3	3	10	2	5	2	5	2	6	2		5	45	
2015					1			1	3	1		1	7	
Mishandling of Passenger Property					1			1	2	1		1	6	
Damaged/Missing Items--Carry-on Luggage					1								1	
Damaged/Missing Items--Checked Baggage								1	2	1		1	5	
Screening									1				1	
Procedures/Process									1				1	
2016	1	1	3		2		2						9	
Civil Rights							1						1	
Racial Profiling or Discrimination							1						1	
Customer Service					1								1	
Others					1								1	
Identification (ID) Requirements			1										1	
Domestic			1										1	
Mishandling of Passenger Property		1	1		1								3	
Damaged/Missing Items--Carry-on Luggage			1		1								2	
Damaged/Missing Items--Checked Baggage		1											1	
Patdown	1						1						2	
Flyer	1						1						2	
Persons w/ Disabilities (PWD)			1										1	
General			1										1	
2017		1	2	1	1	1	3		2			2	13	
Customer Service							3					1	4	
TSO							3					1	4	
Mishandling of Passenger Property			1		1	1						1	4	
Damaged/Missing Items--Checked Baggage			1			1							2	
Disarrayed Items--Carry-on or Checked					1							1	2	
Persons w/ Disabilities (PWD)			1										1	
Cognitive /Developmental /Mental Disability			1										1	
Property - Special Handling									2				2	
Damaged Items - Checked									1				1	
Missing Items - Checked									1				1	
Screening		1		1									2	
Procedures/Process		1		1									2	
2018		1	2	1	1	1		1	1	1		2	11	
Civil Rights			1										1	
Racial Profiling or Discrimination			1										1	
Customer Service		1	1			1							3	
Others		1											1	
TSO			1			1							2	
Mishandling of Passenger Property										1		1	2	
Damaged/Missing Items--Checked Baggage										1		1	2	
Persons w/ Disabilities (PWD)												1	1	
Diabetes												1	1	
Screening				1	1			1	1				4	
Procedures/Process					1			1	1				3	
Security Breach				1									1	
2019	2		3										5	
Patdown			1										1	
Flyer			1										1	
Persons w/ Disabilities (PWD)	1												1	
Diabetes	1												1	
Screening	1		2										3	
Procedures/Process	1		2										3	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
BNA	118	101	116	76	89	109	95	126	112	110	127	110	1,289	
2015				14	7	20	19	24	30	27	34	32	207	
Civil Rights												1	1	
Racial Profiling or Discrimination												1	1	
Claims										1			1	
General										1			1	
Customer Service				1			4	2	6	3	4	5	25	
Others							1						1	
TSO				1			3	2	6	3	4	5	24	
Expedited Passenger Screening Program				1									1	
TSA PreCheck				1									1	
Hazardous Materials Safety							2						2	
General							2						2	
Locks						2		3	2	1	2	3	13	
Missing or Damaged Lock						2		3	2	1	2	3	13	
Lost and Found								1					1	
Airport/TSA								1					1	
Mishandling of Passenger Property				11	6	15	12	17	19	19	25	16	140	
Damaged/Missing Items--Carry-on Luggage				2	1	5	2	1	1	2	2	1	17	
Damaged/Missing Items--Checked Baggage				8	3	8	10	15	17	14	23	13	111	
Disarrayed Items--Carry-on or Checked				1	2	2		1	1	3		2	12	
Patdown									1	1		4	6	
Flyer									1	1		3	5	
Flyer as Observer												1	1	
Persons w/ Disabilities (PWD)						2				1	1		4	
Diabetes						1							1	
Medically Necessary Medication and Medical Supplies						1					1		2	
Wheelchair/ Scooter/ Segway										1			1	
Screening				1	1	1	1	1	2	1	2	3	13	
Gate Pass				1									1	
Inconsistency							1	1		1			3	
Lengthy Lines												2	2	
Procedures/Process					1	1			1		2	1	6	
Retrieving Abandoned/Confiscated Items									1				1	
2016	27	22	25	9	13	42	30	25	28	30	29	21	301	
Advanced Imaging Technology (AIT)			1					1					2	
Flyer			1					1					2	
Civil Rights		1	2			1		1	1		1		7	
Racial Profiling or Discrimination		1	1			1		1			1		5	
Screening of Religious Cultural and Ceremonial Items			1										1	
Screening of Religious or Cultural Garments									1				1	
Customer Service	6	3	3	2	1	8	5	5	6	10	1	4	54	
Others	1					1	1			2			5	
TSO	5	3	3	2	1	7	4	5	6	8	1	4	49	
Identification (ID) Requirements									1	1			2	
Domestic									1	1			2	
Locks	1		1		1		4	1	1	1	3	2	15	
Missing or Damaged Lock	1		1		1		4	1	1	1	3	2	15	
Lost and Found		1									1		2	
Airport/TSA		1									1		2	
Mishandling of Passenger Property	11	14	16	5	11	14	15	8	17	13	19	13	156	
Damaged/Missing Items Private Screening Contractor					1						1		2	
Damaged/Missing Items--Carry-on Luggage	1	1	1	1	2	1	2	1	2	2	1		15	
Damaged/Missing Items--Checked Baggage	10	11	14	4	8	12	11	6	11	11	17	13	128	
Damaged/Missing Items--Unspecified Luggage									1				1	
Disarrayed Items--Carry-on or Checked		2	1			1	2	1	3				10	
Patdown	1									2			3	
Flyer	1									2			3	
Persons w/ Disabilities (PWD)	3	1	1	1						2	2	1	11	
Breast Cancer	1												1	
General		1											1	
Mobility Disability (Not Wheelchair or Scooter)			1								2	1	4	
Prosthesis/Amputees and Casts										1			1	
Service Animals	2									1			3	
Wheelchair/ Scooter/ Segway				1									1	
Screening	5	2	1	1		19	6	9	2	1	2	1	49	
Crew Member or Airline Employee	1												1	
Inconsistency							1		1				2	
Lengthy Lines	2			1		16	3	7	1				30	
Procedures/Process	2	2	1			3	2	2		1	2	1	16	
2017	26	27	35	19	24	21	22	35	33	26	29	29	326	
Civil Rights	1		1		1						1		4	
Racial Profiling or Discrimination	1				1						1		3	
Sexual Orientation - Not Transgender			1										1	
Customer Service	3	2	6	5		1	2	4	4	5	6		38	
Others			1						1				2	
TSO	3	2	5	5		1	2	4	3	5	6		36	
Identification (ID) Requirements												1	1	
ID Matching Ticket and Boarding Pass Issues												1	1	
Locks	3	5	1	1	1	2	2	2	1	2	2	4	26	
General		1						1				1	3	
Missing or Damaged Lock	3	4	1	1	1	2	2	1	1	2	2	3	23	
Lost and Found					1		1		1	1			4	
Airport/TSA					1		1		1	1			4	
Mishandling of Passenger Property	12	16	23	11	16	14	10	17	10	8	12	8	157	

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Damaged/Missing Items--Carry-on Luggage	1		2	5	3	1							12
Damaged/Missing Items--Checked Baggage	10	15	19	6	12	13	7	14	8	5	8	6	123
Damaged/Missing Items--Unspecified Luggage	1		1										2
Disarrayed Items--Carry-on or Checked		1	1		1		3	3	2	3	4	2	20
Patdown	4	2	1	1	3	3	2		2		2	4	24
Flyer	2	1	1	1	3	1	2		2		2	4	19
Flyer as Observer	1	1				1							3
Non-Flyer	1					1							2
Persons w/ Disabilities (PWD)			1		1			3	2			1	8
Diabetes								1					1
General			1										1
Mobility Disability (Not Wheelchair or Scooter)					1				1				2
Prosthesis/Amputees and Casts								1				1	2
Visual Impairment									1				1
Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling							4	7	11	5	2	5	34
Damaged Items - Carry-On											1		1
Damaged Items - Checked								3	6	1		2	12
Missing Items - Carry-On								1		1			2
Missing Items - Checked							4	3	5	3	1	3	19
Request for Assistance										1	2		3
Other										1	2		3
Screening	3	2	2	1	1	1	1	2	2	4	2	6	27
Inconsistency		2	1									2	5
Lengthy Lines												1	1
Procedures/Process	2		1	1	1	1	1	2	2	3	1	2	17
Retrieving Abandoned/Confiscated Items										1	1		2
Security Breach	1											1	2
<b>2018</b>	<b>31</b>	<b>17</b>	<b>22</b>	<b>15</b>	<b>18</b>	<b>26</b>	<b>24</b>	<b>42</b>	<b>21</b>	<b>27</b>	<b>35</b>	<b>28</b>	<b>306</b>
Civil Rights	1		1				1	1					4
Hair Patdowns			1										1
Perceived Religion								1					1
Racial Profiling or Discrimination	1						1						2
Customer Service	2	2	3	2		2	3	7	2	4	5	3	35
TSO	2	2	3	2		2	3	7	2	4	5	3	35
Identification (ID) Requirements								1					1
Domestic								1					1
Locks	1	3	1	1	2	3		2	2	3	3	3	24
Missing or Damaged Lock	1	3	1	1	2	3		2	2	3	3	3	24
Lost and Found								2	1				3
Airport/TSA								2	1				3
Mishandling of Passenger Property	15	3	9	3	6	4	8	9	10	11	9	11	98
Damaged/Missing Items--Carry-on Luggage								1	1	1		2	5
Damaged/Missing Items--Checked Baggage	12	3	7	2	5	4	5	8	9	10	7	8	80
Disarrayed Items--Carry-on or Checked	3		2	1	1		3				2	1	13
Patdown	2			2	4	2	1	4	1	1		2	19
Flyer	1			1	4	2	1	2	1	1		1	14
Flyer as Observer	1							2				1	4
Non-Flyer				1									1
Persons w/ Disabilities (PWD)		2	2		1	3	1	2	1	2	3	2	19
Breast Cancer						1							1
Cognitive /Developmental /Mental Disability								1			1	1	3
General		1			1	1							3
Mobility Disability (Not Wheelchair or Scooter)			1			1	1	1	1	1			6
Prosthesis/Amputees and Casts		1								1			2
Service Animals											1		1
Wheelchair/ Scooter/ Segway											1	1	2
Wounded Warrior			1										1
Property - Special Handling	5	6	4	5	4	8	7	6	3	3	10	5	66
Damaged Items - Carry-On	1	1	1	1		1		1		1	2	1	10
Damaged Items - Checked	2	3	1	1	3		3	2		1	3		19
Missing Items - Carry-On			1			2	1				1	1	6
Missing Items - Checked	2	2	1	3	1	5	3	3	3	1	4	3	31
Request for Assistance		1											1
Other		1											1
Screening	5		2	2	1	4	3	8	1	3	5	2	36
Inconsistency				1		1	1	1					4
Lengthy Lines	1		1				1			1		1	5
Procedures/Process	4		1	1	1	3	1	7	1	2	5		26
Security Breach												1	1
<b>2019</b>	<b>34</b>	<b>35</b>	<b>34</b>	<b>19</b>	<b>27</b>								<b>149</b>
Civil Rights	1	4	2		1								8
Constitutional Rights					1								1
Racial Profiling or Discrimination		3	1										4
Sex/Gender/Gender Identity- Not Transgender	1	1	1										3
Customer Service	7	3	5	3	7								25
TSO	7	3	5	3	7								25
Identification (ID) Requirements	1												1
Domestic	1												1
Locks	2	4	2	1	4								13
Missing or Damaged Lock	2	4	2	1	4								13
Lost and Found		1											1
Airport/TSA		1											1
Mishandling of Passenger Property	9	8	6	6	4								33
Damaged/Missing Items--Carry-on Luggage	1	1			1								3

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Damaged/Missing Items--Checked Baggage	6	6	5	6	2								25
Disarrayed Items--Carry-on or Checked	2	1	1		1								5
Patdown	1		1		2								4
Flyer	1		1		2								4
Persons w/ Disabilities (PWD)		4	1		1								6
Breast Cancer		1											1
Diabetes			1										1
Mobility Disability (Not Wheelchair or Scooter)					1								1
Wheelchair/ Scooter/ Segway		3											3
Property - Special Handling	8	10	14	6	7								45
Damaged Items - Carry-On	1	1	3	3	2								10
Damaged Items - Checked	4	4	3		4								15
Missing Items - Carry-On			1										1
Missing Items - Checked	3	5	7	3	1								19
Screening	5	1	3	3	1								13
Inconsistency	1		1										2
Lengthy Lines	1												1
Procedures/Process	3	1	2	1	1								8
Security Breach				2									2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
BOI	36	34	49	57	43	25	27	26	36	52	40	32	457	
2015				4	6	4	3	2	9	14	9	9	60	
Customer Service					1				2	1		1	5	
CSM									1				1	
TSO					1				1	1		1	4	
Locks				1		2			1	1	1	1	7	
Missing or Damaged Lock				1		2			1	1	1	1	7	
Mishandling of Passenger Property				3	5		2	2	4	8	6	5	35	
Damaged/Missing Items--Carry-on Luggage											1	1	2	
Damaged/Missing Items--Checked Baggage				2	5		2	2	4	8	5	4	32	
Disarrayed Items--Carry-on or Checked				1									1	
Patdown									1	2	1	1	5	
Flyer									1	2	1		4	
General													1	
Persons w/ Disabilities (PWD)						1						1	2	
Medically Necessary Medication and Medical Supplies						1							1	
Mobility Disability (Not Wheelchair or Scooter)												1	1	
Screening						1	1		1	2	1		6	
Children							1						1	
Inconsistency										1			1	
Lengthy Lines									1		1		2	
Procedures/Process										1			1	
Retrieving Abandoned/Confiscated Items						1							1	
2016	13	5	15	11	11	9	5	14	4	13	14	8	122	
Civil Rights				2									2	
Racial Profiling or Discrimination				2									2	
Customer Service			2			1	1	3	1		1	2	11	
Others			1										1	
TSO			1			1	1	3	1		1	2	10	
Locks					1							1	2	
Missing or Damaged Lock					1							1	2	
Lost and Found					1								1	
Airport/TSA					1								1	
Mishandling of Passenger Property	9	5	9	6	8	5	3	8	3	9	12	4	81	
Damaged/Missing Items--Carry-on Luggage			1			1		2		2			6	
Damaged/Missing Items--Checked Baggage	9	5	6	6	8	4	3	5	3	7	11	4	71	
Disarrayed Items--Carry-on or Checked			2					1			1		4	
Patdown	2		1	2				2		1		1	9	
Flyer	2		1	2				2		1			8	
Flyer as Observer												1	1	
Persons w/ Disabilities (PWD)	2			1			1						4	
Mobility Disability (Not Wheelchair or Scooter)	1												1	
Ostomy/Ostomates	1												1	
Prosthesis/Amputees and Casts				1									1	
Wheelchair/ Scooter/ Segway							1						1	
Prohibited & Permitted Items			1										1	
Knives/Tools/Razors/Sharp Objects			1										1	
Screening			2		1	3		1		3	1		11	
Inconsistency			1										1	
Lengthy Lines			1			1				1			3	
Procedures/Process					1	2		1		2	1		7	
2017	5	11	9	14	15	9	13	4	16	18	8	10	132	
Civil Rights			1		1							1	3	
Racial Profiling or Discrimination					1								1	
Sexual Orientation - Not Transgender			1										1	
Transgender Screening													1	
Customer Service	1	3		4	2	1	3	1	1	2		1	19	
Others							2			1			3	
TSO	1	3		4	2	1	1	1	1	1		1	16	
Locks							1	1	1		1		4	
Missing or Damaged Lock							1	1	1		1		4	
Mishandling of Passenger Property	3	4	4	10	10	6	5		8	9	3	4	66	
Damaged/Missing Items--Carry-on Luggage			1		1	1							3	
Damaged/Missing Items--Checked Baggage	3	2	3	10	9	5	5		6	7	3	3	56	
Disarrayed Items--Carry-on or Checked		2							2	2		1	7	
Patdown		2	3		1	2	2		2	1			13	
Flyer		2	3		1	2	2		1	1			12	
Flyer as Observer									1				1	
Persons w/ Disabilities (PWD)									2				2	
Diabetes									1				1	
Mobility Disability (Not Wheelchair or Scooter)									1				1	
Property - Special Handling								1	2	6	4	1	14	
Damaged Items - Checked									1	4	2	1	8	
Missing Items - Carry-On								1					1	
Missing Items - Checked									1	2	2		5	
Screening	1	2	1		1		2	1				3	11	
Inconsistency							1						1	
Procedures/Process	1	2	1		1		1	1				1	8	
Retrieving Abandoned/Confiscated Items												1	1	
Security Breach												1	1	
2018	7	12	6	15	6	3	6	6	7	7	9	5	89	
Advanced Imaging Technology (AIT)		1											1	
Flyer		1											1	
Civil Rights				2									2	
Hair Patdowns				1									1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Sexual Orientation - Not Transgender				1									1
Customer Service	1		1	2		1	3		3	2	2		15
Others							1						1
TSO	1		1	2		1	2		3	2	2		14
Locks	1								1		2		4
Missing or Damaged Lock	1								1		2		4
Mishandling of Passenger Property	2	6	3	5	2	1	1	2	1	3	3	1	30
Damaged/Missing Items--Carry-on Luggage			2								1		3
Damaged/Missing Items--Checked Baggage	2	5	1	4	1	1	1	1	1	2	2	1	22
Disarrayed Items--Carry-on or Checked		1		1	1			1		1			5
Patdown					1			1			1		3
Flyer					1			1			1		3
Persons w/ Disabilities (PWD)				1				1			1	1	4
Autism Spectrum											1		1
Hearing Impairment												1	1
Mobility Disability (Not Wheelchair or Scooter)				1									1
Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	2	2	2	3	1		2	2	2	1		2	19
Damaged Items - Checked	1		1	2			1	1				1	7
Missing Items - Carry-On		1	1	1				1					4
Missing Items - Checked	1	1			1		1		2	1		1	8
Screening	1	3		2	2	1				1		1	11
Inconsistency						1							1
Procedures/Process	1	3		1	1					1		1	8
Retrieving Abandoned/Confiscated Items				1									1
Security Breach					1								1
<b>2019</b>	<b>11</b>	<b>6</b>	<b>19</b>	<b>13</b>	<b>5</b>								<b>54</b>
Civil Rights				1									1
Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				2									2
TSO				2									2
Locks		1			1								2
Missing or Damaged Lock		1			1								2
Mishandling of Passenger Property	3	1	6	3	2								15
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	3	1	5	2	1								12
Disarrayed Items--Carry-on or Checked				1	1								2
Patdown			2	1									3
Flyer			1	1									2
Non-Flyer			1										1
Persons w/ Disabilities (PWD)	3		3	1	1								8
Breast Cancer			1										1
General	1												1
Medical Devices - Attached to the Body	1												1
Medically Necessary Medication and Medical Supplies			1										1
Metal Implants (joint)				1	1								2
Mobility Disability (Not Wheelchair or Scooter)			1										1
Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	5	3	7	3	1								19
Damaged Items - Checked		1	2										3
Missing Items - Carry-On		1			1								2
Missing Items - Checked	5	1	5	3									14
Screening		1	1	2									4
Procedures/Process		1	1	2									4

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
BOS	537	396	415	382	358	344	359	415	462	454	511	422	5,055	
2015				58	55	69	50	82	97	101	114	97	723	
Advanced Imaging Technology (AIT)											1		1	
Flyer											1		1	
Civil Rights				5	1			2	3		5		16	
Civil Rights Violation (TSA Employee)				1									1	
General Complaint and Discrimination				3	1			1	2		3		10	
Racial Profiling or Discrimination				1				1	1		2		5	
Claims						1			1				2	
General						1							1	
Request to be Transferred									1				1	
Customer Service				6	7	6	1	4	12	21	9	14	80	
CSM									1	2			3	
Others									1	1		1	3	
TSO				6	7	6	1	4	10	18	9	13	74	
Expedited Passenger Screening Program				1	3	1	2						7	
TSA PreCheck				1	3	1	2						7	
Hazardous Materials Safety				1	1	2	3			1			8	
General				1	1	2	3			1			8	
Locks				5	1	5	2	11	14	7	9	7	61	
General								3	2				5	
Missing or Damaged Lock				5	1	5	2	8	12	7	9	7	56	
Lost and Found				2	2			1	2	3	3	2	15	
Airport/TSA				2	2			1	2	3	3	2	15	
Mishandling of Passenger Property				32	33	49	36	59	57	65	71	63	465	
Damaged/Missing Items--Carry-on Luggage				2	4	3	3	6	6	7	4		35	
Damaged/Missing Items--Checked Baggage				28	27	43	30	49	46	56	54	58	391	
Damaged/Missing Items--Unspecified Luggage							1	1					2	
Disarrayed Items--Carry-on or Checked				2	2	3	2	3	5	2	13	5	37	
Patdown									4	1	5	2	12	
Children										1			1	
Flyer									4			2	10	
Flyer as Observer											1		1	
Persons w/ Disabilities (PWD)					2			3	2		2	2	11	
Diabetes					1								1	
General					1				1				2	
Hearing Impairment								1			1		2	
Internal Medical Devices								2				1	3	
Metal Implants (joint)												1	1	
Touch Aversion (pain/trauma)									1				1	
Wounded Warrior											1		1	
Prohibited & Permitted Items							1						1	
Liquids/Gels/Aerosols							1						1	
Screening				5	5	5	5	2	2	3	9	7	43	
Crew Member or Airline Employee							1					1	2	
Inconsistency										1	1	1	3	
Lengthy Lines					1		2						3	
Procedures/Process				5	4	4	2	2	2	2	8	5	34	
Retrieving Abandoned/Confiscated Items						1							1	
TSA Contact Information				1									1	
General				1									1	
2016	119	77	93	72	66	115	108	110	99	106	130	116	1,211	
Advanced Imaging Technology (AIT)							1	1					2	
Flyer							1	1					2	
Civil Rights	2	3	1	4	3	4		4	2	3	4	9	39	
General Complaint and Discrimination	1	1	1		1								4	
National Origin								1		1			2	
Perceived Religion										1			1	
Racial Profiling or Discrimination		2		4	2	4		2	1		2	8	25	
Sex/Gender/Gender Identity- Not Transgender								1		1	1	1	4	
Sexual Orientation - Not Transgender									1				1	
Transgender Screening	1										1		2	
Customer Service	11	12	12	5	8	20	22	25	18	20	17	16	186	
CSM								1					1	
Others			2	1		4	3	5	3		1	1	20	
TSO	11	12	10	4	8	16	19	19	15	20	16	15	165	
Identification (ID) Requirements			1				1	1		1		1	5	
Domestic			1					1		1		1	4	
ID Matching Ticket and Boarding Pass Issues							1						1	
Locks	12	6	5	4	4	9	8	4	3	4	8	8	75	
General	1	2				1							4	
Missing or Damaged Lock	11	4	5	4	4	8	8	4	3	4	8	8	71	
Lost and Found	4	2			3	8	2	2	5	3	5	3	37	
Airport/TSA	4	2			3	8	2	2	5	3	5	3	37	
Mishandling of Passenger Property	71	45	64	48	38	58	54	50	51	55	75	65	674	
Damaged/Missing Items--Carry-on Luggage	7	7	9	3	8	6	6	8	5	4	7	3	73	
Damaged/Missing Items--Checked Baggage	56	35	51	43	25	47	44	37	42	47	60	60	547	
Damaged/Missing Items--Unspecified Luggage					1				2	2			5	
Disarrayed Items--Carry-on or Checked	8	3	4	2	4	5	4	5	2	2	8	2	49	
Patdown	5	2	2	5	3	7	5	9	7	5	5	4	59	
Flyer	5	2	2	5	3	7	5	9	6	5	5	4	58	
Flyer as Observer									1				1	
Persons w/ Disabilities (PWD)	5	2	1	1	3	2	4	5	2	1	2	1	29	
Autism Spectrum								1					1	
Breast Cancer		1											1	



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Cancer (general) Not Breast Cancer								1	1				2
Cognitive /Developmental /Mental Disability			1	1		1							3
Diabetes							1				1		2
General					1							1	2
Medically Necessary Medication and Medical Supplies					1			2					3
Metal Implants (joint)	1												1
Mobility Disability (Not Wheelchair or Scooter)	1						1		1	1	1		5
Ostomy/Ostomates	2												2
Prosthesis/Amputees and Casts						1							1
Touch Aversion (pain/trauma)	1				1								2
Wheelchair/ Scooter/ Segway		1					2	1					4
Request for Assistance									1				1
Wounded Warrior (MSIJSOC)									1				1
Screening	9	5	7	4	4	7	11	9	9	12	14	9	100
Children									1				1
Crew Member or Airline Employee			1			1	1	1					4
Inconsistency	1	1				1	1	3	1				8
Lengthy Lines	3			2	2	1	4	4	1	2	2		21
Procedures/Process	4	4	4	1	2	3	5	1	4	9	11	6	54
Retrieving Abandoned/Confiscated Items	1		1	1					1		1		5
Security Breach			1			1			1	1		3	7
SIDA (Security Identification Display Area)										1			1
General										1			1
TSA Contact Information				1					1	1			3
General				1					1	1			3
<b>2017</b>	<b>129</b>	<b>120</b>	<b>113</b>	<b>94</b>	<b>84</b>	<b>89</b>	<b>75</b>	<b>109</b>	<b>138</b>	<b>128</b>	<b>131</b>	<b>104</b>	<b>1,314</b>
Civil Rights	6	6	2	4	3	1	5	5	4	5	5	5	51
Constitutional Rights												1	1
Hair Patdowns							1						1
National Origin		1			1								2
Perceived Religion				1			1						2
Racial Profiling or Discrimination	4	3	2		1	1	2	3	3	4	4	3	30
Screening of Religious Cultural and Ceremoni	1												1
Screening of Religious or Cultural Garments							1						1
Sex/Gender/Gender Identity- Not Transgender		1		2	1			1	1		1		7
Transgender Screening	1	1		1				1		1		1	6
Customer Service	18	22	18	20	17	19	14	28	31	26	29	23	265
CSM			1	1	1	1							4
Others		3	2	2		2	2	3	2	2	2	2	22
TSO	18	19	15	17	16	16	12	25	29	24	27	21	239
Identification (ID) Requirements	1		1							2			4
Domestic	1		1							2			4
Locks	11	7	6	4	4	3	5	3	4	5	6	6	64
General		1	1						1				3
Missing or Damaged Lock	11	6	5	4	4	3	5	3	3	5	6	6	61
Lost and Found	3	5	8	3	5	1		1	4	6	6	1	43
Airport/TSA	3	5	8	3	5	1		1	4	6	6	1	43
Mishandling of Passenger Property	70	60	53	45	36	43	18	23	45	37	42	29	501
Damaged/Missing Items--Carry-on Luggage	9	8	4	5	3	5	1	2	4	1	3		45
Damaged/Missing Items--Checked Baggage	53	47	46	35	31	35	14	19	33	29	32	22	396
Damaged/Missing Items--Unspecified Luggag	1	1					1	1			1		5
Disarrayed Items--Carry-on or Checked	7	4	3	5	2	3	2	1	8	7	6	7	55
Patdown	3	1	6	2	4	10	7	7	5	7	8	2	62
Flyer	3	1	5	2	4	9	7	7	5	7	8	2	60
Flyer as Observer			1			1							2
Persons w/ Disabilities (PWD)	3	4	5			3	3	6	5	9	2	4	44
Breast Cancer		1											1
Cancer (general) Not Breast Cancer												1	1
Cognitive /Developmental /Mental Disability								1					1
Diabetes									1	3	1	1	6
General							1		1				2
Hearing Impairment								1					1
Internal Medical Devices								1					1
Medically Necessary Medication and Medical	2		2						1	1			6
Mobility Disability (Not Wheelchair or Scooter)			1						1	3		2	7
Ostomy/Ostomates		1					1			1			3
Prosthesis/Amputees and Casts	1		2				1	1	1				3
Touch Aversion (pain/trauma)		1											4
Visual Impairment						1							1
Wheelchair/ Scooter/ Segway		1				2		2		1	1		7
Prohibited & Permitted Items			1		1			1	2	2	1		8
Beauty & Grooming Items											1		1
Electronic Devices			1										1
Firearm/Ammunition									1	1			2
Knives/Tools/Razors/Sharp Objects									1				1
Liquids/Gels/Aerosols										1			1
Medication/Prescription/Medically Necessary Items								1					1
Sporting Goods					1								1
Property - Special Handling							14	26	18	20	23	15	116
Damaged Items - Carry-On									4	1	1		6
Damaged Items - Checked							2	6	2	6	3	4	23
Missing Items - Carry-On							3	5	1	1	4	2	16
Missing Items - Checked							9	15	11	12	15	9	71
Request for Assistance	1	1				1	1		2	1		1	8
Other						1	1		2	1		1	6

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Wounded Warrior (MSIJSOC)	1	1											2
Screening	13	14	13	16	14	8	8	9	18	8	9	18	148
Crew Member or Airline Employee												1	1
Inconsistency	1	2	1	3	1	2	2		1	2	1		16
International Screening			1										1
Lengthy Lines	3	1	2	2	2	1		2	2		1	4	20
Procedures/Process	9	9	8	11	10	5	6	4	13	6	7	13	101
Security Breach		2	1		1			3	2				9
2018	154	106	105	89	89	71	126	114	128	119	136	105	1,342
Advanced Imaging Technology (AIT)	1		1							1			3
Flyer	1		1										2
Flyer as Observer										1			1
Civil Rights	7	3	5	2	2	3	9	6	5	6	3	4	55
Age		2				1	1						4
Constitutional Rights			1		1						1	1	4
Hair Patdowns	1								1				2
Headwear									1	1			2
National Origin	1							1	1				3
Perceived Religion			1										1
Racial Profiling or Discrimination	3			1	1	1	3	2	1	4		3	19
Screening of Religious Cultural and Ceremonial Items						1							1
Screening of Religious or Cultural Garments								1					1
Sex/Gender/Gender Identity- Not Transgender	2	1	2	1			1	1		1	2		11
Sexual Orientation - Not Transgender							4						4
Transgender Screening			1					1	1				3
Customer Service	21	28	14	13	20	16	30	16	27	30	24	12	251
Others	2	5	2		3	1	1	2	2	1	1	1	21
TSO	19	23	12	13	17	15	29	14	25	29	23	11	230
Identification (ID) Requirements				1					1				2
Domestic									1				1
Minors Domestic				1									1
Locks	16	4	5	2	4	4	6	8	4	6	4	7	70
General	3						1	1	1		1		7
Missing or Damaged Lock	13	4	5	2	4	4	5	7	3	6	3	7	63
Lost and Found	12	10	7	4	3	1	7	6	3	3	13	6	75
Airport/TSA	12	10	7	4	3	1	7	6	3	3	13	6	75
Mishandling of Passenger Property	43	25	32	31	24	11	28	29	33	26	43	35	360
Damaged/Missing Items--Carry-on Luggage	1	1	1	1	2	2	4	5	2	3	2	1	25
Damaged/Missing Items--Checked Baggage	32	22	28	26	17	5	24	22	27	20	34	30	287
Damaged/Missing Items--Unspecified Luggage	1	1		2		2			1				7
Disarrayed Items--Carry-on or Checked	9	1	3	2	5	2		2	3	3	7	4	41
Patdown	6	5	8	1	6	5	4	7	5	2	6	2	57
Flyer	5	4	8	1	6	5	4	7	5	1	4	2	52
Flyer as Observer	1									1	1		3
Non-Flyer		1									1		2
Persons w/ Disabilities (PWD)	3	3	4	6	3	5	8	5	9	10	5	3	64
Autism Spectrum					1					1			2
Breast Cancer											1		1
Cancer (general) Not Breast Cancer					1								1
Diabetes	1			1		1	2		1	1			7
General	1		1	2				1		2			7
Hearing Impairment					1								1
Internal Medical Devices			1										1
Medical Devices - Attached to the Body								1	1	1		1	4
Medically Necessary Medication and Medical Supplies			1					1	2				4
Metal Implants (joint)				1				1					2
Mobility Disability (Not Wheelchair or Scooter)		2					1	1		4	2		10
Ostomy/Ostomates			1										1
Prosthesis/Amputees and Casts						1						1	2
Respiratory and Inhaler Equipment						1							1
Service Animals						1	2			1	1		5
Touch Aversion (pain/trauma)				1			1		1				3
Visual Impairment		1					1						2
Wheelchair/ Scooter/ Segway	1			1		1	1		4		1	1	10
Property - Special Handling	28	16	17	22	15	18	17	25	24	22	22	21	247
Damaged Items - Carry-On		1	2		2	3			1		2		11
Damaged Items - Checked	8	6	3	6	4	5	4	7	6	9	4	6	68
Missing Items - Carry-On	4	4	3	3	5	2	4	7	6	4	6	1	49
Missing Items - Checked	16	5	9	13	4	8	9	11	11	9	10	14	119
Request for Assistance		1										1	2
Other												1	1
Wounded Warrior (MSIJSOC)		1											1
Screening	17	11	12	7	12	8	17	12	17	13	16	14	156
Children									1				1
Crew Member or Airline Employee	1											1	2
Inconsistency	1	3	1			1			2	1	1		10
Lengthy Lines	3	3	2	2	4	3	2	2	2	2	1		26
Procedures/Process	12	4	9	4	7	4	15	10	12	9	12	13	111
Retrieving Abandoned/Confiscated Items		1		1									2
Security Breach					1					1	2		4
2019	135	93	104	69	64								465
Advanced Imaging Technology (AIT)	1			1									2
Flyer	1			1									2
Civil Rights	7	9	1	2	4								23
Age			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Constitutional Rights	1			1									2
Hair Patdowns					1								1
Headwear	1												1
Racial Profiling or Discrimination	4	3		1	3								11
Sex/Gender/Gender Identity- Not Transgender	1	5											6
Transgender Screening		1											1
Customer Service	27	24	20	11	9								91
Others		1	1		1								3
TSO	27	23	19	11	8								88
Locks	7	5	5	3	1								21
Missing or Damaged Lock	7	5	5	3	1								21
Lost and Found	4	2	3	3	4								16
Airport/TSA	4	2	3	3	4								16
Mishandling of Passenger Property	35	16	20	19	14								104
Damaged/Missing Items--Carry-on Luggage	1				1								2
Damaged/Missing Items--Checked Baggage	26	15	17	17	9								84
Damaged/Missing Items--Unspecified Luggage					1								1
Disarrayed Items--Carry-on or Checked	8	1	3	2	3								17
Patdown	4	4	6	2	4								20
Flyer	4	3	6	2	3								18
Flyer as Observer		1											1
General					1								1
Persons w/ Disabilities (PWD)	4	8	6	2	5								25
Cancer (general) Not Breast Cancer		1	1										2
Diabetes	1		1										2
General			1										1
Hearing Impairment		1											1
Internal Medical Devices	1												1
Medically Necessary Medication and Medical	1	2											3
Mobility Disability (Not Wheelchair or Scooter)		1	1	1	1								4
Prosthesis/Amputees and Casts	1	1		1									3
Touch Aversion (pain/trauma)		1											1
Visual Impairment					1								1
Wheelchair/ Scooter/ Segway		1	2		3								6
Property - Special Handling	23	14	31	18	16								102
Damaged Items - Carry-On			2	2	2								6
Damaged Items - Checked	3	1	7	2	1								14
Missing Items - Carry-On	2	7	5	3	5								22
Missing Items - Checked	18	6	17	11	8								60
Screening	23	11	12	8	7								61
Inconsistency	3			1									4
Lengthy Lines	6	1	3	1	1								12
Procedures/Process	12	10	7	6	6								41
Retrieving Abandoned/Confiscated Items	1		2										3
Security Breach	1												1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>BPT</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>20</b>
<b>2015</b>								<b>1</b>			<b>1</b>		<b>2</b>
Mishandling of Passenger Property								1			1		2
Damaged/Missing Items--Checked Baggage								1			1		2
<b>2016</b>	<b>1</b>	<b>2</b>		<b>1</b>					<b>1</b>			<b>1</b>	<b>6</b>
Customer Service	1								1				2
TSO	1								1				2
Locks		1											1
Missing or Damaged Lock		1											1
Mishandling of Passenger Property		1		1									2
Damaged/Missing Items--Checked Baggage		1		1									2
Screening												1	1
Procedures/Process												1	1
<b>2017</b>	<b>1</b>					<b>1</b>	<b>1</b>				<b>1</b>		<b>4</b>
Advanced Imaging Technology (AIT)											1		1
Flyer											1		1
Mishandling of Passenger Property							1						1
Damaged/Missing Items--Checked Baggage							1						1
Screening	1					1							2
Procedures/Process						1							1
Security Breach	1												1
<b>2018</b>	<b>1</b>									<b>1</b>	<b>2</b>		<b>4</b>
Locks										1			1
Missing or Damaged Lock										1			1
Property - Special Handling											1		1
Missing Items - Checked											1		1
Screening	1										1		2
Procedures/Process	1										1		2
<b>2019</b>	<b>1</b>	<b>1</b>	<b>2</b>										<b>4</b>
Mishandling of Passenger Property	1												1
Disarrayed Items--Carry-on or Checked	1												1
Screening		1	2										3
Procedures/Process		1	2										3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>BQK</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>13</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>75</b>
<b>2015</b>				<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>7</b>
Mishandling of Passenger Property				1	1		1	1		2		1	7
Damaged/Missing Items--Checked Baggage				1	1		1	1		2		1	7
<b>2016</b>	<b>5</b>		<b>2</b>		<b>4</b>	<b>4</b>				<b>2</b>			<b>17</b>
Locks			1		1								2
General			1										1
Missing or Damaged Lock					1								1
Mishandling of Passenger Property	5		1		1	3				1			11
Damaged/Missing Items--Carry-on Luggage						1							1
Damaged/Missing Items--Checked Baggage	5		1		1	2				1			10
Patdown						1							1
Flyer						1							1
Screening					2					1			3
Procedures/Process					2					1			3
<b>2017</b>			<b>1</b>	<b>4</b>	<b>1</b>		<b>3</b>		<b>1</b>		<b>2</b>	<b>3</b>	<b>15</b>
Locks												1	1
Missing or Damaged Lock												1	1
Mishandling of Passenger Property			1	4	1		1		1		2	1	11
Damaged/Missing Items--Checked Baggage			1	4	1				1		2	1	10
Disarrayed Items--Carry-on or Checked							1						1
Patdown							1						1
Flyer							1						1
Property - Special Handling							1						1
Missing Items - Checked							1						1
Screening												1	1
Procedures/Process												1	1
<b>2018</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>27</b>
Civil Rights		1											1
Racial Profiling or Discrimination		1											1
Customer Service								1					1
TSO								1					1
Locks												1	1
Missing or Damaged Lock												1	1
Mishandling of Passenger Property				3		1	1	1	3	3	2	1	15
Damaged/Missing Items--Carry-on Luggage									1				1
Damaged/Missing Items--Checked Baggage				2			1		2	3	1	1	10
Disarrayed Items--Carry-on or Checked				1		1		1			1		4
Patdown	1				1								2
Flyer	1				1								2
Persons w/ Disabilities (PWD)											1		1
Diabetes											1		1
Property - Special Handling	1	1		1	1								4
Damaged Items - Checked		1											1
Missing Items - Checked	1			1	1								3
Screening			2										2
Procedures/Process			2										2
<b>2019</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>								<b>9</b>
Mishandling of Passenger Property	1		1	2	1								5
Damaged/Missing Items--Checked Baggage	1		1	1	1								4
Disarrayed Items--Carry-on or Checked				1									1
Patdown		1											1
Flyer		1											1
Property - Special Handling		1		2									3
Damaged Items - Checked		1		1									2
Missing Items - Carry-On				1									1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>BQN</b>		<b>11</b>	<b>5</b>	<b>8</b>	<b>10</b>	<b>5</b>	<b>7</b>	<b>11</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>97</b>
<b>2015</b>					<b>2</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>22</b>
Customer Service												1		1
TSO												1		1
Expedited Passenger Screening Program					1									1
TSA PreCheck					1									1
Hazardous Materials Safety										1				1
General										1				1
Lost and Found								3						3
Airport/TSA								3						3
Mishandling of Passenger Property					1	1	2	2	1	3	1	1	2	14
Damaged/Missing Items--Carry-on Luggage								1						1
Damaged/Missing Items--Checked Baggage					1	1	2	1	1	3	1	1	2	13
Persons w/ Disabilities (PWD)							1							1
General							1							1
Screening								1						1
Procedures/Process								1						1
<b>2016</b>		<b>4</b>			<b>1</b>		<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>20</b>
Customer Service								1	1					2
TSO								1	1					2
Locks		1					1					1		3
Missing or Damaged Lock		1					1					1		3
Lost and Found												1		1
Airport/TSA												1		1
Mishandling of Passenger Property		2			1				2	1			1	7
Damaged/Missing Items--Carry-on Luggage		2							1					3
Damaged/Missing Items--Checked Baggage					1				1	1			1	4
Patdown		1												1
Flyer		1												1
Persons w/ Disabilities (PWD)											1	1		2
Mobility Disability (Not Wheelchair or Scooter)											1			1
Service Animals												1		1
Screening							1				1	1	1	4
Procedures/Process							1					1	1	3
Security Breach											1			1
<b>2017</b>		<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>2</b>			<b>2</b>	<b>19</b>
Civil Rights		1								1				2
National Origin										1				1
Racial Profiling or Discrimination		1												1
Customer Service													1	1
TSO													1	1
Mishandling of Passenger Property		1	2	2	1	3		3					1	13
Damaged/Missing Items--Carry-on Luggage			2	1		1							1	5
Damaged/Missing Items--Checked Baggage		1		1	1	1		3						7
Disarrayed Items--Carry-on or Checked						1								1
Patdown			1											1
General			1											1
Property - Special Handling									1	1				2
Missing Items - Carry-On									1					1
Missing Items - Checked										1				1
<b>2018</b>		<b>2</b>	<b>1</b>		<b>3</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>2</b>		<b>22</b>
Customer Service										1	1			2
TSO										1	1			2
Locks											1			1
Missing or Damaged Lock											1			1
Mishandling of Passenger Property					1			1			1			3
Damaged/Missing Items--Checked Baggage					1			1			1			3
Persons w/ Disabilities (PWD)		2								1				3
Cognitive /Developmental /Mental Disability										1				1
General		1												1
Wheelchair/ Scooter/ Segway		1												1
Property - Special Handling			1		1		2		2					6
Damaged Items - Carry-On									1					1
Missing Items - Carry-On					1									1
Missing Items - Checked			1				2		1					4
Screening					1					1	3	2		7
Procedures/Process					1					1	3	2		7
<b>2019</b>		<b>3</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>								<b>14</b>
Customer Service		1		1										2
Others		1												1
TSO				1										1
Lost and Found			1	1										2
Airport/TSA			1	1										2
Mishandling of Passenger Property		2		1	2									5
Damaged/Missing Items--Carry-on Luggage					2									2
Damaged/Missing Items--Checked Baggage		2		1										3
Property - Special Handling				3										3
Missing Items - Checked				3										3
Screening					1	1								2
Procedures/Process					1									1
Security Breach						1								1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>BRD</b>	<b>3</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>25</b>
<b>2015</b>										<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>
Civil Rights										1			1
Racial Profiling or Discrimination										1			1
Mishandling of Passenger Property											2	1	3
Damaged/Missing Items--Checked Baggage											1		1
Disarrayed Items--Carry-on or Checked											1	1	2
<b>2016</b>					<b>1</b>	<b>1</b>			<b>1</b>			<b>1</b>	<b>4</b>
Civil Rights					1								1
Racial Profiling or Discrimination					1								1
Mishandling of Passenger Property						1						1	2
Damaged/Missing Items--Checked Baggage						1						1	2
Persons w/ Disabilities (PWD)										1			1
Metal Implants (joint)										1			1
<b>2017</b>								<b>1</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>7</b>
Locks												1	1
Missing or Damaged Lock												1	1
Mishandling of Passenger Property										1	2	1	4
Damaged/Missing Items--Checked Baggage										1	2	1	4
Property - Special Handling												1	1
Missing Items - Checked												1	1
Screening								1					1
Procedures/Process								1					1
<b>2018</b>		<b>1</b>			<b>1</b>			<b>1</b>					<b>3</b>
Mishandling of Passenger Property		1			1			1					3
Disarrayed Items--Carry-on or Checked		1			1			1					3
<b>2019</b>	<b>3</b>	<b>2</b>	<b>2</b>										<b>7</b>
Customer Service	1												1
TSO	1												1
Mishandling of Passenger Property	2	2	1										5
Damaged/Missing Items--Checked Baggage	1	1	1										3
Disarrayed Items--Carry-on or Checked	1	1											2
Patdown			1										1
Flyer			1										1

**TSA Contact Center Traveler Complaints Tool**

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



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>BRO</b>	<b>4</b>			<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>26</b>
<b>2015</b>									<b>1</b>	<b>3</b>			<b>4</b>
Mishandling of Passenger Property									1	3			4
Damaged/Missing Items--Checked Baggage										3			3
Disarrayed Items--Carry-on or Checked									1				1
<b>2016</b>	<b>1</b>					<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>7</b>
Customer Service						1							1
TSO						1							1
Locks										1			1
Missing or Damaged Lock										1			1
Mishandling of Passenger Property	1					1	1		1		1		5
Damaged/Missing Items--Carry-on Luggage	1								1				2
Damaged/Missing Items--Checked Baggage						1	1				1		3
<b>2017</b>	<b>1</b>				<b>1</b>			<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>9</b>
Customer Service								1					1
TSO								1					1
Mishandling of Passenger Property	1							1	1	1	1		5
Damaged/Missing Items--Checked Baggage	1							1	1	1			4
Disarrayed Items--Carry-on or Checked											1		1
Patdown										1			1
Flyer										1			1
Screening					1							1	2
Procedures/Process					1							1	2
<b>2018</b>	<b>1</b>				<b>1</b>					<b>1</b>			<b>3</b>
Customer Service										1			1
TSO										1			1
Mishandling of Passenger Property	1				1								2
Damaged/Missing Items--Checked Baggage	1												1
Disarrayed Items--Carry-on or Checked					1								1
<b>2019</b>	<b>1</b>			<b>2</b>									<b>3</b>
Civil Rights	1												1
Sex/Gender/Gender Identity- Not Transgender	1												1
Customer Service				1									1
TSO				1									1
Property - Special Handling				1									1
Missing Items - Checked				1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
BRW	2		2	3	1	1	2		3	2			16
2015							1		2	2			5
Identification (ID) Requirements									1				1
ID Matching Ticket and Boarding Pass Issues									1				1
Locks									1				1
Missing or Damaged Lock									1				1
Mishandling of Passenger Property							1			1			2
Damaged/Missing Items--Checked Baggage							1			1			2
Persons w/ Disabilities (PWD)										1			1
Cognitive /Developmental /Mental Disability										1			1
2016	1												1
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
2017				2	1	1	1						5
Mishandling of Passenger Property				2	1	1							4
Damaged/Missing Items--Checked Baggage				2	1	1							4
Persons w/ Disabilities (PWD)							1						1
Diabetes							1						1
2018			2	1					1				4
Mishandling of Passenger Property			1										1
Damaged/Missing Items--Checked Baggage			1										1
Property - Special Handling			1	1					1				3
Damaged Items - Checked				1									1
Missing Items - Carry-On									1				1
Missing Items - Checked			1										1
2019	1												1
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
BTM						1			1				2
2016									1				1
Patdown									1				1
Flyer									1				1
2018						1							1
Mishandling of Passenger Property						1							1
Damaged/Missing Items--Checked Baggage						1							1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
BTR	9	11	9	8	9	7	8	13	5	8	8	7	102
2015						2		5		3	2	5	17
Customer Service												1	1
CSM												1	1
Locks										1		1	2
Missing or Damaged Lock										1		1	2
Mishandling of Passenger Property						2		5		2	2	3	14
Damaged/Missing Items--Checked Baggage						2		5		2	2	2	13
Disarrayed Items--Carry-on or Checked												1	1
2016	2	2	3	1	3	1	4	3	1	1		1	22
Customer Service	1		1		1								3
TSO	1		1		1								3
Mishandling of Passenger Property	1	2	2	1	1	1	3	3	1	1		1	17
Damaged/Missing Items--Carry-on Luggage				1									1
Damaged/Missing Items--Checked Baggage		2	2		1	1	2	3	1				12
Damaged/Missing Items--Unspecified Luggage										1			1
Disarrayed Items--Carry-on or Checked	1						1					1	3
Request for Assistance							1						1
Other							1						1
Screening					1								1
Procedures/Process					1								1
2017	3	5		4	1	3	4	2	1	3	2		28
Customer Service	1	1				1							3
TSO	1	1				1							3
Locks		1				1							3
General								1					1
Missing or Damaged Lock		1				1							2
Mishandling of Passenger Property	2	1		3		1	3	1	1	2	1		15
Damaged/Missing Items--Checked Baggage	2	1		3		1	1	1		2	1		12
Disarrayed Items--Carry-on or Checked							2		1				3
Patdown					1		1				1		3
Flyer					1		1				1		3
Screening		2		1						1			4
Procedures/Process		2		1						1			4
2018	2	3	3	2	3	1		3	3	1	4	1	26
Customer Service					2			2		1		1	6
Others								2					2
TSO					2					1		1	4
Mishandling of Passenger Property			2					1	2		1		6
Damaged/Missing Items--Checked Baggage			2					1	1		1		5
Disarrayed Items--Carry-on or Checked									1				1
Patdown	1												1
Flyer	1												1
Persons w/ Disabilities (PWD)				2									2
Visual Impairment				2									2
Property - Special Handling		2							1		1		4
Damaged Items - Checked									1		1		2
Missing Items - Checked		2											2
Screening	1	1	1		1	1					2		7
Lengthy Lines			1										1
Procedures/Process	1	1			1	1					2		6
2019	2	1	3	1	2								9
Customer Service					1								1
Others					1								1
Mishandling of Passenger Property	1		1	1	1								4
Damaged/Missing Items--Checked Baggage	1			1	1								3
Disarrayed Items--Carry-on or Checked			1										1
Persons w/ Disabilities (PWD)			1										1
Diabetes			1										1
Property - Special Handling	1	1											2
Damaged Items - Checked	1												1
Missing Items - Carry-On		1											1
Screening			1										1
Security Breach			1										1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>BTW</b>		<b>38</b>	<b>22</b>	<b>22</b>	<b>17</b>	<b>18</b>	<b>20</b>	<b>6</b>	<b>20</b>	<b>11</b>	<b>26</b>	<b>23</b>	<b>21</b>	<b>244</b>
<b>2015</b>					<b>4</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>38</b>
Customer Service								2	2					4
TSO								2	2					4
Expedited Passenger Screening Program						1								1
TSA PreCheck						1								1
Locks							1		1	1	1			4
General										1				1
Missing or Damaged Lock							1		1		1			3
Mishandling of Passenger Property					4	1	4	1	1	3	5	2	4	25
Damaged/Missing Items--Carry-on Luggage					1									1
Damaged/Missing Items--Checked Baggage					3		4	1	1	3	4	2	4	22
Disarrayed Items--Carry-on or Checked						1					1			2
Persons w/ Disabilities (PWD)									1					1
General									1					1
Screening						1						1	1	3
Procedures/Process						1						1		2
Retrieving Abandoned/Confiscated Items													1	1
<b>2016</b>		<b>13</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>56</b>
Civil Rights				1										1
Transgender Screening				1										1
Customer Service		2					1		1		2		1	7
TSO		2					1		1		2		1	7
Identification (ID) Requirements						1			1					2
Domestic						1			1					2
Locks			1	1		1					1		1	5
Missing or Damaged Lock			1	1		1					1		1	5
Mishandling of Passenger Property		11	2	2	1	2			5		2	5	1	31
Damaged/Missing Items--Carry-on Luggage		1		1										2
Damaged/Missing Items--Checked Baggage		9	2	1	1	1			3		1	5	1	24
Disarrayed Items--Carry-on or Checked		1				1			2		1			5
Patdown										1				1
Flyer										1				1
Persons w/ Disabilities (PWD)									1					1
Medically Necessary Medication and Medical Supplies									1					1
Screening					1		2	1	2				2	8
Inconsistency								1						1
Procedures/Process					1		2		1				1	5
Retrieving Abandoned/Confiscated Items									1					1
Security Breach													1	1
<b>2017</b>		<b>7</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>56</b>
Civil Rights				1									1	2
Racial Profiling or Discrimination				1									1	2
Customer Service		2	2	1	1	1	2			1	2		1	13
Others			1		1									2
TSO		2	1	1		1	2			1	2		1	11
Mishandling of Passenger Property		4	3	3		1	3	2		2	3			21
Damaged/Missing Items--Carry-on Luggage			1	1										2
Damaged/Missing Items--Checked Baggage		4	2	2			1	2		2	3			16
Disarrayed Items--Carry-on or Checked						1	2							3
Patdown			1	1					1		1		1	5
Flyer			1						1		1		1	4
Flyer as Observer				1										1
Persons w/ Disabilities (PWD)													1	1
Wheelchair/ Scooter/ Segway													1	1
Property - Special Handling									1			1	1	3
Missing Items - Checked									1			1	1	3
Screening		1	1		3		2		1	1		2		11
Inconsistency		1			1							1		3
Lengthy Lines							1							1
Procedures/Process			1		2		1		1	1		1		7
<b>2018</b>		<b>8</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>5</b>		<b>2</b>	<b>2</b>	<b>9</b>	<b>12</b>	<b>6</b>	<b>62</b>
Civil Rights		1											1	2
Hair Patdowns		1												1
Sex/Gender/Gender Identity- Not Transgender													1	1
Customer Service		1	1				2		1	1	1	1	1	9
Others							1							1
TSO		1	1				1		1	1	1	1	1	8
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property				1	1	1				1	2	4	2	12
Damaged/Missing Items--Carry-on Luggage				1							1			2
Damaged/Missing Items--Checked Baggage					1	1				1	1	3		7
Disarrayed Items--Carry-on or Checked												1	2	3
Patdown		1					1				2	3	1	8
Flyer		1					1				2	3	1	8
Persons w/ Disabilities (PWD)		2				1								3
Medically Necessary Medication and Medical		1												1
Mobility Disability (Not Wheelchair or Scooter)		1				1								2
Property - Special Handling			1								1	1	1	4
Missing Items - Carry-On			1										1	2
Missing Items - Checked											1	1		2
Request for Assistance												1		1
Other												1		1
Screening		2	3	5	3	1	2		1		3	2		22

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Lengthy Lines		3	2	2							1		8
Procedures/Process	2		3	1	1	2		1		3	1		14
2019	10	7	6	3	6								32
Advanced Imaging Technology (AIT)			1										1
Children			1										1
Civil Rights		1											1
Constitutional Rights		1											1
Customer Service	4	2		1	1								8
TSO	4	2		1	1								8
Locks				1									1
Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1		1	1	2								5
Damaged/Missing Items--Checked Baggage	1			1	2								4
Disarrayed Items--Carry-on or Checked			1										1
Persons w/ Disabilities (PWD)	1	1			2								4
Medically Necessary Medication and Medical Supplies					1								1
Mobility Disability (Not Wheelchair or Scooter)	1												1
Touch Aversion (pain/trauma)		1			1								2
Property - Special Handling	1	1	2		1								5
Damaged Items - Checked			1		1								2
Missing Items - Carry-On		1	1										2
Missing Items - Checked	1												1
Screening	3	2	2										7
Inconsistency	1												1
Procedures/Process	2	2	1										5
Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
BUF	36	38	53	52	34	38	32	47	38	42	51	48	509	
2015				14	4	8	10	13	17	12	19	14	111	
Civil Rights						2		1				1	4	
General Complaint and Discrimination						1							1	
Racial Profiling or Discrimination						1						1	3	
Customer Service								1				1	2	
TSO								1				1	2	
Locks									1	2	2	1	6	
Missing or Damaged Lock									1	2	2	1	6	
Lost and Found										1			1	
Airport/TSA										1			1	
Mishandling of Passenger Property				12	4	6	10	8	15	9	16	10	90	
Damaged/Missing Items--Carry-on Luggage								2			1	1	4	
Damaged/Missing Items--Checked Baggage				12	4	6	10	6	14	9	15	9	85	
Disarrayed Items--Carry-on or Checked									1				1	
Patdown											1		1	
Flyer											1		1	
Persons w/ Disabilities (PWD)				1				1					2	
Diabetes				1				1					2	
Screening				1				2	1			1	5	
Inconsistency												1	1	
Procedures/Process								1	1				2	
Retrieving Abandoned/Confiscated Items				1									1	
Security Breach								1					1	
2016	8	13	14	11	6	5	7	12	8	10	12	17	123	
Civil Rights		1				1		2			1		5	
Racial Profiling or Discrimination		1						1			1		3	
Sex/Gender/Gender Identity- Not Transgender						1							1	
Sexual Orientation - Not Transgender								1					1	
Customer Service	2	1		4	1				1		2	2	13	
Others					1								1	
TSO	2	1		4							2	2	12	
Locks			1					3	1				5	
Missing or Damaged Lock			1					3	1				5	
Mishandling of Passenger Property	6	9	12	7	5	4	6	6	6	7	7	9	84	
Damaged/Missing Items--Carry-on Luggage	1	3					2	2	1			2	11	
Damaged/Missing Items--Checked Baggage	5	6	12	7	3	4	4	4	4	7	7	7	70	
Disarrayed Items--Carry-on or Checked					2				1				3	
Patdown											1	1	2	
Flyer											1	1	2	
Persons w/ Disabilities (PWD)											1	1	2	
Wheelchair/ Scooter/ Segway											1	1	2	
Screening		2	1				1	1		3		4	12	
Inconsistency		1								1			2	
Lengthy Lines								1				1	2	
Procedures/Process		1	1				1			2		3	8	
2017	9	5	12	11	10	9	8	13	8	13	13	8	119	
Advanced Imaging Technology (AIT)										1			1	
Flyer										1			1	
Civil Rights					1								1	
Racial Profiling or Discrimination					1								1	
Customer Service		1	1	1	1	1	2	3			3	2	15	
Others											1		1	
TSO		1	1	1	1	1	2	3			2	2	14	
Human Capital		1											1	
Prospective Employment with TSA		1											1	
Locks		1		1			2					2	6	
Missing or Damaged Lock		1		1			2					2	6	
Lost and Found											1		1	
Airport/TSA											1		1	
Mishandling of Passenger Property	9	2	8	8	6	6	3	3	5	5	6	3	64	
Damaged/Missing Items--Carry-on Luggage	2		1										3	
Damaged/Missing Items--Checked Baggage	7	2	7	5	6	5	3	2	5	5	5	3	55	
Disarrayed Items--Carry-on or Checked				3		1		1			1		6	
Patdown			2						2				4	
Flyer			2						2				4	
Persons w/ Disabilities (PWD)				1				1		2			4	
Internal Medical Devices				1									1	
Mobility Disability (Not Wheelchair or Scooter)								1		1			2	
Touch Aversion (pain/trauma)										1			1	
Property - Special Handling								2	1	4	3		10	
Damaged Items - Carry-On									1		1		2	
Damaged Items - Checked								1		1	1		3	
Missing Items - Carry-On										1			1	
Missing Items - Checked								1		2	1		4	
Screening			1		2	2	1	4		1		1	12	
Children										1			1	
Crew Member or Airline Employee								1					1	
Lengthy Lines												1	1	
Procedures/Process			1		2	2	1	3					9	
2018	9	14	10	12	8	16	7	9	5	7	7	9	113	
Civil Rights			1									1	2	
Constitutional Rights												1	1	
Transgender Screening			1										1	
Customer Service	1	2			1	4		1		1		1	11	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Others		1				1							2
TSO	1	1			1	3		1		1		1	9
Locks	1	2			3			1	1	2	1	1	12
General		1											1
Missing or Damaged Lock	1	1			3			1	1	2	1	1	11
Mishandling of Passenger Property	3	5	3	6	3	7	6	6	3	1	5	4	52
Damaged/Missing Items--Carry-on Luggage				1							1		2
Damaged/Missing Items--Checked Baggage	2	5	3	5	2	7	5	6	3	1	3	3	45
Damaged/Missing Items--Unspecified Luggage												1	1
Disarrayed Items--Carry-on or Checked	1				1		1				1		4
Patdown			1	1		1							3
Flyer			1	1		1							3
Persons w/ Disabilities (PWD)			1										1
Diabetes			1										1
Property - Special Handling	2	5	1	4	1	2	1	1	1	3	1	2	24
Damaged Items - Carry-On	1	1				1			1				4
Damaged Items - Checked	1	1	1	2							1	1	7
Missing Items - Carry-On						1		1					2
Missing Items - Checked		3		2	1		1			3		1	11
Screening	2		3	1		2							8
Crew Member or Airline Employee						2							2
Lengthy Lines			1										1
Procedures/Process	1		2										3
Retrieving Abandoned/Confiscated Items				1									1
Security Breach	1												1
<b>2019</b>	<b>10</b>	<b>6</b>	<b>17</b>	<b>4</b>	<b>6</b>								<b>43</b>
Civil Rights					1								1
Screening of Religious Cultural and Ceremonial Items					1								1
Customer Service	2		1		1								4
TSO	2		1		1								4
Locks	1	1	1	1	1								5
Missing or Damaged Lock	1	1	1	1	1								5
Mishandling of Passenger Property	1	3	6		1								11
Damaged/Missing Items--Checked Baggage	1	2	5		1								9
Damaged/Missing Items--Unspecified Luggage			1										1
Disarrayed Items--Carry-on or Checked		1											1
Patdown					1								1
Flyer					1								1
Persons w/ Disabilities (PWD)			1	1									2
Cognitive /Developmental /Mental Disability			1										1
Mobility Disability (Not Wheelchair or Scooter)				1									1
Property - Special Handling	4	2	8	2									16
Damaged Items - Carry-On	1	1	1	1									4
Damaged Items - Checked		1	4										5
Missing Items - Carry-On	1												1
Missing Items - Checked	2		3	1									6
Screening	2				1								3
Inconsistency	1												1
Procedures/Process	1				1								2



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
BUR	29	46	43	47	30	43	33	33	39	45	39	38	465	
2015				6	5	5	10	11	6	11	10	13	77	
Advanced Imaging Technology (AIT)							1						1	
Flyer							1						1	
Airline				1									1	
Lost Baggage				1									1	
Civil Rights							1				1		2	
Racial Profiling or Discrimination							1				1		2	
Customer Service								1		2	2	2	7	
Others											1		1	
TSO								1		2	1	2	6	
Expedited Passenger Screening Program				1						1			2	
Known Crew Member				1									1	
TSA PreCheck										1			1	
Locks				1	1					1	1		4	
Missing or Damaged Lock				1	1					1	1		4	
Mishandling of Passenger Property				3	4	3	7	7	5	5	5	10	49	
Damaged/Missing Items--Carry-on Luggage				1						1	1	1	4	
Damaged/Missing Items--Checked Baggage				2	4	3	7	5	4	4	4	8	41	
Damaged/Missing Items--Unspecified Luggage									1				1	
Disarrayed Items--Carry-on or Checked								2				1	3	
Patdown						1				1		1	3	
Flyer						1				1			2	
General												1	1	
Persons w/ Disabilities (PWD)						1		1	1				3	
Autism Spectrum								1					1	
Diabetes						1							1	
Internal Medical Devices									1				1	
Screening							1	2		1	1		5	
Inconsistency										1			1	
Procedures/Process							1	2			1		4	
2016	6	8	17	7	8	14	9	9	13	16	9	8	124	
Advanced Imaging Technology (AIT)			1										1	
Non-Flyer			1										1	
Civil Rights											1		1	
Perceived Religion											1		1	
Customer Service	1	1	3	2		2	2	1	1			1	14	
Others				1		2	1		1			1	6	
TSO	1	1	3	1			1	1					8	
Identification (ID) Requirements		2											2	
Domestic		2											2	
Locks		1		1	1		1			1	1	1	7	
General										1			1	
Missing or Damaged Lock		1		1	1		1				1	1	6	
Mishandling of Passenger Property	3	4	11	4	4	11	5	5	9	11	4	5	76	
Damaged/Missing Items--Carry-on Luggage		1	2			3				1			7	
Damaged/Missing Items--Checked Baggage	3	3	9	4	4	6	5	5	9	10	4	5	67	
Damaged/Missing Items--Unspecified Luggage						1							1	
Disarrayed Items--Carry-on or Checked						1							1	
Patdown	1		1		2	1	1	1	1	1	2	1	12	
Flyer	1		1		2	1	1	1	1		1	1	10	
Flyer as Observer										1			1	
Non-Flyer											1		1	
Persons w/ Disabilities (PWD)								2					2	
Visual Impairment								1					1	
Wheelchair/ Scooter/ Segway								1					1	
Prohibited & Permitted Items			1										1	
Firearm/Ammunition			1										1	
Screening	1				1				2	2	1		7	
Procedures/Process	1				1				1	2	1		6	
Security Breach									1				1	
TSA Contact Information										1			1	
General										1			1	
2017	12	9	9	14	10	11	5	6	12	8	13	12	121	
Civil Rights	1							1	1		1	1	5	
Hair Patdowns									1				1	
Racial Profiling or Discrimination	1							1			1	1	4	
Customer Service		4	2	1	1	4		1	2	2	1	4	22	
Others			1										1	
TSO		4	1	1	1	4		1	2	2	1	4	21	
Locks	1			1							4	1	7	
Missing or Damaged Lock	1			1							4	1	7	
Mishandling of Passenger Property	9	4	5	11	7	5	5	2	4	3	3		58	
Damaged/Missing Items--Carry-on Luggage	3		1	1	2				1				8	
Damaged/Missing Items--Checked Baggage	6	4	3	7	4	5	3	1	2	2	2		39	
Disarrayed Items--Carry-on or Checked			1	3	1		2	1	1	1	1		11	
Patdown			1		1	1			1		2		6	
Flyer			1		1	1			1		2		6	
Persons w/ Disabilities (PWD)								1				1	2	
Prosthesis/Amputees and Casts								1					1	
Respiratory and Inhaler Equipment												1	1	
Property - Special Handling								1	4	1	1	3	10	
Damaged Items - Checked								1	2		1	1	5	
Missing Items - Checked									2	1		2	5	
Screening	1	1	1	1	1	1				2		2	10	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Inconsistency		1											1
Lengthy Lines										1			1
Procedures/Process	1			1	1	1				1		2	7
Security Breach			1										1
TSA Contact Information											1		1
General											1		1
<b>2018</b>	<b>7</b>	<b>15</b>	<b>8</b>	<b>11</b>	<b>4</b>	<b>13</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>104</b>
Civil Rights			2				1	1					4
Racial Profiling or Discrimination							1	1					2
Sexual Orientation - Not Transgender			1										1
Transgender Screening			1										1
Customer Service	2	2				3	2		1	2			12
TSO	2	2				3	2		1	2			12
Locks		2	2	1				1	1		1	1	9
General												1	1
Missing or Damaged Lock		2	2	1				1	1		1		8
Lost and Found						2							2
Airport/TSA						2							2
Mishandling of Passenger Property		4	2	2		3	3	1	2	2	4	1	24
Damaged/Missing Items--Carry-on Luggage									1				1
Damaged/Missing Items--Checked Baggage		2	2	1		3	3	1	1	1	4		18
Disarrayed Items--Carry-on or Checked		2		1						1		1	5
Patdown	2	1		1	1	1	2			1		1	10
Flyer	2	1		1	1	1	1			1		1	9
Non-Flyer							1						1
Persons w/ Disabilities (PWD)			1	1		1			3				6
Cognitive /Developmental /Mental Disability				1									1
Diabetes									1				1
Mobility Disability (Not Wheelchair or Scooter)									2				2
Touch Aversion (pain/trauma)			1										1
Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2	5		4	1	1	1		1	3		2	20
Damaged Items - Carry-On				1	1								2
Damaged Items - Checked		1		1		1	1			1			5
Missing Items - Carry-On										1			1
Missing Items - Checked	2	4		2					1	1		2	12
Screening	1	1	1	2	2	2		4		2	2		17
Inconsistency					1			2					3
International Screening	1												1
Procedures/Process		1	1	2	1	2		2		2	2		13
<b>2019</b>	<b>4</b>	<b>14</b>	<b>9</b>	<b>9</b>	<b>3</b>								<b>39</b>
Civil Rights		2	1	1	1								5
Hair Patdowns		1											1
Perceived Religion			1										1
Sex/Gender/Gender Identity- Not Transgender		1		1									2
Transgender Screening					1								1
Customer Service				1									1
TSO				1									1
Locks		2		1	1								4
Missing or Damaged Lock		2		1	1								4
Mishandling of Passenger Property	1	2	4	1									8
Damaged/Missing Items--Checked Baggage	1	1	3	1									6
Disarrayed Items--Carry-on or Checked		1	1										2
Patdown				1									1
Flyer				1									1
Persons w/ Disabilities (PWD)		2											2
Touch Aversion (pain/trauma)		2											2
Property - Special Handling	1	3	3	2	1								10
Damaged Items - Carry-On	1				1								2
Damaged Items - Checked		1	2	1									4
Missing Items - Checked		2	1	1									4
Screening	2	3	1	2									8
Inconsistency	1			1									2
Lengthy Lines			1										1
Procedures/Process		2											2
Retrieving Abandoned/Confiscated Items	1	1		1									3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>BWI</b>	<b>366</b>	<b>312</b>	<b>327</b>	<b>300</b>	<b>254</b>	<b>262</b>	<b>269</b>	<b>316</b>	<b>388</b>	<b>415</b>	<b>380</b>	<b>283</b>	<b>3,872</b>
<b>2015</b>				<b>50</b>	<b>43</b>	<b>50</b>	<b>53</b>	<b>70</b>	<b>129</b>	<b>131</b>	<b>115</b>	<b>84</b>	<b>725</b>
Airline				1									1
Policy/Regulations/Service				1									1
Civil Rights				1			1	1	1	2		1	7
General Complaint and Discrimination									1	1			2
Racial Profiling or Discrimination				1			1	1		1		1	5
Customer Service				2	7	9	13	21	74	56	55	31	268
CSM									1	1		1	3
Others							5	11	52	41	33	14	156
TSO				2	7	9	8	10	21	14	22	16	109
Expedited Passenger Screening Program				12	11	7	4	1	4				39
DoD				1									1
TSA PreCheck				11	11	7	4	1	4				38
Hazardous Materials Safety									2				2
General									2				2
Identification (ID) Requirements								1				1	2
Domestic								1				1	2
Locks				4		1	1	4	3	7	5	2	27
Missing or Damaged Lock				4		1	1	4	3	7	5	2	27
Lost and Found						1	1	1		3	2	1	9
Airport/TSA						1	1	1		3	2	1	9
Mishandling of Passenger Property				25	14	21	25	30	30	44	36	37	262
Damaged/Missing Items--Carry-on Luggage				3	1	2	6	5	4	7	4	8	40
Damaged/Missing Items--Checked Baggage				21	13	17	19	20	24	32	29	23	198
Disarrayed Items--Carry-on or Checked				1		2		5	2	5	3	6	24
Patdown					1		1		2		3	1	8
Flyer					1		1		2		3	1	8
Persons w/ Disabilities (PWD)				2	2	1		2		1	3	3	14
Autism Spectrum											1		1
Cancer (general) Not Breast Cancer								1					1
Cognitive /Developmental /Mental Disability												1	1
General				1								1	2
Hearing Impairment					1	1							2
Internal Medical Devices					1								1
Medically Necessary Medication and Medical Supplies											1		1
Metal Implants (joint)											1		1
Mobility Disability (Not Wheelchair or Scooter)				1						1		1	3
Visual Impairment								1					1
Prohibited & Permitted Items								1					1
Knives/Tools/Razors/Sharp Objects								1					1
Screening				2	8	10	6	8	13	18	11	7	83
Inconsistency					1	2	1	1	2	1	1	1	10
Lengthy Lines					3	8		2	2	6	3	3	27
Military								1					1
Procedures/Process				2	4		4	4	8	11	7	3	43
Retrieving Abandoned/Confiscated Items							1						1
Security Breach									1				1
SIDA (Security Identification Display Area)							1						1
General							1						1
TSA Contact Information				1									1
General				1									1
<b>2016</b>	<b>90</b>	<b>70</b>	<b>85</b>	<b>65</b>	<b>68</b>	<b>67</b>	<b>93</b>	<b>96</b>	<b>93</b>	<b>107</b>	<b>105</b>	<b>95</b>	<b>1,034</b>
Civil Rights	4	1		3	1	3	4	3	2	6	7	2	36
General Complaint and Discrimination				1									1
National Origin										2			2
Racial Profiling or Discrimination	2	1		2	1	3	4	3	2	4	7	2	31
Transgender Screening	2												2
Customer Service	24	15	19	16	17	17	14	24	20	31	21	27	245
CSM											1		1
Others	11	1		2		3	1	4	1	3	1	1	28
TSO	13	14	19	14	17	14	13	20	19	28	19	26	216
Identification (ID) Requirements	2							1				1	4
Domestic	2							1				1	4
Locks	4	3	2	2	1	2	4	6	10	6	3	3	46
General									1				1
Missing or Damaged Lock	4	3	2	2	1	2	4	6	9	6	3	3	45
Lost and Found	4	1	5			2	1	1		8	2		24
Airport/TSA	4	1	5			2	1	1		8	2		24
Mishandling of Passenger Property	33	39	44	27	33	27	37	32	38	45	54	48	457
Damaged/Missing Items--Carry-on Luggage	5	7	8	4	7	5	7	3	5	8	8	8	75
Damaged/Missing Items--Checked Baggage	27	30	35	23	23	20	27	24	28	33	39	35	344
Damaged/Missing Items--Unspecified Luggage							1						1
Disarrayed Items--Carry-on or Checked	1	2	1		3	2	2	5	5	4	7	5	37
Patdown	1	3	3	2	2	1	4	2	4	1	5	4	32
Flyer	1	3	3	2	2	1	2	2	3	1	5	2	27
Flyer as Observer							2						2
General									1				1
Non-Flyer												2	2
Persons w/ Disabilities (PWD)	3	3	3	5	2	4	4	5	5	3		3	40
Autism Spectrum			1				1	1					3
Breast Cancer						1							1
Cognitive /Developmental /Mental Disability									1			1	2
Diabetes						1			1				2
General	1		1	1					1				4

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Internal Medical Devices	1	1											2
Medical Devices - Attached to the Body				1			1						2
Medically Necessary Medication and Medical	1							1					2
Metal Implants (joint)		1						1					2
Mobility Disability (Not Wheelchair or Scooter)		1			1	1	1			3		1	8
Prosthesis/Amputees and Casts				1					1				2
Service Animals						1		1					2
Visual Impairment									1				1
Wheelchair/ Scooter/ Segway			1	2	1		1	1				1	7
Screening	15	5	9	10	12	11	25	22	14	7	13	7	150
Inconsistency	1			1	2	1	3		2		4	1	15
Lengthy Lines	9	2	5	2	7	8	15	16	7	3	6	1	81
Procedures/Process	5	2	4	7	1	2	7	5	4	4	3	3	47
Retrieving Abandoned/Confiscated Items					1							2	3
Security Breach		1			1			1	1				4
<b>2017</b>	<b>102</b>	<b>94</b>	<b>89</b>	<b>78</b>	<b>63</b>	<b>77</b>	<b>57</b>	<b>72</b>	<b>79</b>	<b>92</b>	<b>78</b>	<b>42</b>	<b>923</b>
Civil Rights	2		1	3	1	2		4	2	2	1	2	20
Hair Patdowns									1				1
National Origin									1				1
Perceived Religion			1										1
Racial Profiling or Discrimination	2			3	1			3		2	1	1	14
Transgender Screening						1		1				1	3
Customer Service	31	31	16	13	8	19	16	20	24	20	20	7	225
Others	6	1	4	1	1	2	2	1	4	1	2		25
TSO	25	30	12	12	7	17	14	19	20	19	18	7	200
Identification (ID) Requirements			1	3	2			1					7
Domestic			1	3	1			1					6
ID Matching Ticket and Boarding Pass Issues					1								1
Locks	7	3	4	5	3	8	7	5	5	4	3	3	57
General		1							1	1	1	1	5
Missing or Damaged Lock	7	2	4	5	3	8	7	5	4	3	2	2	52
Lost and Found	2	1	2	1	3	1			2	2	1	1	16
Airport/TSA	2	1	2	1	3	1			2	2	1	1	16
Mishandling of Passenger Property	36	26	44	39	30	29	12	21	23	24	27	14	325
Damaged/Missing Items--Carry-on Luggage	9	2	5	7	3	4		1	3		4	1	39
Damaged/Missing Items--Checked Baggage	26	22	36	29	25	24	9	19	15	18	22	11	256
Disarrayed Items--Carry-on or Checked	1	2	3	3	2	1	3	1	5	6	1	2	30
Patdown	5	6	4	4	6	4	4	5	2	1	3		44
Flyer	5	4	4	4	6	4	4	4	1	1	3		40
Flyer as Observer		1						1					2
Non-Flyer		1							1				2
Persons w/ Disabilities (PWD)	5	8	4	2	1	8	4	5	1	6	1	1	46
Breast Cancer			1			1				1			3
Cancer (general) Not Breast Cancer										1			1
Cognitive /Developmental /Mental Disability		1											1
Diabetes	1	1	1					1		1			5
Hearing Impairment						1	1						2
Internal Medical Devices			1										1
Medical Devices - Attached to the Body			1				1						2
Medically Necessary Medication and Medical	1	1				1				1	1		5
Metal Implants (joint)		1		1									2
Mobility Disability (Not Wheelchair or Scooter)	1	3				2		1		1			8
Prosthesis/Amputees and Casts							1	1		1			3
Touch Aversion (pain/trauma)						1						1	2
Visual Impairment		1											1
Wheelchair/ Scooter/ Segway	2			1	1	2	1	2	1				10
Prohibited & Permitted Items									3				3
Alcohol and Tobacco									1				1
Medication/Prescription/Medically Necessary Items									1				1
Sporting Goods									1				1
Property - Special Handling							7	8	11	23	10	5	64
Damaged Items - Carry-On							1			1			2
Damaged Items - Checked							1		3	8	1	4	17
Missing Items - Carry-On							2	1	1		1		5
Missing Items - Checked							3	7	7	14	8	1	40
Request for Assistance		1					1						2
Other		1					1						2
Screening	14	18	13	8	9	6	6	3	6	9	12	9	113
Inconsistency	2	1	2	1						1		1	8
Lengthy Lines	3	5	1		1		3		1	5	3	2	24
Procedures/Process	9	11	10	6	8	4	3	3	3	3	9	6	75
Retrieving Abandoned/Confiscated Items		1		1		2							4
Security Breach									2				2
TSA Contact Information										1			1
General										1			1
<b>2018</b>	<b>95</b>	<b>80</b>	<b>83</b>	<b>66</b>	<b>39</b>	<b>68</b>	<b>66</b>	<b>78</b>	<b>87</b>	<b>85</b>	<b>82</b>	<b>62</b>	<b>891</b>
Civil Rights	3	1	1			1	5	2	2	4	2		21
Racial Profiling or Discrimination	2	1	1			1	5	1	2	4	1		18
Screening of Religious Cultural and Ceremonial Items											1		1
Sex/Gender/Gender Identity- Not Transgender	1							1					2
Customer Service	29	24	16	15	8	13	20	22	19	18	19	11	214
Others	6	4	1		3	4	4	4	1	1	3		31
TSO	23	20	15	15	5	9	16	18	18	17	16	11	183
Identification (ID) Requirements				1									1
Domestic				1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Locks	7	3	7	2	2	4	3	4	5	1	7	4	49
General			1				1	1					3
Missing or Damaged Lock	7	3	6	2	2	4	2	3	5	1	7	4	46
Lost and Found	1			3		2	1	1	1	2	2		13
Airport/TSA	1			3		2	1	1	1	2	2		13
Mishandling of Passenger Property	13	16	25	11	7	11	11	17	14	16	14	12	167
Damaged/Missing Items--Carry-on Luggage		1					1	1	3	2	1	1	10
Damaged/Missing Items--Checked Baggage	10	13	23	6	6	11	10	14	9	8	8	8	126
Damaged/Missing Items--Unspecified Luggage				1							2		3
Disarrayed Items--Carry-on or Checked	3	2	2	4	1			2	2	6	3	3	28
Patdown	1	1			1	4	1	2	3	3	1	2	19
Flyer	1	1			1	3	1	2	2	3	1	2	17
Flyer as Observer						1			1				2
Persons w/ Disabilities (PWD)	3	5	7	9	5	8	6	5	14	5	3	6	76
Autism Spectrum				2									2
Cognitive /Developmental /Mental Disability							1	1		1			3
Diabetes				2				1	3				6
General	1							1	2		2		6
Hearing Impairment										1			1
Internal Medical Devices		1	1										2
Medical Devices - Attached to the Body								1	1				2
Medically Necessary Medication and Medical	1		1				1	1		1			5
Metal Implants (joint)	1	1											2
Mobility Disability (Not Wheelchair or Scooter)		1	3		3	4	2		3	2		1	19
Ostomy/Ostomates				1									1
Respiratory and Inhaler Equipment				1									1
Service Animals									3				3
Touch Aversion (pain/trauma)											1		1
Visual Impairment												1	1
Wheelchair/ Scooter/ Segway		2	2	3	2	4	2		2			4	21
Prohibited & Permitted Items										1			1
Alcohol and Tobacco										1			1
Property - Special Handling	19	12	13	17	7	11	3	12	12	14	15	15	150
Damaged Items - Carry-On	3	1	2	2	1	2		3	4	1	1	2	22
Damaged Items - Checked	6			2	2	2		3	1	3	5	4	28
Missing Items - Carry-On	2	1	4	4	2	2	1	3	2	1	4	3	29
Missing Items - Checked	8	10	7	9	2	5	2	3	5	9	5	6	71
Request for Assistance		1	1	1		2	1		1	1	1	1	10
Other			1	1		2	1		1	1	1	1	9
Wounded Warrior (MSIJSOC)		1											1
Screening	19	17	13	7	9	12	15	13	16	20	18	11	170
Crew Member or Airline Employee		1									1		2
Inconsistency	2	2	1			1				3		2	11
Lengthy Lines	8	5	4	4	2	2	6	8	5	9	8	5	66
Procedures/Process	9	9	6	3	7	6	9	5	11	8	8	3	84
Retrieving Abandoned/Confiscated Items						1							1
Security Breach			2			2					1	1	6
<b>2019</b>	<b>79</b>	<b>68</b>	<b>70</b>	<b>41</b>	<b>41</b>								<b>299</b>
Advanced Imaging Technology (AIT)			1	1									2
Flyer			1	1									2
Civil Rights	3	4		2	1								10
Age	1												1
Racial Profiling or Discrimination		3		2	1								6
Sex/Gender/Gender Identity- Not Transgender	2	1											3
Customer Service	20	17	17	9	13								76
Others	1		1		1								3
TSO	19	17	16	9	12								73
Locks	1	5	4	1	3								14
Missing or Damaged Lock	1	5	4	1	3								14
Lost and Found			1										1
Airport/TSA			1										1
Mishandling of Passenger Property	16	11	16	8	11								62
Damaged/Missing Items--Carry-on Luggage	3		1		1								5
Damaged/Missing Items--Checked Baggage	11	6	13	8	9								47
Disarrayed Items--Carry-on or Checked	2	5	2		1								10
Patdown	1		2	1	1								5
Flyer	1		2	1	1								5
Persons w/ Disabilities (PWD)	5	3	8	3									19
Cognitive /Developmental /Mental Disability		1	2	1									4
Internal Medical Devices	1												1
Medically Necessary Medication and Medical	1			2									3
Mobility Disability (Not Wheelchair or Scooter)		1	2										3
Prosthesis/Amputees and Casts	1		1										2
Respiratory and Inhaler Equipment			1										1
Touch Aversion (pain/trauma)	1												1
Visual Impairment		1											1
Wheelchair/ Scooter/ Segway	1		2										3
Property - Special Handling	16	15	11	11	8								61
Damaged Items - Carry-On	2	2	1	2	3								10
Damaged Items - Checked	6	3	2	3	1								15
Missing Items - Carry-On	1		6	1	1								9
Missing Items - Checked	7	10	2	5	3								27
Request for Assistance		1			1								2
Other		1			1								2
Screening	17	12	10	5	3								47

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Inconsistency		1											1
Lengthy Lines	7	2	5	1	1								16
Procedures/Process	9	9	5	4	2								29
Retrieving Abandoned/Confiscated Items	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
BZN	11	9	8	13	8	8	4	6	5	4	17	8	101	
2015					1	1	1	1	1		4	3	12	
Civil Rights											1		1	
Racial Profiling or Discrimination											1		1	
Customer Service									1				1	
TSO									1				1	
Mishandling of Passenger Property						1					1	1	3	
Damaged/Missing Items--Checked Baggage						1						1	2	
Disarrayed Items--Carry-on or Checked											1		1	
Patdown								1				1	2	
Flyer								1				1	2	
Persons w/ Disabilities (PWD)					1								1	
Breast Cancer					1								1	
Screening							1				2	1	4	
Crew Member or Airline Employee											1		1	
Inconsistency												1	1	
Procedures/Process							1				1		2	
2016	3	2	1	4	1	2		1		1	4	3	22	
Customer Service					1						1		2	
TSO					1						1		2	
Mishandling of Passenger Property	2	2		2							1		7	
Damaged/Missing Items Private Screening Contractor		2		1							1		4	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage	2												2	
Patdown			1	1									2	
Flyer			1	1									2	
Persons w/ Disabilities (PWD)	1					1						1	3	
Metal Implants (joint)						1							1	
Touch Aversion (pain/trauma)												1	1	
Wheelchair/ Scooter/ Segway	1												1	
Prohibited & Permitted Items											1	1	2	
Firearm/Ammunition											1		1	
Knives/Tools/Razors/Sharp Objects												1	1	
Screening				1		1		1		1	1	1	6	
Inconsistency										1		1	2	
Procedures/Process				1		1		1			1		4	
2017	2	2	1	4	5		2	2	2	2	4	2	28	
Customer Service				1			1			1			3	
TSO				1			1			1			3	
Locks		2											2	
Missing or Damaged Lock		2											2	
Lost and Found									1				1	
Airport/TSA									1				1	
Mishandling of Passenger Property	1		1	1	1		1				1		6	
Damaged/Missing Items Private Screening Contractor				1									1	
Damaged/Missing Items--Checked Baggage	1				1		1				1		4	
Disarrayed Items--Carry-on or Checked			1										1	
Patdown								2		1	1	1	5	
Flyer								2			1	1	4	
Flyer as Observer										1			1	
Persons w/ Disabilities (PWD)				1					1				2	
Cognitive /Developmental /Mental Disability									1				1	
Medically Necessary Medication and Medical Supplies				1									1	
Screening	1			1	4						2	1	9	
Inconsistency	1												1	
Procedures/Process				1	3						1		5	
Retrieving Abandoned/Confiscated Items											1		1	
Security Breach					1							1	2	
2018	4	2	4	4	1	5	1	2	2	1	5		31	
Civil Rights		1	1	2									4	
Age				1									1	
Racial Profiling or Discrimination		1											1	
Sex/Gender/Gender Identity- Not Transgender				1									1	
Transgender Screening			1										1	
Customer Service	2		1	1	1	2			1				8	
Others						1							1	
TSO	2		1	1	1	1			1				7	
Locks						1							1	
Missing or Damaged Lock						1							1	
Mishandling of Passenger Property			1										1	
Disarrayed Items--Carry-on or Checked			1										1	
Patdown	1						1			1	1		4	
Flyer	1									1	1		3	
Non-Flyer							1						1	
Persons w/ Disabilities (PWD)				1		1			1				3	
Diabetes									1				1	
Mobility Disability (Not Wheelchair or Scooter)						1							1	
Prosthesis/Amputees and Casts				1									1	
Property - Special Handling	1							2					3	
Damaged Items - Checked								1					1	
Missing Items - Checked	1							1					2	
Screening		1	1			1					4		7	
Inconsistency						1							1	
Procedures/Process		1	1								3		5	
Retrieving Abandoned/Confiscated Items											1		1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
2019	2	3	2	1									8
Civil Rights				1									1
Sex/Gender/Gender Identity- Not Transgender				1									1
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Patdown		1											1
Flyer		1											1
Persons w/ Disabilities (PWD)		1											1
Prosthesis/Amputees and Casts		1											1
Property - Special Handling			1										1
Damaged Items - Checked			1										1
Screening	1	1	1										3
Procedures/Process		1	1										2
Security Breach	1												1



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
CAE	13	22	19	15	20	15	13	13	12	17	19	20	198	
2015					4	1	3	7	4	3	2	5	29	
Civil Rights								1				1	2	
Racial Profiling or Discrimination								1				1	2	
Customer Service								2	1			1	4	
Others								1					1	
TSO								1	1			1	3	
Locks							1						1	
Missing or Damaged Lock							1						1	
Mishandling of Passenger Property					3		2	3	2	3	1	2	16	
Damaged/Missing Items--Carry-on Luggage					1				2		1		4	
Damaged/Missing Items--Checked Baggage					2		2	3		3			10	
Disarrayed Items--Carry-on or Checked												2	2	
Patdown					1								1	
Flyer					1								1	
Persons w/ Disabilities (PWD)						1							1	
Respiratory and Inhaler Equipment						1							1	
Screening								1	1		1	1	4	
Inconsistency									1				1	
Procedures/Process								1			1	1	3	
2016	4	3	4	3	7	2	2	2	3	5	3	7	45	
Civil Rights					1	1						1	3	
Racial Profiling or Discrimination					1	1						1	3	
Customer Service	2		2		2		1	1	1	1		1	11	
Others	1		1		2				1				5	
TSO	1		1				1	1		1		1	6	
Locks		1		2									3	
Missing or Damaged Lock		1		2									3	
Mishandling of Passenger Property	1	1	1	1	2	1	1	1	2	1	2	4	18	
Damaged/Missing Items--Carry-on Luggage		1											1	
Damaged/Missing Items--Checked Baggage	1		1	1	2	1	1	1	2	1	2	4	17	
Patdown												1	1	
Flyer												1	1	
Persons w/ Disabilities (PWD)					1					1			2	
Mobility Disability (Not Wheelchair or Scooter)					1					1			2	
Screening	1	1	1		1					2			7	
Crew Member or Airline Employee											1		1	
Inconsistency		1	1										2	
Lengthy Lines	1				1								2	
Procedures/Process										2			2	
2017	2	1	2	4		4	2	2	3	2	5	7	34	
Civil Rights				1									1	
Racial Profiling or Discrimination				1									1	
Customer Service						1	1		2	1		3	8	
Others												1	1	
TSO						1	1		2	1		2	7	
Locks	1												1	
Missing or Damaged Lock	1												1	
Mishandling of Passenger Property	1	1	2	1		1		1			1	2	10	
Damaged/Missing Items--Checked Baggage	1	1	2	1		1		1				2	9	
Disarrayed Items--Carry-on or Checked											1		1	
Patdown				1		1			1	1	2		6	
Flyer				1		1			1	1	2		6	
Persons w/ Disabilities (PWD)						1			1		1		2	
Touch Aversion (pain/trauma)						1							1	
Wheelchair/ Scooter/ Segway											1		1	
Property - Special Handling							1	1			1		3	
Damaged Items - Checked							1						1	
Missing Items - Carry-On								1					1	
Missing Items - Checked											1		1	
Screening				1								2	3	
Inconsistency				1									1	
Procedures/Process												2	2	
2018	5	9	8	4	7	8	6	2	2	7	9	1	68	
Civil Rights						1			1	1	1		4	
Hair Patdowns						1			1				2	
Racial Profiling or Discrimination										1	1		2	
Customer Service	1	4	2	1	1	1	2	1			2		15	
Others		1	1										2	
TSO	1	3	1	1	1	1	2	1			2		13	
Locks										1			1	
Missing or Damaged Lock										1			1	
Mishandling of Passenger Property			2		1		1			2	3		9	
Damaged/Missing Items--Carry-on Luggage					1								1	
Damaged/Missing Items--Checked Baggage			1				1			2	3		7	
Disarrayed Items--Carry-on or Checked			1										1	
Patdown		2				1				2	1		6	
Flyer		2				1				2	1		6	
Persons w/ Disabilities (PWD)		1		1			1						3	
Diabetes				1									1	
Metal Implants (joint)							1						1	
Wheelchair/ Scooter/ Segway		1											1	
Property - Special Handling	1	1	1		2		1						6	
Damaged Items - Checked					2								2	
Missing Items - Checked	1	1	1				1						4	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Screening	3	1	3	2	3	5	1	1	1	1	2	1	24
Inconsistency	1					2			1		1		5
Lengthy Lines	2			2	1	1		1					7
Procedures/Process		1	3		2	2	1			1	1	1	12
<b>2019</b>	<b>2</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>2</b>								<b>22</b>
Civil Rights		1	1										2
Sex/Gender/Gender Identity- Not Transgender		1											1
Sexual Orientation - Not Transgender			1										1
Customer Service		2	2	1									5
Others		1	1										2
TSO		1	1	1									3
Locks	1												1
Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1	1	1									3
Damaged/Missing Items--Checked Baggage		1	1	1									3
Patdown				1	1								2
Flyer					1								1
Non-Flyer				1									1
Persons w/ Disabilities (PWD)		1	1										2
Prosthesis/Amputees and Casts			1										1
Touch Aversion (pain/trauma)		1											1
Property - Special Handling	1	3		1	1								6
Missing Items - Carry-On	1				1								2
Missing Items - Checked		3		1									4
Screening		1											1
Procedures/Process		1											1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>CAK</b>		<b>13</b>	<b>12</b>	<b>13</b>	<b>11</b>	<b>18</b>	<b>22</b>	<b>5</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>18</b>	<b>20</b>	<b>170</b>
<b>2015</b>					<b>1</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>39</b>
Civil Rights							1					1		2
Racial Profiling or Discrimination							1							1
Transgender Screening												1		1
Customer Service							1			1	1		2	5
TSO							1			1	1		2	5
Locks							1		1					2
Missing or Damaged Lock							1		1					2
Mishandling of Passenger Property					1	2	3	2	2	5	1	6	3	25
Damaged/Missing Items--Carry-on Luggage					1				1				1	3
Damaged/Missing Items--Checked Baggage						2	2		1	5	1	6	2	19
Disarrayed Items--Carry-on or Checked							1	2						3
Persons w/ Disabilities (PWD)						1								1
Medically Necessary Medication and Medical Supplies						1								1
Screening							1		1			1	1	4
Inconsistency												1		1
Lengthy Lines									1				1	2
Retrieving Abandoned/Confiscated Items							1							1
<b>2016</b>		<b>8</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>13</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>72</b>
Civil Rights							1							1
Sex/Gender/Gender Identity- Not Transgender							1							1
Customer Service		1	2			2	1						1	7
Others						1								1
TSO		1	2			1	1						1	6
Locks							1					1		2
Missing or Damaged Lock							1					1		2
Mishandling of Passenger Property		7	4	6	5	5	8	1	2	4	3	3	5	53
Damaged/Missing Items--Carry-on Luggage								1						4
Damaged/Missing Items--Checked Baggage		7	3	4	5	5	7		2	4	3	3	5	48
Disarrayed Items--Carry-on or Checked							1							1
Patdown											1	1		2
Flyer												1		1
Flyer as Observer											1			1
Persons w/ Disabilities (PWD)									1					1
Prosthesis/Amputees and Casts									1					1
Screening							2	1	1			1	1	6
Crew Member or Airline Employee								1						1
Inconsistency							1							1
Procedures/Process							1		1			1	1	4
<b>2017</b>		<b>1</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>		<b>6</b>	<b>34</b>
Customer Service				1							2			3
TSO				1							2			3
Lost and Found										1				1
Airport/TSA										1				1
Mishandling of Passenger Property		1	3	3	2	4	2		1		2		1	19
Damaged/Missing Items--Carry-on Luggage			1	1		2								4
Damaged/Missing Items--Checked Baggage		1	2	2	2	2	2		1		2		1	15
Patdown													1	1
Flyer													1	1
Persons w/ Disabilities (PWD)					1								2	3
General													1	1
Medically Necessary Medication and Medical Supplies					1									1
Touch Aversion (pain/trauma)													1	1
Prohibited & Permitted Items													1	1
Knives/Tools/Razors/Sharp Objects													1	1
Property - Special Handling								1	2					3
Missing Items - Carry-On								1						1
Missing Items - Checked									2					2
Screening						1				1			1	3
Procedures/Process						1								1
Retrieving Abandoned/Confiscated Items													1	1
Security Breach										1				1
<b>2018</b>		<b>2</b>	<b>3</b>	<b>1</b>		<b>2</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>18</b>
Customer Service										1	1	1		3
TSO										1	1	1		3
Locks												1		1
Missing or Damaged Lock												1		1
Mishandling of Passenger Property			1	1		1							1	4
Damaged/Missing Items--Carry-on Luggage			1											1
Damaged/Missing Items--Checked Baggage				1		1							1	3
Patdown						1				1	1	1		4
Flyer						1					1	1		3
Flyer as Observer										1				1
Persons w/ Disabilities (PWD)			1											1
Mobility Disability (Not Wheelchair or Scooter)			1											1
Property - Special Handling		2										1		3
Damaged Items - Checked		1												1
Missing Items - Checked		1										1		2
Screening			1						1					2
Inconsistency			1											1
Procedures/Process									1					1
<b>2019</b>		<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>								<b>7</b>
Lost and Found					1									1
Airport/TSA					1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Mishandling of Passenger Property	1			1									2
Damaged/Missing Items--Checked Baggage	1			1									2
Property - Special Handling			1										1
Missing Items - Checked			1										1
Screening	1		1		1								3
Inconsistency	1												1
Procedures/Process			1		1								2

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>CDC</b>			<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>		<b>3</b>	<b>12</b>
<b>2015</b>										<b>1</b>				<b>1</b>
Mishandling of Passenger Property										1				1
Damaged/Missing Items--Checked Baggage										1				1
<b>2016</b>			<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>						<b>1</b>	<b>6</b>
Customer Service				1									1	2
TSO				1									1	2
Mishandling of Passenger Property			1	1										2
Damaged/Missing Items--Checked Baggage			1											1
Disarrayed Items--Carry-on or Checked				1										1
Patdown					1									1
Flyer					1									1
Screening							1							1
Procedures/Process							1							1
<b>2017</b>											<b>1</b>		<b>1</b>	<b>2</b>
Mishandling of Passenger Property											1		1	2
Damaged/Missing Items--Checked Baggage											1		1	2
<b>2018</b>								<b>1</b>		<b>1</b>			<b>1</b>	<b>3</b>
Mishandling of Passenger Property								1						1
Damaged/Missing Items--Checked Baggage								1						1
Patdown													1	1
Flyer													1	1
Screening										1				1
Procedures/Process										1				1

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

**TSA Contact Center Traveler Complaints Tool**

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

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



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

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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>CGI</b>	<b>2</b>	<b>1</b>	<b>2</b>			<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>14</b>
<b>2015</b>										<b>1</b>			<b>1</b>
Civil Rights										1			1
General Complaint and Discrimination										1			1
<b>2016</b>						<b>1</b>							<b>1</b>
Mishandling of Passenger Property						1							1
Damaged/Missing Items--Checked Baggage						1							1
<b>2017</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>					<b>1</b>		<b>5</b>
Mishandling of Passenger Property	1	1	1			1					1		5
Damaged/Missing Items--Checked Baggage		1	1			1					1		4
Disarrayed Items--Carry-on or Checked	1												1
<b>2018</b>								<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>5</b>
Mishandling of Passenger Property								1				2	3
Damaged/Missing Items--Carry-on Luggage												1	1
Damaged/Missing Items--Checked Baggage								1					1
Disarrayed Items--Carry-on or Checked												1	1
Patdown										1			1
Flyer										1			1
Screening									1				1
Procedures/Process									1				1
<b>2019</b>	<b>1</b>		<b>1</b>										<b>2</b>
Civil Rights			1										1
Hair Patdowns			1										1
Property - Special Handling	1												1
Damaged Items - Checked	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
CHA	11	12	11	10	13	8	12	18	12	11	11	15	144	
2015				1	3		1	6	1		3	1	16	
Locks					2			1					3	
Missing or Damaged Lock					2			1					3	
Mishandling of Passenger Property				1			1	5	1		2	1	11	
Damaged/Missing Items--Carry-on Luggage								2					2	
Damaged/Missing Items--Checked Baggage				1			1	1	1		2	1	7	
Disarrayed Items--Carry-on or Checked								2					2	
Screening					1						1		2	
Inconsistency					1								1	
Procedures/Process											1		1	
2016	2	4	1	1	2	2	3	3	5	4	1	8	36	
Civil Rights									1				1	
Racial Profiling or Discrimination									1				1	
Customer Service	1									1	1	1	4	
Others												1	1	
TSO	1									1	1		3	
Locks		1											1	
Missing or Damaged Lock		1											1	
Mishandling of Passenger Property	1	3		1	2	2	3	3	2	3		6	26	
Damaged/Missing Items--Carry-on Luggage				1								1	2	
Damaged/Missing Items--Checked Baggage	1	2			1	2	2	3	1	3		4	19	
Damaged/Missing Items--Unspecified Luggage							1						1	
Disarrayed Items--Carry-on or Checked		1			1				1			1	4	
Patdown			1										1	
Flyer			1										1	
Screening									2			1	3	
Inconsistency									1			1	2	
Procedures/Process									1				1	
2017	1	2	5	3	3	3	5	4	1	3	5	5	40	
Advanced Imaging Technology (AIT)							1						1	
Flyer							1						1	
Civil Rights												1	1	
Racial Profiling or Discrimination												1	1	
Customer Service				1				1					2	
TSO				1				1					2	
Locks											1		1	
General											1		1	
Mishandling of Passenger Property	1	2	3	2	1	2	1	2		1	2	2	19	
Damaged/Missing Items--Checked Baggage	1	2	3	2	1	1	1	2		1	1	2	17	
Disarrayed Items--Carry-on or Checked						1					1		2	
Patdown			1		1				1				3	
Flyer					1				1				2	
Flyer as Observer			1										1	
Persons w/ Disabilities (PWD)					1		2						3	
Cognitive /Developmental /Mental Disability							1						1	
General					1		1						2	
Property - Special Handling							1	1		2	1		5	
Damaged Items - Checked											1		1	
Missing Items - Carry-On								1					1	
Missing Items - Checked							1			2			3	
Screening			1			1					1	2	5	
Procedures/Process			1			1					1	2	5	
2018	7	3	2	3	5	3	3	5	5	4	2	1	43	
Advanced Imaging Technology (AIT)											1		1	
Flyer											1		1	
Customer Service	1						1	1	1				4	
TSO	1						1	1	1				4	
Mishandling of Passenger Property	1			2	1	2		2	2	2	1	1	14	
Damaged/Missing Items--Carry-on Luggage										1			1	
Damaged/Missing Items--Checked Baggage	1			1	1	2		1	1	1	1		9	
Disarrayed Items--Carry-on or Checked				1				1	1			1	4	
Patdown	1	1							1	1			4	
Flyer	1	1							1	1			4	
Persons w/ Disabilities (PWD)	1				2	1		2					6	
Metal Implants (joint)	1												1	
Mobility Disability (Not Wheelchair or Scooter)								1					1	
Prosthesis/Amputees and Casts					1								1	
Touch Aversion (pain/trauma)						1							1	
Visual Impairment								1					1	
Wheelchair/ Scooter/ Segway					1								1	
Prohibited & Permitted Items			1										1	
Food/Beverages			1										1	
Property - Special Handling	1	1		1	1								4	
Damaged Items - Checked				1									1	
Missing Items - Checked	1	1			1								3	
Screening	2	1	1		1		2		1	1			9	
Crew Member or Airline Employee		1											1	
Inconsistency										1			1	
Procedures/Process	2		1		1		2		1				7	
2019	1	3	3	2									9	
Customer Service		2	2	1									5	
TSO		2	2	1									5	
Mishandling of Passenger Property			1										1	
Damaged/Missing Items--Checked Baggage			1										1	

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
CHO	8	13	4	12	6	8	7	6	2	6	8	2	82	
2015				2		1		1		1	3		8	
Locks										1			1	
Missing or Damaged Lock										1			1	
Mishandling of Passenger Property				2		1		1			3		7	
Damaged/Missing Items--Checked Baggage				2		1		1			3		7	
2016	2	3	1	2	1	3	4	3		3		1	23	
Customer Service		1				1	1						3	
TSO		1				1	1						3	
Identification (ID) Requirements				1									1	
Domestic				1									1	
Locks	1											1	2	
Missing or Damaged Lock	1											1	2	
Mishandling of Passenger Property	1	1	1			2	1	1		1			8	
Damaged/Missing Items--Checked Baggage	1	1	1			2	1	1		1			8	
Patdown								1		1			2	
Flyer								1		1			2	
Persons w/ Disabilities (PWD)				1									1	
Mobility Disability (Not Wheelchair or Scooter)				1									1	
Screening		1			1		2	1		1			6	
Crew Member or Airline Employee							1						1	
Lengthy Lines					1			1					2	
Procedures/Process		1					1			1			3	
2017	2	2	1	1	1	2	2	2		1	1	1	16	
Customer Service							1	1					2	
TSO							1	1					2	
Locks							1						1	
Missing or Damaged Lock							1						1	
Mishandling of Passenger Property	1					1				1	1		4	
Damaged/Missing Items--Checked Baggage	1									1	1		3	
Disarrayed Items--Carry-on or Checked						1							1	
Patdown		1				1							2	
Flyer		1				1							2	
Property - Special Handling								1				1	2	
Damaged Items - Checked								1				1	2	
Screening	1	1	1	1	1								5	
Lengthy Lines	1												1	
Procedures/Process		1	1		1								3	
Shoe Screening				1									1	
2018		5		2	2	2	1		2	1	4		19	
Customer Service		1			1								2	
TSO		1			1								2	
Locks		1			1						1		3	
Missing or Damaged Lock		1			1						1		3	
Mishandling of Passenger Property				1		1			1		1		4	
Damaged/Missing Items--Checked Baggage				1		1					1		3	
Disarrayed Items--Carry-on or Checked									1				1	
Patdown							1						1	
Flyer							1						1	
Persons w/ Disabilities (PWD)										1			1	
Cognitive /Developmental /Mental Disability										1			1	
Property - Special Handling									1		2		3	
Missing Items - Checked									1		2		3	
Screening		3		1		1							5	
Lengthy Lines		1				1							2	
Procedures/Process		2		1									3	
2019	4	3	2	5	2								16	
Civil Rights					1								1	
Sex/Gender/Gender Identity- Not Transgender					1								1	
Customer Service				2	1								3	
TSO				2	1								3	
Mishandling of Passenger Property	3		1										4	
Damaged/Missing Items--Carry-on Luggage			1										1	
Damaged/Missing Items--Checked Baggage	3												3	
Patdown				1									1	
Flyer				1									1	
Persons w/ Disabilities (PWD)	1	1	1										3	
Medically Necessary Medication and Medical	1	1											2	
Metal Implants (joint)			1										1	
Property - Special Handling		1		2									3	
Damaged Items - Checked		1		1									2	
Missing Items - Checked				1									1	
Screening		1											1	
Lengthy Lines		1											1	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
CHS		38	56	53	50	33	52	62	51	56	49	54	37	591
2015					9	7	16	16	13	15	15	12	14	117
Advanced Imaging Technology (AIT)												1		1
Flyer												1		1
Civil Rights								1	1					2
Racial Profiling or Discrimination								1	1					2
Claims										1				1
General										1				1
Customer Service					2		2	3	3	4	3	2	2	21
Others								2	2		1	2	1	8
TSO					2		2	1	1	4	2		1	13
Expedited Passenger Screening Program								2						2
TSA PreCheck								2						2
Hazardous Materials Safety											1			1
General											1			1
Locks						1	2	1		1	1	1		7
General						1								1
Missing or Damaged Lock							2	1		1	1	1		6
Mishandling of Passenger Property					7	5	6	7	7	8	7	7	11	65
Damaged/Missing Items--Carry-on Luggage					2		1	1	1	1	3		2	11
Damaged/Missing Items--Checked Baggage					3	5	4	6	6	7	4	7	8	50
Disarrayed Items--Carry-on or Checked					2		1						1	4
Persons w/ Disabilities (PWD)											1		1	2
Diabetes											1			1
Service Animals													1	1
Screening						1	6	2	2	1	2	1		15
Inconsistency									2			1		3
Lengthy Lines							2				1			3
Procedures/Process							4	1		1				6
Retrieving Abandoned/Confiscated Items						1					1			2
Security Breach								1						1
2016		13	8	13	10	7	13	19	13	14	8	12	8	138
Civil Rights		1										2		3
Racial Profiling or Discrimination		1										2		3
Customer Service			1	1	3	2	5	2	2	2	1		3	22
Others			1		2		4			2			1	10
TSO				1	1	2	1	2	2		1		2	12
Locks		1	1					1	1	1	1			6
Missing or Damaged Lock		1	1					1	1	1	1			6
Mishandling of Passenger Property		8	6	6	7	3	4	13	4	8	5	8	4	76
Damaged/Missing Items--Carry-on Luggage				2		1	1		1		1	1		7
Damaged/Missing Items--Checked Baggage		8	6	4	6	1	3	10	3	6	4	7	4	62
Disarrayed Items--Carry-on or Checked					1	1		3		2				7
Patdown				2						1				3
Flyer				2										2
Non-Flyer										1				1
Persons w/ Disabilities (PWD)						1	1		1				1	4
Metal Implants (joint)									1					1
Mobility Disability (Not Wheelchair or Scooter)						1							1	2
Wheelchair/ Scooter/ Segway							1							1
Screening		3		4		1	3	3	5	2	1	2		24
Crew Member or Airline Employee						1			1					2
Inconsistency				1					1					2
Lengthy Lines		1					2	1	1					5
Procedures/Process		2		3			1	1	2	2	1	2		14
Retrieving Abandoned/Confiscated Items								1						1
2017		5	8	15	15	9	10	11	12	12	9	10	6	122
Civil Rights				2			1							3
Racial Profiling or Discrimination				2			1							3
Customer Service		1	1	2	4		1					2		11
CSM					1									1
Others					1									1
TSO		1	1	2	2		1					2		9
Locks						1	1		1		1		1	5
General									1					1
Missing or Damaged Lock						1	1				1		1	4
Lost and Found										1				1
Airport/TSA										1				1
Mishandling of Passenger Property		4	4	7	8	6	6	4	4	3	3	6	3	58
Damaged/Missing Items--Carry-on Luggage			1						1	1				3
Damaged/Missing Items--Checked Baggage		4	3	6	6	5	5	3	3	2	3	5	2	47
Damaged/Missing Items--Unspecified Luggage				1										1
Disarrayed Items--Carry-on or Checked					2	1	1	1				1	1	7
Patdown			1	3		1		3	4	1	1	1		15
Flyer				2		1		3	3	1	1	1		12
Flyer as Observer			1											1
Non-Flyer				1					1					2
Persons w/ Disabilities (PWD)							1			4			1	6
Metal Implants (joint)							1							1
Mobility Disability (Not Wheelchair or Scooter)													1	1
Service Animals										1				1
Visual Impairment										1				1
Wheelchair/ Scooter/ Segway										2				2
Property - Special Handling								2	2	1	3			8
Damaged Items - Carry-On								1						1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Missing Items - Carry-On										1			1
Missing Items - Checked							1	2	1	2			6
Screening		2	1	3	1		2	1	2	1	1	1	15
Crew Member or Airline Employee			1						1				2
Lengthy Lines										1			1
Procedures/Process		2		3	1		2	1	1		1	1	12
<b>2018</b>	<b>7</b>	<b>19</b>	<b>12</b>	<b>8</b>	<b>7</b>	<b>13</b>	<b>16</b>	<b>13</b>	<b>15</b>	<b>17</b>	<b>20</b>	<b>9</b>	<b>156</b>
Civil Rights		1				1	1			2	1		6
Hair Patdowns							1						1
Racial Profiling or Discrimination		1				1				2	1		5
Customer Service		1		2		4	1	4	4	2	1		19
Others						1							1
TSO		1		2		3	1	4	4	2	1		18
Locks				1		1	1	1	2		1	1	11
General					1								1
Missing or Damaged Lock				1	2	1	1	1	2		1	1	10
Lost and Found												1	1
Airport/TSA												1	1
Mishandling of Passenger Property	1	5	5	1	2	2	5	2	2	4	4	3	36
Damaged/Missing Items--Carry-on Luggage			1		1		2			1			5
Damaged/Missing Items--Checked Baggage	1	4	4	1	1	2	3	2	2	2	4	3	29
Disarrayed Items--Carry-on or Checked		1								1			2
Patdown	3	6	2	1			2	3			1		18
Flyer	3	6	2	1			2	3			1		18
Persons w/ Disabilities (PWD)		1	2			1		2	1	1	2		10
Diapers/Garments/Dressings/Masks						1							1
General										1			1
Metal Implants (joint)			1						1				2
Mobility Disability (Not Wheelchair or Scooter)		1									1		2
Touch Aversion (pain/trauma)								1			1		2
Wheelchair/ Scooter/ Segway			1					1					2
Property - Special Handling	2	4	3	1	1	1	1	1	4	6	6	4	34
Damaged Items - Carry-On					1				1	1	1		4
Damaged Items - Checked			2	1			1		1		2	3	10
Missing Items - Carry-On	2	1								1			4
Missing Items - Checked		3	1			1		1	2	4	3	1	16
Request for Assistance				1					1				2
Other									1				1
Wounded Warrior (MSIJSOC)				1									1
Screening	1	1		1	1	3	5		1	2	4		19
Lengthy Lines				1	1		1						3
Procedures/Process	1	1				3	4		1	2	4		16
<b>2019</b>	<b>13</b>	<b>21</b>	<b>13</b>	<b>8</b>	<b>3</b>								<b>58</b>
Civil Rights		1	2										3
Racial Profiling or Discrimination		1	1										2
Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	2	2			1								5
TSO	2	2			1								5
Locks	3	1		1									5
Missing or Damaged Lock	3	1		1									5
Lost and Found				1									1
Airport/TSA				1									1
Mishandling of Passenger Property	3	9	5	1									18
Damaged/Missing Items--Carry-on Luggage	1	1											2
Damaged/Missing Items--Checked Baggage	1	6	5	1									13
Damaged/Missing Items--Unspecified Luggage		1											1
Disarrayed Items--Carry-on or Checked	1	1											2
Patdown		1		2									3
Flyer		1		1									2
Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1									1
Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	4	3	5		2								14
Damaged Items - Carry-On	1		1										2
Damaged Items - Checked	1	1	1		1								4
Missing Items - Carry-On	1												1
Missing Items - Checked	1	2	3		1								7
Screening	1	4	1	2									8
Inconsistency				1									1
Lengthy Lines		1											1
Procedures/Process	1	3	1	1									6



TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
CID		8	11	11	6	3	7	6	7	6	8	10	8	91
2015							1	2	1	3	3	4	2	16
Customer Service											1	1		2
TSO											1	1		2
Locks							1							1
Missing or Damaged Lock							1							1
Mishandling of Passenger Property								2	1	3	2	3	2	13
Damaged/Missing Items--Checked Baggage								2	1	3	2	3	2	13
2016		2	3		2	1		1	4		2	3	4	22
Civil Rights											2			2
Sex/Gender/Gender Identity- Not Transgender											1			1
Transgender Screening											1			1
Customer Service			1			1		1					1	4
Others			1											1
TSO						1		1					1	3
Locks									1					1
Missing or Damaged Lock									1					1
Mishandling of Passenger Property		1	2		2				2				1	10
Damaged/Missing Items--Carry-on Luggage												1		1
Damaged/Missing Items--Checked Baggage		1	2		2				1			1	1	8
Disarrayed Items--Carry-on or Checked									1					1
Patdown		1											1	2
Flyer													1	1
General		1												1
Screening									1			1	1	3
Procedures/Process									1			1	1	3
2017			1	3	3	1	3	1	1	2	2	3	2	22
Civil Rights							1							1
Racial Profiling or Discrimination							1							1
Customer Service			1				1				2	1		5
TSO			1				1				2	1		5
Mishandling of Passenger Property				3	2	1		1		1		1	2	11
Damaged/Missing Items--Carry-on Luggage					1									1
Damaged/Missing Items--Checked Baggage				3	1	1		1				1	2	9
Disarrayed Items--Carry-on or Checked										1				1
Patdown							1		1	1				3
Flyer							1		1	1				3
Property - Special Handling												1		1
Damaged Items - Checked												1		1
Screening					1									1
Procedures/Process					1									1
2018		3	5	3	1		3	2	1	1	1			20
Advanced Imaging Technology (AIT)			1											1
Flyer			1											1
Civil Rights											1			1
Sex/Gender/Gender Identity- Not Transgender											1			1
Customer Service			2											2
TSO			2											2
Mishandling of Passenger Property		2	1	1				1	1					6
Damaged/Missing Items--Checked Baggage		2	1	1				1	1					6
Property - Special Handling		1	1	1	1		2			1				7
Damaged Items - Carry-On							1							1
Damaged Items - Checked			1	1										2
Missing Items - Checked		1			1		1			1				4
Screening				1			1	1						3
Procedures/Process				1			1							2
Retrieving Abandoned/Confiscated Items								1						1
2019		3	2	5		1								11
Customer Service				2		1								3
TSO				2		1								3
Mishandling of Passenger Property				1										1
Damaged/Missing Items--Checked Baggage				1										1
Patdown				1										1
Flyer				1										1
Persons w/ Disabilities (PWD)		1												1
Diabetes		1												1
Property - Special Handling		1	1											2
Damaged Items - Checked		1												1
Missing Items - Checked			1											1
Screening		1	1	1										3
Inconsistency		1												1
Procedures/Process			1	1										2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>CIU</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>32</b>
<b>2015</b>										<b>1</b>			<b>1</b>
Mishandling of Passenger Property										1			1
Damaged/Missing Items--Checked Baggage										1			1
<b>2016</b>		<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>1</b>		<b>2</b>		<b>7</b>
Mishandling of Passenger Property		1	1	1			1		1		2		7
Damaged/Missing Items--Checked Baggage		1	1	1					1		2		6
Disarrayed Items--Carry-on or Checked							1						1
<b>2017</b>			<b>1</b>		<b>1</b>			<b>2</b>		<b>1</b>			<b>5</b>
Locks					1								1
Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1					2		1			4
Damaged/Missing Items--Checked Baggage			1					2		1			4
<b>2018</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>12</b>
Mishandling of Passenger Property	1			1	1	2		1	1		2	3	12
Damaged/Missing Items--Checked Baggage					1	1					2	2	6
Disarrayed Items--Carry-on or Checked	1			1		1		1	1			1	6
<b>2019</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>1</b>								<b>7</b>
Mishandling of Passenger Property			1										1
Damaged/Missing Items--Checked Baggage			1										1
Property - Special Handling	1	1	2		1								5
Damaged Items - Checked			1		1								2
Missing Items - Carry-On	1												1
Missing Items - Checked		1	1										2
Screening	1												1
Lengthy Lines	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>CKB</b>			<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>24</b>
<b>2015</b>									<b>1</b>					<b>1</b>
Mishandling of Passenger Property									1					1
Damaged/Missing Items--Checked Baggage									1					1
<b>2016</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>9</b>
Civil Rights									1					1
Racial Profiling or Discrimination									1					1
Customer Service					1									1
TSO					1									1
Locks					1	1								2
Missing or Damaged Lock					1	1								2
Mishandling of Passenger Property			1	1				1			1			4
Damaged/Missing Items--Checked Baggage				1				1			1			3
Disarrayed Items--Carry-on or Checked			1											1
Screening												1		1
Lengthy Lines												1		1
<b>2017</b>				<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>				<b>7</b>
Locks										1				1
Missing or Damaged Lock										1				1
Mishandling of Passenger Property				1			1	1	1	1				5
Damaged/Missing Items--Checked Baggage				1				1		1				3
Damaged/Missing Items--Unspecified Luggage									1					1
Disarrayed Items--Carry-on or Checked							1							1
Property - Special Handling									1					1
Missing Items - Checked									1					1
<b>2018</b>				<b>1</b>				<b>1</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>6</b>
Customer Service								1						1
TSO								1						1
Mishandling of Passenger Property				1					1		1		2	5
Damaged/Missing Items--Checked Baggage				1					1		1		1	4
Disarrayed Items--Carry-on or Checked													1	1
<b>2019</b>						<b>1</b>								<b>1</b>
Persons w/ Disabilities (PWD)						1								1
Medically Necessary Medication and Medical Supplies						1								1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>CLE</b>	<b>128</b>	<b>102</b>	<b>119</b>	<b>114</b>	<b>86</b>	<b>80</b>	<b>114</b>	<b>107</b>	<b>115</b>	<b>111</b>	<b>109</b>	<b>122</b>	<b>1,307</b>
<b>2015</b>				<b>10</b>	<b>11</b>	<b>10</b>	<b>16</b>	<b>13</b>	<b>18</b>	<b>15</b>	<b>25</b>	<b>34</b>	<b>152</b>
Civil Rights							1					1	2
Racial Profiling or Discrimination												1	1
Transgender Screening							1						1
Customer Service								1	1	1	2	5	10
Others											1		1
TSO								1	1	1	1	5	9
Hazardous Materials Safety				1									1
General				1									1
Identification (ID) Requirements												1	1
Domestic												1	1
Locks				1	2		1				1	2	7
General					1								1
Missing or Damaged Lock				1	1		1				1	2	6
Mishandling of Passenger Property				6	9	8	13	12	16	12	18	17	111
Damaged/Missing Items--Carry-on Luggage				1			1			3	3	3	11
Damaged/Missing Items--Checked Baggage				5	9	8	11	12	13	9	12	11	90
Damaged/Missing Items--Unspecified Luggage									1				1
Disarrayed Items--Carry-on or Checked							1		2		3	3	9
Patdown				1						1		3	5
Flyer				1						1		3	5
Persons w/ Disabilities (PWD)						2					1	2	5
General						2							2
Mobility Disability (Not Wheelchair or Scooter)											1		1
Service Animals												1	1
Wheelchair/ Scooter/ Segway												1	1
Screening				1			1		1	1	3	3	10
Inconsistency				1			1						2
Lengthy Lines										1	2	1	4
Procedures/Process									1		1	2	4
<b>2016</b>	<b>35</b>	<b>23</b>	<b>27</b>	<b>21</b>	<b>21</b>	<b>25</b>	<b>39</b>	<b>35</b>	<b>30</b>	<b>33</b>	<b>32</b>	<b>41</b>	<b>362</b>
Civil Rights			1		1		4			2	1	3	12
National Origin												1	1
Racial Profiling or Discrimination					1		3			2	1	2	9
Sex/Gender/Gender Identity- Not Transgender							1						1
Transgender Screening			1										1
Customer Service	4	2	6	3	3	5	3	6	9	4	6	5	56
Others	2	1	1		1	1	1	1		1		2	11
TSO	2	1	5	3	2	4	2	5	9	3	6	3	45
Identification (ID) Requirements				1									1
Domestic				1									1
Locks	2	2		1	4	1	2	1	4	1	1	4	23
General												1	1
Missing or Damaged Lock	2	2		1	4	1	2	1	4	1	1	3	22
Mishandling of Passenger Property	22	18	18	15	10	15	16	19	11	18	14	20	196
Damaged/Missing Items--Carry-on Luggage	4	1	1		1	4	1	2	2	4	1	3	24
Damaged/Missing Items--Checked Baggage	17	17	15	14	7	11	14	17	9	14	13	15	163
Disarrayed Items--Carry-on or Checked	1		2	1	2		1					2	9
Patdown							2	1		2	1	2	8
Flyer							2	1		2	1	2	8
Persons w/ Disabilities (PWD)	1					1		1	1	1	1		6
Assistive Technology	1												1
Cognitive /Developmental /Mental Disability									1				1
Internal Medical Devices								1					1
Metal Implants (joint)										1			1
Mobility Disability (Not Wheelchair or Scooter)						1							1
Wheelchair/ Scooter/ Segway											1		1
Screening	6	1	2	1	3	3	12	7	5	5	8	7	60
Crew Member or Airline Employee							2						2
Inconsistency										1	1		2
Lengthy Lines	3	1	1	1	3	2	8	4	1		6	3	33
Procedures/Process	3					1	2	2	4	4	1	4	21
Retrieving Abandoned/Confiscated Items			1					1					2
<b>2017</b>	<b>31</b>	<b>21</b>	<b>33</b>	<b>22</b>	<b>15</b>	<b>21</b>	<b>23</b>	<b>24</b>	<b>34</b>	<b>37</b>	<b>23</b>	<b>28</b>	<b>312</b>
Advanced Imaging Technology (AIT)					1								1
Flyer					1								1
Civil Rights		2	1				1		1		1		6
National Origin							1						1
Racial Profiling or Discrimination		2	1								1		4
Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service	5	5	7	4	1	6	1	5	6	8	2	6	56
CSM			1										1
Others		1		1								1	3
TSO	5	4	6	3	1	6	1	5	6	8	2	5	52
Identification (ID) Requirements	1								2				3
Domestic	1								1				2
ID Matching Ticket and Boarding Pass Issues									1				1
Locks	2	2	1	2	1	1	3		3	1	1	2	19
Missing or Damaged Lock	2	2	1	2	1	1	3		3	1	1	2	19
Lost and Found										1			1
Airport/TSA										1			1
Mishandling of Passenger Property	14	4	18	13	6	8	5	7	10	13	8	8	114
Damaged/Missing Items--Carry-on Luggage	2	1		3	2			1	1	2	1		13
Damaged/Missing Items--Checked Baggage	8	2	18	10	3	8	5	5	8	11	6	6	90

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Disarrayed Items--Carry-on or Checked	4	1			1			1	1		1	2	11
Patdown			2	1	3	1	1	1	3	1	3		16
Children									1		1		2
Flyer			2	1	1	1	1	1	2	1	2		12
Flyer as Observer					1								1
Non-Flyer					1								1
Persons w/ Disabilities (PWD)						1		1	1	1	2		6
General											1		1
Internal Medical Devices									1				1
Mobility Disability (Not Wheelchair or Scooter)										1			1
Ostomy/Ostomates											1		1
Wheelchair/ Scooter/ Segway						1		1					2
Prohibited & Permitted Items								1					1
Medication/Prescription/Medically Necessary Items								1					1
Property - Special Handling							7	5	5	10	5	7	39
Damaged Items - Carry-On							2		3			2	7
Damaged Items - Checked							3	1		2		1	7
Missing Items - Carry-On									1	1	1	1	4
Missing Items - Checked							2	4	1	7	4	3	21
Screening	9	8	4	2	3	4	5	4	3	2	1	5	50
Inconsistency	2	1				1	1	1		1			7
Lengthy Lines	1	2		2	1					1		2	9
Procedures/Process	4	4	4		2	3	3	3	3		1	2	29
Retrieving Abandoned/Confiscated Items							1						1
Security Breach	2	1										1	4
2018	29	33	29	40	26	24	36	35	33	26	29	19	359
Civil Rights	2			1		1	3	2	1	1			11
Hair Patdowns							1	1					2
Racial Profiling or Discrimination	2					1		1	1	1			6
Screening of Religious or Cultural Garments							2						2
Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	10	5	1	4	4	3	6	6	6	2	4	4	55
Others	2						1						3
TSO	8	5	1	4	4	3	5	6	6	2	4	4	52
Locks	1	1			1	2	1	1		1	2	1	11
Missing or Damaged Lock	1	1			1	2	1	1		1	2	1	11
Lost and Found						1							1
Airport/TSA						1							1
Mishandling of Passenger Property	10	12	12	13	8	5	9	11	8	11	9	4	112
Damaged/Missing Items--Carry-on Luggage				1	1	1		1					4
Damaged/Missing Items--Checked Baggage	10	10	12	11	5	3	6	9	7	10	6	3	92
Damaged/Missing Items--Unspecified Luggage		1									1		2
Disarrayed Items--Carry-on or Checked		1		1	2	1	3	1	1	1	2	1	14
Patdown	1	3	3	5	3	2	3	5	3	1	2		31
Flyer		3	3	5	3	2	2	4	3		1		26
Flyer as Observer										1			1
General	1										1		2
Non-Flyer							1	1					2
Persons w/ Disabilities (PWD)	1	1	4	3	2	1	2	3	2				19
Cancer (general) Not Breast Cancer				1									1
Cognitive /Developmental /Mental Disability				1			1						2
Diabetes							1						1
General								1					1
Internal Medical Devices			1										1
Mobility Disability (Not Wheelchair or Scooter)			1	1	1			1	2				6
Ostomy/Ostomates			2			1							3
Prosthesis/Amputees and Casts	1												1
Service Animals								1					1
Wheelchair/ Scooter/ Segway		1			1								2
Property - Special Handling	3	5	3	10	6	7	5	3	7	5	11	4	69
Damaged Items - Carry-On	1	1		1		2	2		2		2		11
Damaged Items - Checked	1	1	2	1	1	2		1	1	1	2		13
Missing Items - Carry-On	1	1		2	2		1		1	1	1	3	13
Missing Items - Checked		2	1	6	3	3	2	2	3	3	6	1	32
Screening	1	6	6	4	2	2	7	4	6	5	1	6	50
Inconsistency			1			1	2		1		1		6
Lengthy Lines		2	1	1	1			1	1			1	8
Procedures/Process	1	3	4	2			5	2	4	5		5	31
Retrieving Abandoned/Confiscated Items				1		1							2
Security Breach					1			1					2
Traveling with Cash		1											1
2019	33	25	30	21	13								122
Advanced Imaging Technology (AIT)	1		1										2
Flyer	1		1										2
Civil Rights	1		2	2	2								7
Hair Patdowns					1								1
Headwear					1								1
National Origin	1		1										2
Racial Profiling or Discrimination				1									1
Sex/Gender/Gender Identity- Not Transgender			1	1									2
Customer Service	7	4	3		3								17
TSO	7	4	3		3								17
Locks	1	1											2
Missing or Damaged Lock	1	1											2
Lost and Found			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport/TSA			1										1
Mishandling of Passenger Property	8	7	5	9	1								30
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage	7	5	4	8	1								25
Disarrayed Items--Carry-on or Checked	1	1	1	1									4
Patdown	1	2	2	1	1								7
Flyer	1	2	2		1								6
Non-Flyer				1									1
Persons w/ Disabilities (PWD)	2		3										5
Medically Necessary Medication and Medical Supplies			1										1
Metal Implants (joint)			1										1
Wheelchair/ Scooter/ Segway	2		1										3
Property - Special Handling	9	6	10	6	5								36
Damaged Items - Carry-On	1	1		1									3
Damaged Items - Checked	1	1	2		1								5
Missing Items - Carry-On	2	4	3		1								10
Missing Items - Checked	5		5	5	3								18
Screening	3	5	3	3	1								15
Crew Member or Airline Employee	1												1
Inconsistency		1		1									2
Procedures/Process	2	4	3	2	1								12

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>CLL</b>		<b>2</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>6</b>		<b>12</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>50</b>
<b>2015</b>								<b>2</b>		<b>3</b>		<b>2</b>		<b>7</b>
Mishandling of Passenger Property								2		3		2		7
Damaged/Missing Items--Checked Baggage								2		3		2		7
<b>2016</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>3</b>	<b>2</b>		<b>3</b>		<b>4</b>	<b>1</b>	<b>20</b>
Customer Service										1				1
TSO										1				1
Locks								1				1		2
Missing or Damaged Lock								1				1		2
Mishandling of Passenger Property		1	2	3	1		2	1		1		3		14
Damaged/Missing Items--Checked Baggage			1	3			1	1		1		1		8
Damaged/Missing Items--Unspecified Luggag		1												1
Disarrayed Items--Carry-on or Checked			1		1		1					2		5
Screening							1			1			1	3
Lengthy Lines							1							1
Procedures/Process										1				1
Retrieving Abandoned/Confiscated Items													1	1
<b>2017</b>			<b>2</b>			<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>8</b>
Customer Service			1			1	1	1						4
TSO			1			1	1	1						4
Mishandling of Passenger Property			1							1				2
Damaged/Missing Items--Checked Baggage			1							1				2
Patdown							1							1
Flyer							1							1
Screening											1			1
Procedures/Process											1			1
<b>2018</b>		<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>		<b>1</b>		<b>5</b>		<b>1</b>	<b>1</b>	<b>14</b>
Civil Rights												1		1
Racial Profiling or Discrimination												1		1
Customer Service					1	1		1						3
TSO					1	1		1						3
Mishandling of Passenger Property		1	2							2			1	6
Damaged/Missing Items--Carry-on Luggage										1				1
Damaged/Missing Items--Checked Baggage		1	2							1			1	5
Patdown					1									1
Flyer					1									1
Persons w/ Disabilities (PWD)										1				1
Medically Necessary Medication and Medical Supplies										1				1
Screening										2				2
Procedures/Process										2				2
<b>2019</b>				<b>1</b>										<b>1</b>
Customer Service				1										1
TSO				1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
CLT	253	208	252	262	223	189	244	273	269	271	299	227	2,970	
2015				38	23	31	47	46	56	57	79	80	457	
Airline				1									1	
Lost Baggage				1									1	
Civil Rights				2	1	1	3		1	1	3	1	13	
General Complaint and Discrimination				1			2				2		5	
Racial Profiling or Discrimination				1	1	1	1		1	1	1	1	8	
Customer Service				1	1	3	4	4	4	5	8	7	37	
CSM									1	2	1		4	
Others							1		1			1	3	
TSO				1	1	3	3	4	2	3	7	6	30	
Expedited Passenger Screening Program				1									1	
TSA Application Program				1									1	
Hazardous Materials Safety												1	1	
General												1	1	
Identification (ID) Requirements							1						1	
Domestic							1						1	
Locks				1		3	2	3	3	3	3	7	25	
Missing or Damaged Lock				1		3	2	3	3	3	3	7	25	
Mishandling of Passenger Property				27	20	18	29	30	41	44	57	55	321	
Damaged/Missing Items--Carry-on Luggage					2		8	1	1	2	1	6	21	
Damaged/Missing Items--Checked Baggage				24	15	16	20	29	37	40	53	44	278	
Damaged/Missing Items--Unspecified Luggage				1	1		1						3	
Disarrayed Items--Carry-on or Checked				2	2	2			3	2	3	5	19	
No Jurisdiction				1									1	
Refer to CBP				1									1	
Patdown					1		2	1		1	2	2	9	
Flyer					1		2	1		1	2	1	8	
General												1	1	
Persons w/ Disabilities (PWD)				3		1		2	3		1	2	12	
Cancer (general) Not Breast Cancer						1							1	
Medical Devices - Attached to the Body									1				1	
Medically Necessary Medication and Medical Supplies				1					1			1	3	
Metal Implants (joint)								1					1	
Mobility Disability (Not Wheelchair or Scooter)								1					1	
Prosthesis/Amputees and Casts									1				1	
Service Animals				1									1	
Touch Aversion (pain/trauma)				1								1	2	
Wheelchair/ Scooter/ Segway											1		1	
Screening				1		5	5	6	4	3	5	5	34	
Crew Member or Airline Employee												1	1	
Inconsistency								1		1			2	
Lengthy Lines						1	1		2				4	
Procedures/Process				1		3	3	5	1	2	4	4	23	
Retrieving Abandoned/Confiscated Items							1		1				2	
Security Breach						1					1		2	
SIDA (Security Identification Display Area)							1						1	
General							1						1	
2016	67	54	59	73	81	71	70	86	74	73	80	60	848	
Civil Rights	1			1	2	2	2		1	3	2	1	15	
Constitutional Rights										1			1	
Racial Profiling or Discrimination	1			1	2	2	2		1	2	1	1	13	
Screening of Religious Cultural and Ceremonial Items											1		1	
Customer Service	8	6	6	12	10	10	11	15	13	10	14	6	121	
Others			3	3	2	1	1		1				11	
TSO	8	6	3	9	8	9	10	15	12	10	14	6	110	
Identification (ID) Requirements						1							1	
Domestic						1							1	
Locks	6	1	2	5	1	2	3	3	4	1	3	7	38	
General	1											1	2	
Missing or Damaged Lock	5	1	2	5	1	2	3	3	4	1	3	6	36	
Lost and Found			1		1	1				1			4	
Airport/TSA			1		1	1				1			4	
Mishandling of Passenger Property	45	37	42	42	36	37	47	53	47	47	53	32	518	
Damaged/Missing Items--Carry-on Luggage	7	6	6	3	3	3	4	3	7	4	4	4	54	
Damaged/Missing Items--Checked Baggage	35	29	34	39	27	32	41	49	38	39	47	27	437	
Damaged/Missing Items--Unspecified Luggage											1		1	
Disarrayed Items--Carry-on or Checked	3	2	2		6	2	2	1	2	4	1	1	26	
Patdown	1	2	2	2	1	2		1	1	1		1	14	
Flyer	1	2	2	2	1	2		1	1			1	13	
Flyer as Observer										1			1	
Persons w/ Disabilities (PWD)		1	3	3	1	3	1	2	1	2	1	2	20	
Breast Cancer												1	1	
Cognitive /Developmental /Mental Disability										1			1	
Diabetes		1	1					1					3	
Diapers/Garments/Dressings/Masks				1					1				2	
General						1							1	
Medically Necessary Medication and Medical Supplies										1			1	
Metal Implants (joint)						1							1	
Mobility Disability (Not Wheelchair or Scooter)			2	2	1		1					1	7	
Respiratory and Inhaler Equipment						1							1	
Visual Impairment											1		1	
Wheelchair/ Scooter/ Segway								1					1	
Request for Assistance										1			1	
Other										1			1	



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Screening	6	7	3	8	29	13	6	12	7	7	7	11	116
Children								1					1
Crew Member or Airline Employee					2		1						3
Inconsistency					3	1		1				1	6
Lengthy Lines		1	2	5	12	9	4	4	2	2		4	45
Procedures/Process	6	6	1	3	10	3	1	4	4	5	6	6	55
Retrieving Abandoned/Confiscated Items					1			1					2
Security Breach								1	1		1		3
Traveling with Cash					1								1
<b>2017</b>	<b>64</b>	<b>55</b>	<b>70</b>	<b>63</b>	<b>45</b>	<b>48</b>	<b>58</b>	<b>71</b>	<b>73</b>	<b>80</b>	<b>74</b>	<b>50</b>	<b>751</b>
Civil Rights	1		3		1	2	1	2	5		2	1	18
Hair Patdowns									1		1		2
National Origin			1										1
Racial Profiling or Discrimination	1		2		1	1	1	2	3		1	1	13
Sex/Gender/Gender Identity- Not Transgender						1			1				2
Customer Service	7	8	6	10	8	8	5	14	9	17	12	8	112
Others									1	1		1	3
TSO	7	8	6	10	8	8	5	14	8	16	12	7	109
Identification (ID) Requirements												1	1
Domestic													
Locks	3	7	3	2	2	5	3	4	4	2	5	2	42
General						1		1				1	3
Missing or Damaged Lock	3	7	3	2	2	4	3	3	4	2	5	1	39
Lost and Found		1					1	1					3
Airport/TSA		1					1	1					3
Mishandling of Passenger Property	43	28	45	41	29	25	20	28	27	27	32	23	368
Damaged/Missing Items--Carry-on Luggage	2	2	2	7	3	2		1	2	1	2	4	28
Damaged/Missing Items--Checked Baggage	39	23	43	28	24	20	18	23	23	23	27	17	308
Damaged/Missing Items--Unspecified Luggage		1									1		2
Disarrayed Items--Carry-on or Checked	2	2		6	2	3	2	4	2	3	2	2	30
Patdown		1	2			1	2	1	1	3	1	2	14
Flyer		1	1			1	2	1	1	1	1	2	11
Flyer as Observer			1							1			2
Non-Flyer										1			1
Persons w/ Disabilities (PWD)	3		2	2	2	4	2	1	4	5	4	4	33
Cognitive /Developmental /Mental Disability									1	2			3
Diabetes				1		1				1		2	5
Diapers/Garments/Dressings/Masks						1							1
General				1									1
Internal Medical Devices	1										1		2
Medical Devices - Attached to the Body	1					1						1	3
Medically Necessary Medication and Medical Supplies							1				1	1	3
Mobility Disability (Not Wheelchair or Scooter)									1	2	1		4
Ostomy/Ostomates			1										1
Prosthesis/Amputees and Casts			1										1
Respiratory and Inhaler Equipment	1												1
Service Animals					1				1				2
Touch Aversion (pain/trauma)											1		1
Visual Impairment									1				1
Wheelchair/ Scooter/ Segway					1	1	1	1					4
Prohibited & Permitted Items									3	1			4
Alcohol and Tobacco									2				2
General										1			1
Liquids/Gels/Aerosols									1				1
Property - Special Handling							18	14	11	15	10	5	73
Damaged Items - Carry-On							3	3		1	1		8
Damaged Items - Checked							6		2	4	3	2	17
Missing Items - Carry-On							1	3	2			1	7
Missing Items - Checked							8	8	7	10	6	2	41
Request for Assistance								1					1
Wounded Warrior (MSIJSOC)								1					1
Screening	7	10	9	8	3	3	6	5	9	10	8	4	82
Crew Member or Airline Employee											1		1
Inconsistency		1	3	3	1			1		2			12
International Screening									1				1
Lengthy Lines	1		1	1		1	3		2	1	1		11
Procedures/Process	4	9	5	3	2	2	3	4	5	7	5	4	53
Retrieving Abandoned/Confiscated Items	1			1									2
Security Breach	1										1		2
<b>2018</b>	<b>73</b>	<b>56</b>	<b>65</b>	<b>55</b>	<b>34</b>	<b>39</b>	<b>69</b>	<b>70</b>	<b>66</b>	<b>61</b>	<b>66</b>	<b>37</b>	<b>691</b>
Civil Rights	2	2	1	1			2	1	2	3	1	1	16
Constitutional Rights		1											1
Hair Patdowns		1					1						2
National Origin										1			1
Perceived Religion	1										1		2
Racial Profiling or Discrimination	1		1	1			1	1	1	1		1	8
Transgender Screening									1	1			2
Customer Service	12	9	10	8	6	12	13	9	11	8	9	3	110
Others							2						2
TSO	12	9	10	8	6	12	11	9	11	8	9	3	108
Locks	3	4	5		1	3	3	8	4	3	6	2	42
Missing or Damaged Lock	3	4	5		1	3	3	8	4	3	6	2	42
Lost and Found	1								3				4
Airport/TSA	1								3				4
Mishandling of Passenger Property	18	16	20	22	11	9	19	25	17	22	26	15	220

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged/Missing Items--Carry-on Luggage	1	1	2	2		2		4			1		13
Damaged/Missing Items--Checked Baggage	12	12	17	17	7	7	16	18	14	18	22	13	173
Disarrayed Items--Carry-on or Checked	5	3	1	3	4		3	3	3	4	3	2	34
Patdown	3	1	1	3	2	1		5	3	1	2	1	23
Flyer	3	1	1	3	2	1		5	3	1	1	1	22
Non-Flyer											1		1
Persons w/ Disabilities (PWD)	4	4	5	1	1	1	5	1	6	2	2		32
Autism Spectrum									1				1
Diabetes		2					1			1			4
General			2										2
Hearing Impairment							1						1
Medical Devices - Attached to the Body			1								1		2
Medically Necessary Medication and Medical Supplies			1							1	1		3
Metal Implants (joint)	1					1							2
Mobility Disability (Not Wheelchair or Scooter)		2	1	1			1	1	4				10
Prosthesis/Amputees and Casts	1												1
Service Animals	2												2
Touch Aversion (pain/trauma)					1		1						2
Visual Impairment							1						1
Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	17	13	13	11	6	6	14	13	9	13	10	12	137
Damaged Items - Carry-On	1		1	1			1	2			1	3	10
Damaged Items - Checked	10	9	4	2	1	2	4	3	2	7	6	2	52
Missing Items - Carry-On	3		3				4	2	1	3	1	1	18
Missing Items - Checked	3	4	5	8	5	4	5	6	6	3	2	6	57
Request for Assistance						1							1
Wounded Warrior (MSIJSOC)						1							1
Screening	13	7	10	9	7	6	13	8	11	9	10	3	106
Crew Member or Airline Employee	1												1
Inconsistency	1	1	1	1			1		1		1		7
Lengthy Lines	2	3	1	2	1	1		1	1	2			14
Procedures/Process	9	3	7	6	6	2	11	6	7	7	9	2	75
Retrieving Abandoned/Confiscated Items			1			1	1						3
Security Breach						2		1	2			1	6
<b>2019</b>	<b>49</b>	<b>43</b>	<b>58</b>	<b>33</b>	<b>40</b>								<b>223</b>
Civil Rights		2		2	1								7
Age			1										1
National Origin						1							1
Racial Profiling or Discrimination			1	2									3
Sex/Gender/Gender Identity- Not Transgender		1											1
Transgender Screening		1											1
Customer Service	4	6	10	5	7								32
TSO	4	6	10	5	7								32
Locks	2	4	2		2								10
Missing or Damaged Lock	2	4	2		2								10
Lost and Found	1												1
Airport/TSA	1												1
Mishandling of Passenger Property	17	9	12	9	8								55
Damaged/Missing Items--Carry-on Luggage	2												2
Damaged/Missing Items--Checked Baggage	14	8	9	9	7								47
Damaged/Missing Items--Unspecified Luggag	1				1								2
Disarrayed Items--Carry-on or Checked		1	3										4
Patdown	2	1	2	1	2								8
Flyer	2	1	2	1	2								8
Persons w/ Disabilities (PWD)	1	3	3		3								10
Cancer (general) Not Breast Cancer		1			1								2
Cognitive /Developmental /Mental Disability			1										1
General			1										1
Medically Necessary Medication and Medical	1				1								2
Metal Implants (joint)			1										1
Mobility Disability (Not Wheelchair or Scooter)		1											1
Wheelchair/ Scooter/ Segway		1			1								2
Property - Special Handling	8	12	17	8	11								56
Damaged Items - Carry-On		1	1	1									3
Damaged Items - Checked	2	2	6	7	3								20
Missing Items - Carry-On	3	3	5		2								13
Missing Items - Checked	3	6	5		6								20
Screening	14	6	10	8	6								44
Inconsistency	2	1											3
Lengthy Lines	3	1		1	1								6
Procedures/Process	9	4	10	6	4								33
Security Breach				1	1								2

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>CMH</b>	<b>112</b>	<b>91</b>	<b>102</b>	<b>89</b>	<b>83</b>	<b>112</b>	<b>109</b>	<b>105</b>	<b>102</b>	<b>85</b>	<b>107</b>	<b>92</b>	<b>1,189</b>
<b>2015</b>				<b>17</b>	<b>7</b>	<b>9</b>	<b>14</b>	<b>4</b>	<b>17</b>	<b>15</b>	<b>13</b>	<b>21</b>	<b>117</b>
Civil Rights							2						2
Racial Profiling or Discrimination							2						2
Customer Service				2	1	2	1	1	5		3	5	20
Others									3		2	1	6
TSO				2	1	2	1	1	2		1	4	14
Expedited Passenger Screening Program				2				1					3
TSA PreCheck				2				1					3
Locks									1		1	1	3
Missing or Damaged Lock									1		1	1	3
Mishandling of Passenger Property				10	6	6	10	2	9	13	6	13	75
Damaged/Missing Items--Carry-on Luggage				1	1							2	4
Damaged/Missing Items--Checked Baggage				8	5	6	10	2	8	13	6	10	68
Disarrayed Items--Carry-on or Checked				1					1			1	3
Patdown				1					1		1		3
Flyer				1					1				2
Non-Flyer											1		1
Persons w/ Disabilities (PWD)						1			1		1		3
Diabetes									1				1
Metal Implants (joint)											1		1
Mobility Disability (Not Wheelchair or Scooter)						1							1
Screening				2			1			2	1	2	8
Crew Member or Airline Employee				1									1
Inconsistency										1			1
Lengthy Lines				1							1		2
Procedures/Process							1			1		2	4
<b>2016</b>	<b>29</b>	<b>19</b>	<b>18</b>	<b>23</b>	<b>20</b>	<b>41</b>	<b>38</b>	<b>39</b>	<b>30</b>	<b>19</b>	<b>38</b>	<b>33</b>	<b>347</b>
Advanced Imaging Technology (AIT)							1						1
Flyer							1						1
Civil Rights		1				1	2	1	1			2	8
Racial Profiling or Discrimination		1				1	2	1	1			2	8
Customer Service	4	4	2	5	6	14	19	14	10	3	10	8	99
Others	2			3	2	8	12	5	6	2	5	5	50
TSO	2	4	2	2	4	6	7	9	4	1	5	3	49
Locks	1	2		1					1		2	6	13
General									1			1	2
Missing or Damaged Lock	1	2		1							2	5	11
Mishandling of Passenger Property	15	9	14	9	12	17	8	15	6	12	15	10	142
Damaged/Missing Items--Carry-on Luggage	1	4	3	2	2	2	1	1	2	2	1	2	23
Damaged/Missing Items--Checked Baggage	14	5	11	6	10	14	7	14	4	10	13	7	115
Disarrayed Items--Carry-on or Checked				1		1					1	1	4
Patdown	3		1	1	1	3	2	1	1	1	4	3	21
Flyer	3		1	1	1	3	2	1	1	1	4	3	21
Persons w/ Disabilities (PWD)				2		2	1	1	1			1	8
Autism Spectrum									1				1
Medically Necessary Medication and Medical Supplies				2		1	1						4
Metal Implants (joint)								1					1
Prosthesis/Amputees and Casts						1							1
Touch Aversion (pain/trauma)												1	1
Screening	6	3	1	5	1	4	5	7	10	3	7	3	55
Crew Member or Airline Employee							1		2				3
Inconsistency	3		1	3		1	1		2	1			12
Lengthy Lines	1			2		1	1	5	1		4	2	17
Procedures/Process	2	3			1	2	2	2	5	2	3	1	23
<b>2017</b>	<b>28</b>	<b>29</b>	<b>27</b>	<b>20</b>	<b>22</b>	<b>27</b>	<b>26</b>	<b>29</b>	<b>21</b>	<b>24</b>	<b>26</b>	<b>24</b>	<b>303</b>
Civil Rights	2	1			1		1		1	3		4	13
Constitutional Rights										1			1
Hair Patdowns										1			1
Racial Profiling or Discrimination	1	1					1		1			3	7
Sex/Gender/Gender Identity- Not Transgender	1				1							1	3
Transgender Screening										1			1
Customer Service	7	3	5	2	5	4	6	7	2	5	7	4	57
Others	2					1	1			1	2		7
TSO	5	3	5	2	5	3	5	7	2	4	5	4	50
Locks		1	2		2			1	1	1		1	9
Missing or Damaged Lock		1	2		2			1	1	1		1	9
Lost and Found										1			1
Airport/TSA										1			1
Mishandling of Passenger Property	8	12	12	9	10	14	5	6	7	7	6	5	101
Damaged/Missing Items--Carry-on Luggage	1	2		1	3	2	1		2		3		15
Damaged/Missing Items--Checked Baggage	7	10	10	7	7	11	3	5	5	5	3	5	78
Disarrayed Items--Carry-on or Checked			2	1		1	1	1		2			8
Patdown	1	2	2		4	5	6	7	3	2	1	3	36
Flyer	1	2	1		4	5	5	7	3	1	1	3	33
Flyer as Observer			1				1						2
General										1			1
Persons w/ Disabilities (PWD)		2	2	2		1	1	3	2	3	1	1	18
Cognitive /Developmental /Mental Disability												1	1
Diabetes									1	1			2
Diapers/Garments/Dressings/Masks								1					1
General			1				1						2
Medically Necessary Medication and Medical Supplies		1	1					1		1			4
Metal Implants (joint)				1		1					1		3
Mobility Disability (Not Wheelchair or Scooter)				1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Prosthesis/Amputees and Casts		1											1
Touch Aversion (pain/trauma)									1				1
Wheelchair/ Scooter/ Segway								1		1			2
Property - Special Handling							4	3	4	1	6	2	20
Damaged Items - Carry-On												1	1
Damaged Items - Checked							2	1	1	1		1	6
Missing Items - Carry-On								1			1		2
Missing Items - Checked							2	1	3		5		11
Screening	10	8	4	7		3	3	2	1	1	5	4	48
Crew Member or Airline Employee	1	2							1		1		5
Inconsistency	1	1	1				1						4
Lengthy Lines	3	3		1			1			1	1	1	11
Procedures/Process	5	2	2	5		3	1	1			3	3	25
Retrieving Abandoned/Confiscated Items			1										1
Security Breach				1				1					2
<b>2018</b>	<b>27</b>	<b>24</b>	<b>26</b>	<b>18</b>	<b>17</b>	<b>35</b>	<b>31</b>	<b>33</b>	<b>34</b>	<b>27</b>	<b>30</b>	<b>14</b>	<b>316</b>
Civil Rights				2			3	3	2	4	1		15
Age				1									1
Hair Patdowns											1		1
Headwear										1			1
Racial Profiling or Discrimination							2	2	1				5
Screening of Religious Cultural and Ceremonial Items								1					1
Sex/Gender/Gender Identity- Not Transgender				1						3			4
Transgender Screening							1		1				2
Customer Service	6	2	3	2	6	8	7	7	7	4	7	3	62
Others								2			1		3
TSO	6	2	3	2	6	8	7	5	7	4	6	3	59
Locks	1		1			1		4		1			8
Missing or Damaged Lock	1		1			1		4		1			8
Mishandling of Passenger Property	3	6	7	2	3	10	9	5	8	2	9	3	67
Damaged/Missing Items--Carry-on Luggage			1			1	1		1			1	5
Damaged/Missing Items--Checked Baggage	3	5	5	1	3	8	6	3	6	1	7		48
Damaged/Missing Items--Unspecified Luggage		1											1
Disarrayed Items--Carry-on or Checked			1	1		1	2	2	1	1	2	2	13
Notice of Violation/Civil Penalties				1									1
General				1									1
Patdown	2	4	5	1	2	2	3	3	2	6	2		32
Flyer	1	2	5	1	1	2	3	3	2	6	2		28
Flyer as Observer	1												1
Non-Flyer		2			1								3
Persons w/ Disabilities (PWD)		3	2	2	2	2	2		4	4	3		24
Cognitive /Developmental /Mental Disability							1						1
Diabetes						1			2	1			4
Internal Medical Devices					1								1
Medical Devices - Attached to the Body										1			1
Metal Implants (joint)				1									1
Mobility Disability (Not Wheelchair or Scooter)			2	1	1				1		1		6
Ostomy/Ostomates							1						1
Prosthesis/Amputees and Casts		1											1
Touch Aversion (pain/trauma)		2											2
Wheelchair/ Scooter/ Segway						1			1	2	2		6
Prohibited & Permitted Items								1					1
Food/Beverages								1					1
Property - Special Handling	9	5	6	5	2	3	3	5	6	5	5	5	59
Damaged Items - Carry-On	1		2	2					1	1	1		8
Damaged Items - Checked	2	1	3	1	1			2	2	1	1		14
Missing Items - Carry-On	2				1	1	1	1	1		1		8
Missing Items - Checked	4	4	1	2		2	2	2	2	3	2	5	29
Request for Assistance									1				1
Other									1				1
Screening	6	4	2	3	2	9	4	5	4	1	3	3	46
Crew Member or Airline Employee	1			1		1			1			1	5
Inconsistency	1	1		1		1	1				1		6
Lengthy Lines				1	1	2	1		1			1	7
Procedures/Process	4	3	2		1	5	2	4	2	1	2	1	27
Retrieving Abandoned/Confiscated Items								1					1
<b>2019</b>	<b>28</b>	<b>19</b>	<b>31</b>	<b>11</b>	<b>17</b>								<b>106</b>
Civil Rights	2	2	3	1									8
Age				1									1
Constitutional Rights	1												1
National Origin			1										1
Perceived Religion		1											1
Racial Profiling or Discrimination	1		2										3
Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	7	2	5	2	2								18
TSO	7	2	5	2	2								18
Locks		1			1								2
Missing or Damaged Lock		1			1								2
Mishandling of Passenger Property	3	2	6	2	3								16
Damaged/Missing Items--Checked Baggage	3	2	4	2	3								14
Disarrayed Items--Carry-on or Checked			2										2
Patdown	5	2	1		5								13
Flyer	5	2	1		5								13
Persons w/ Disabilities (PWD)	2	3	2	1	3								11
Cognitive /Developmental /Mental Disability				1									1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Medical Devices - Attached to the Body	1												1
Medically Necessary Medication and Medical Supplies		1											1
Mobility Disability (Not Wheelchair or Scooter)		2	1		1								4
Prosthesis/Amputees and Casts	1												1
Touch Aversion (pain/trauma)					1								1
Wheelchair/ Scooter/ Segway			1		1								2
Property - Special Handling	6	5	8	3	2								24
Damaged Items - Carry-On			2										2
Damaged Items - Checked	3	3	2	1									9
Missing Items - Carry-On		1	2										3
Missing Items - Checked	3	1	2	2	2								10
Screening	3	2	6	2	1								14
Crew Member or Airline Employee		1											1
Inconsistency	1				1								2
Procedures/Process	2	1	5	2									10
Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>CMI</b>		<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>31</b>
<b>2015</b>									<b>1</b>		<b>1</b>			<b>2</b>
Customer Service									1		1			2
Others									1					1
TSO											1			1
<b>2016</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>					<b>1</b>	<b>8</b>
Customer Service						1								1
TSO						1								1
Locks				1										1
General				1										1
Mishandling of Passenger Property		2	1				1							4
Damaged/Missing Items--Carry-on Luggage			1											1
Damaged/Missing Items--Checked Baggage		2					1							3
Patdown													1	1
Flyer													1	1
Persons w/ Disabilities (PWD)								1					1	1
Medically Necessary Medication and Medical Supplies								1						1
<b>2017</b>				<b>2</b>				<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>9</b>
Customer Service								1	1	1				3
TSO								1	1	1				3
Mishandling of Passenger Property				1				2						3
Damaged/Missing Items--Checked Baggage				1				1						2
Disarrayed Items--Carry-on or Checked								1						1
Patdown											1			1
Flyer as Observer											1			1
Property - Special Handling								1						1
Missing Items - Checked								1						1
Screening				1										1
Gate Pass				1										1
<b>2018</b>			<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>12</b>
Civil Rights													1	1
Racial Profiling or Discrimination													1	1
Customer Service							1					2		3
TSO							1					2		3
Mishandling of Passenger Property			1											1
Damaged/Missing Items--Checked Baggage			1											1
Patdown				1			1							2
Flyer				1			1							2
Property - Special Handling									1					1
Missing Items - Carry-On									1					1
Screening					1			1	1		1			4
Lengthy Lines											1			1
Procedures/Process					1			1	1					3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>CMX</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>18</b>
<b>2015</b>												<b>1</b>	<b>1</b>
Civil Rights												<b>1</b>	<b>1</b>
Racial Profiling or Discrimination												<b>1</b>	<b>1</b>
<b>2016</b>	<b>2</b>				<b>2</b>			<b>2</b>		<b>2</b>			<b>8</b>
Customer Service								<b>1</b>					<b>1</b>
TSO								<b>1</b>					<b>1</b>
Mishandling of Passenger Property	<b>2</b>				<b>1</b>					<b>2</b>			<b>5</b>
Damaged/Missing Items--Carry-on Luggage					<b>1</b>								<b>1</b>
Damaged/Missing Items--Checked Baggage	<b>2</b>									<b>2</b>			<b>4</b>
Screening					<b>1</b>			<b>1</b>					<b>2</b>
Procedures/Process					<b>1</b>			<b>1</b>					<b>2</b>
<b>2017</b>		<b>1</b>		<b>1</b>							<b>1</b>		<b>3</b>
Mishandling of Passenger Property											<b>1</b>		<b>1</b>
Damaged/Missing Items--Checked Baggage											<b>1</b>		<b>1</b>
Screening		<b>1</b>		<b>1</b>									<b>2</b>
Inconsistency		<b>1</b>		<b>1</b>									<b>2</b>
<b>2018</b>						<b>2</b>			<b>1</b>		<b>1</b>		<b>4</b>
Mishandling of Passenger Property						<b>2</b>							<b>2</b>
Damaged/Missing Items--Checked Baggage						<b>1</b>							<b>1</b>
Disarrayed Items--Carry-on or Checked						<b>1</b>							<b>1</b>
Screening									<b>1</b>		<b>1</b>		<b>2</b>
Procedures/Process									<b>1</b>		<b>1</b>		<b>2</b>
<b>2019</b>		<b>1</b>			<b>1</b>								<b>2</b>
Mishandling of Passenger Property		<b>1</b>			<b>1</b>								<b>2</b>
Damaged/Missing Items--Checked Baggage		<b>1</b>			<b>1</b>								<b>2</b>

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>CNY</b>	<b>2</b>						<b>1</b>					<b>1</b>	<b>4</b>
<b>2015</b>							<b>1</b>						<b>1</b>
Mishandling of Passenger Property							1						1
Damaged/Missing Items--Checked Baggage							1						1
<b>2018</b>												<b>1</b>	<b>1</b>
Property - Special Handling												1	1
Missing Items - Checked												1	1
<b>2019</b>	<b>2</b>												<b>2</b>
Screening	2												2
Procedures/Process	2												2



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>COD</b>	<b>3</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>18</b>
<b>2015</b>									<b>1</b>	<b>1</b>		<b>1</b>	<b>3</b>
Locks										1		1	2
Missing or Damaged Lock										1		1	2
Mishandling of Passenger Property									1				1
Damaged/Missing Items--Checked Baggage									1				1
<b>2016</b>						<b>2</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>5</b>
Customer Service						1							1
TSO						1							1
Mishandling of Passenger Property						1		1	1			1	4
Damaged/Missing Items--Checked Baggage						1		1	1			1	4
<b>2017</b>	<b>1</b>			<b>1</b>	<b>1</b>								<b>3</b>
Mishandling of Passenger Property	1			1	1								3
Damaged/Missing Items--Checked Baggage	1			1	1								3
<b>2018</b>	<b>2</b>						<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>7</b>
Mishandling of Passenger Property									1			1	2
Damaged/Missing Items--Checked Baggage												1	1
Disarrayed Items--Carry-on or Checked									1				1
Patdown							1						1
Flyer							1						1
Persons w/ Disabilities (PWD)								1					1
Diabetes								1					1
Property - Special Handling	1												1
Missing Items - Checked	1												1
Screening	1										1		2
Procedures/Process	1												1
Shoe Screening											1		1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>COS</b>		<b>19</b>	<b>21</b>	<b>17</b>	<b>18</b>	<b>22</b>	<b>20</b>	<b>18</b>	<b>26</b>	<b>20</b>	<b>24</b>	<b>20</b>	<b>23</b>	<b>248</b>
<b>2015</b>					<b>2</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>33</b>
Animals					1									1
Checked					1									1
Customer Service												4		4
Others												1		1
TSO												3		3
Mishandling of Passenger Property					1	1	4	5	2	4	1	2	3	23
Damaged/Missing Items--Carry-on Luggage									1					1
Damaged/Missing Items--Checked Baggage					1	1	4	3	1	3	1	2	1	17
Damaged/Missing Items--Unspecified Luggage								1						1
Disarrayed Items--Carry-on or Checked								1		1			2	4
Patdown									1					1
Flyer									1					1
Persons w/ Disabilities (PWD)													1	1
Mobility Disability (Not Wheelchair or Scooter)													1	1
Screening						1					1	1		3
Procedures/Process						1					1	1		3
<b>2016</b>		<b>2</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>63</b>
Civil Rights					1				2					3
Racial Profiling or Discrimination									1					1
Sex/Gender/Gender Identity- Not Transgender									1					1
Transgender Screening					1									1
Customer Service			1		1	2		1	1	1	2	2	2	13
TSO			1		1	2		1	1	1	2	2	2	13
Locks			1				2							3
Missing or Damaged Lock			1				2							3
Mishandling of Passenger Property		2	4	3	1	5	2	3	2	4	2	2	4	34
Damaged/Missing Items--Carry-on Luggage			1			1	1						1	4
Damaged/Missing Items--Checked Baggage		1	3	2	1	3	1	3	2	4	2	2	3	27
Disarrayed Items--Carry-on or Checked		1		1		1								3
Patdown								1			2	1		4
Flyer								1			2	1		4
Persons w/ Disabilities (PWD)									1		1			2
Diabetes									1					1
Medically Necessary Medication and Medical Supplies											1			1
Screening				1		1		1		1				4
Crew Member or Airline Employee								1						1
Lengthy Lines						1								1
Procedures/Process				1						1				2
<b>2017</b>		<b>7</b>	<b>5</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>3</b>	<b>73</b>
Civil Rights		1		1										2
Transgender Screening		1		1										2
Customer Service		1	1	3	1	1	1		1	1	2			12
TSO		1	1	3	1	1	1		1	1	2			12
Locks			1						1		1	1		4
General									1					1
Missing or Damaged Lock			1								1	1		3
Lost and Found					1						1			2
Airport/TSA					1						1			2
Mishandling of Passenger Property		3	2	4	2		3		2	3	1	4	2	26
Damaged/Missing Items--Carry-on Luggage										1		1		2
Damaged/Missing Items--Checked Baggage		3	2	4	2		3		2	2		2	2	22
Disarrayed Items--Carry-on or Checked											1	1		2
Patdown		1	1	1		2	1		2		1			9
Flyer		1	1	1		2	1		1		1			8
Non-Flyer									1					1
Persons w/ Disabilities (PWD)		1				1	1	1			2			6
Cognitive /Developmental /Mental Disability											1			1
General		1						1			1			3
Wheelchair/ Scooter/ Segway						1								1
Wounded Warrior							1							1
Property - Special Handling								1	1					2
Damaged Items - Checked								1						1
Missing Items - Checked									1					1
Screening						1	1	1	1	2	2	1	1	10
Inconsistency						1				1	1			3
Lengthy Lines												1		1
Procedures/Process							1	1	1	1	1		1	6
<b>2018</b>		<b>4</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>10</b>	<b>65</b>
Civil Rights									1					1
Headwear									1					1
Customer Service			1	1		2							3	7
Others													1	1
TSO			1	1		2							2	6
Locks					2		1		1				1	5
General					1									1
Missing or Damaged Lock					1		1		1				1	4
Lost and Found													1	1
Airport/TSA													1	1
Mishandling of Passenger Property		2	1	1	3	2	2		2	2		1	2	18
Damaged/Missing Items--Checked Baggage		1	1		3	2	1		2	2		1	2	15
Disarrayed Items--Carry-on or Checked		1		1			1							3
Patdown			2		1				1	1			1	6
Flyer			2		1				1	1			1	6

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Persons w/ Disabilities (PWD)	1							1		1	1		4
Autism Spectrum	1												1
General											1		1
Mobility Disability (Not Wheelchair or Scooter)										1			1
Prosthesis/Amputees and Casts								1					1
Property - Special Handling		1	1		1		1	1	1	2		2	10
Damaged Items - Checked												1	1
Missing Items - Carry-On												1	1
Missing Items - Checked		1	1		1		1	1	1	2			8
Screening	1	2			1	2	3	2		2			13
Inconsistency		1											1
Procedures/Process	1	1			1	2	3	2		2			12
<b>2019</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>								<b>14</b>
Civil Rights		1											1
Sex/Gender/Gender Identity- Not Transgender		1											1
Locks				1									1
Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1			1	1								3
Damaged/Missing Items--Checked Baggage	1			1	1								3
Persons w/ Disabilities (PWD)	2	1											3
Prosthesis/Amputees and Casts		1											1
Touch Aversion (pain/trauma)	1												1
Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	2	1	1	1									5
Damaged Items - Carry-On	1												1
Damaged Items - Checked	1												1
Missing Items - Carry-On			1										1
Missing Items - Checked		1		1									2
Screening	1												1
Inconsistency	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
COU	5	4	2	11	6	3	4	4	3	2	5	5	54	
2015				4	1	1	1	2	1		1	1	12	
Customer Service				1									1	
CSM				1									1	
Mishandling of Passenger Property				3	1	1	1	2	1		1	1	11	
Damaged/Missing Items--Checked Baggage				3	1	1	1	1	1		1	1	10	
Disarrayed Items--Carry-on or Checked								1					1	
2016			1	2	1	1	1				2		8	
Customer Service							1						1	
TSO							1						1	
Locks				1									1	
Missing or Damaged Lock				1									1	
Mishandling of Passenger Property			1	1	1						1		4	
Damaged/Missing Items--Checked Baggage			1	1	1								3	
Disarrayed Items--Carry-on or Checked											1		1	
Screening						1					1		2	
Lengthy Lines											1		1	
Procedures/Process						1							1	
2017	2	3		3		1	1	2	1	2	2	4	21	
Customer Service		1											1	
TSO		1											1	
Locks	1											2	3	
Missing or Damaged Lock	1											2	3	
Mishandling of Passenger Property	1	2		3			1	1		1	1		10	
Damaged/Missing Items--Checked Baggage	1	2		3			1	1		1			9	
Disarrayed Items--Carry-on or Checked											1		1	
Property - Special Handling									1	1	1	2	5	
Damaged Items - Checked												1	1	
Missing Items - Checked									1	1	1	1	4	
Screening								1					1	
Security Breach								1					1	
SIDA (Security Identification Display Area)						1							1	
General						1							1	
2018	2			1	1		1		1				6	
Civil Rights	1												1	
Racial Profiling or Discrimination	1												1	
Customer Service				1									1	
TSO				1									1	
Mishandling of Passenger Property					1								1	
Damaged/Missing Items--Checked Baggage					1								1	
Patdown							1		1				2	
Flyer							1		1				2	
Persons w/ Disabilities (PWD)	1												1	
Prosthesis/Amputees and Casts	1												1	
2019	1	1	1	1	3								7	
Customer Service			1										1	
TSO			1										1	
Locks	1				1								2	
Missing or Damaged Lock	1				1								2	
Mishandling of Passenger Property					1								1	
Damaged/Missing Items--Checked Baggage					1								1	
Patdown				1	1								2	
Flyer				1	1								2	
Screening		1											1	
Procedures/Process		1											1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
CPR	4	1	5	3	3	1		1	3	3	3	3	30
2015										2	1		3
Mishandling of Passenger Property										1	1		2
Damaged/Missing Items--Checked Baggage										1	1		2
Screening										1			1
Procedures/Process										1			1
2016	2		2		2				1	1	2	3	13
Civil Rights					1								1
Racial Profiling or Discrimination					1								1
Locks											1		1
Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1		2		1				1		1	3	9
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	1		1		1				1		1	2	7
Disarrayed Items--Carry-on or Checked												1	1
Patdown										1			1
Flyer										1			1
Screening	1												1
Lengthy Lines	1												1
2017		1	1			1			2				5
Customer Service			1						1				2
TSO			1						1				2
Mishandling of Passenger Property		1											1
Damaged/Missing Items--Checked Baggage		1											1
Property - Special Handling									1				1
Damaged Items - Checked									1				1
Screening						1							1
Procedures/Process						1							1
2018	2		1	3	1			1					8
Civil Rights				1									1
Racial Profiling or Discrimination				1									1
Customer Service				2				1					3
TSO				2				1					3
Mishandling of Passenger Property			1										1
Damaged/Missing Items--Checked Baggage			1										1
Screening	2				1								3
Procedures/Process	2				1								3
2019			1										1
Mishandling of Passenger Property			1										1
Damaged/Missing Items--Checked Baggage			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
CRP	11	9	12	16	6	6	10	6	7	10	7	7	107	
2015				4	1		2	2	1		1	1	12	
Airline				1									1	
Policy/Regulations/Service				1									1	
Locks									1				1	
Missing or Damaged Lock									1				1	
Mishandling of Passenger Property				3			2	2			1		8	
Damaged/Missing Items--Checked Baggage				3			2	2			1		8	
Screening					1							1	2	
Inconsistency					1							1	2	
2016	5		1	3	1	1	2	2	2	6	2	3	28	
Civil Rights							1			1			2	
Racial Profiling or Discrimination							1			1			2	
Customer Service	1						1	1		2			5	
Others							1	1					2	
TSO	1												3	
Locks	1												2	
Missing or Damaged Lock	1									1			2	
Mishandling of Passenger Property	2		1	2	1						1	2	9	
Damaged/Missing Items--Carry-on Luggage					1								1	
Damaged/Missing Items--Checked Baggage	2		1	1							1	1	6	
Disarrayed Items--Carry-on or Checked				1								1	2	
Patdown												1	1	
Flyer												1	1	
Persons w/ Disabilities (PWD)				1					1				2	
General				1									1	
Ostomy/Ostomates									1				1	
Screening	1					1		1	1	2	1		7	
Procedures/Process	1					1		1	1	2	1		7	
2017	2	2	1	4	2	3	3		1	2	1	1	22	
Advanced Imaging Technology (AIT)				1									1	
Flyer				1									1	
Civil Rights						1							1	
Racial Profiling or Discrimination						1							1	
Customer Service			1	1			1						3	
TSO			1	1			1						3	
Mishandling of Passenger Property	1	1		2						1	1		6	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage	1			1						1	1		4	
Disarrayed Items--Carry-on or Checked		1											1	
Patdown					2	1				1			4	
Flyer					2	1				1			4	
Property - Special Handling							2		1			1	4	
Damaged Items - Checked									1			1	2	
Missing Items - Carry-On							2						2	
Screening	1	1				1							3	
Procedures/Process	1	1				1							3	
2018	3	2	6	3	2	2	3	2	3	2	3	2	33	
Advanced Imaging Technology (AIT)	1										1		2	
Flyer	1										1		2	
Civil Rights				1		1							2	
Racial Profiling or Discrimination						1							1	
Sex/Gender/Gender Identity- Not Transgender				1									1	
Customer Service		1				1				2			4	
Others		1				1							2	
TSO										2			2	
Mishandling of Passenger Property	2		2	1	1		2		1		1	1	11	
Damaged/Missing Items--Checked Baggage	2		1	1			2		1		1	1	9	
Disarrayed Items--Carry-on or Checked			1		1								2	
Patdown			1										1	
Non-Flyer			1										1	
Persons w/ Disabilities (PWD)			1						1				2	
Autism Spectrum									1				1	
General			1										1	
Property - Special Handling			1					1					2	
Damaged Items - Checked								1					1	
Missing Items - Checked			1										1	
Screening		1	1	1	1		1	1	1		1	1	9	
Crew Member or Airline Employee												1	1	
Inconsistency		1											1	
Procedures/Process			1	1	1		1	1	1		1		7	
2019	1	5	4	2									12	
Customer Service		2		1									3	
TSO		2		1									3	
Mishandling of Passenger Property			2										2	
Damaged/Missing Items--Checked Baggage			2										2	
Patdown		1	1	1									3	
Flyer		1	1	1									3	
Persons w/ Disabilities (PWD)		2											2	
General		1											1	
Service Animals		1											1	
Screening	1		1										2	
Procedures/Process	1		1										2	

**TSA Contact Center Traveler Complaints Tool**

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
CRW	2	5	4	7	4	4	3	4	4		4	6	47	
2015				2		1		1			2	3	9	
Locks											1		1	
Missing or Damaged Lock											1		1	
Mishandling of Passenger Property				2		1					1	3	7	
Damaged/Missing Items--Carry-on Luggage						1							1	
Damaged/Missing Items--Checked Baggage				2								3	5	
Disarrayed Items--Carry-on or Checked											1			
TSA Contact Information								1					1	
General								1					1	
2016	1	2	1	1	2		2	1	1		1	1	13	
Customer Service			1									1	2	
TSO			1									1	2	
Identification (ID) Requirements				1									1	
Domestic				1									1	
Mishandling of Passenger Property	1	1			1			1	1		1		6	
Damaged/Missing Items--Checked Baggage	1	1			1			1	1		1		6	
Patdown					1								1	
Flyer					1								1	
Persons w/ Disabilities (PWD)		1											1	
Diabetes		1											1	
Screening							2						2	
Lengthy Lines							1						1	
Procedures/Process							1						1	
2017		1	2	2	2	2		1	2				12	
Locks				1					1				2	
Missing or Damaged Lock				1					1				2	
Mishandling of Passenger Property			2	1	2	1		1					7	
Damaged/Missing Items--Carry-on Luggage			1										1	
Damaged/Missing Items--Checked Baggage			1	1	2	1							5	
Disarrayed Items--Carry-on or Checked								1					1	
Patdown		1							1				2	
Flyer		1							1				2	
Screening						1							1	
Lengthy Lines						1							1	
2018	1		1	1		1	1	1	1		1	2	10	
Customer Service											1		1	
TSO											1		1	
Mishandling of Passenger Property	1											1	2	
Damaged/Missing Items--Checked Baggage	1												1	
Disarrayed Items--Carry-on or Checked												1	1	
Patdown							1						1	
Flyer							1						1	
Property - Special Handling			1	1		1		1					4	
Damaged Items - Checked				1		1							2	
Missing Items - Checked			1					1					2	
Screening									1			1	2	
Inconsistency									1			1	2	
2019		2		1									3	
Locks		1											1	
Missing or Damaged Lock		1											1	
Mishandling of Passenger Property		1		1									2	
Damaged/Missing Items--Checked Baggage		1		1									2	



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>CSG</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>35</b>
<b>2016</b>	<b>1</b>		<b>1</b>				<b>1</b>	<b>2</b>			<b>1</b>	<b>2</b>	<b>8</b>
Customer Service	1		1									1	3
Others			1										1
TSO	1											1	2
Mishandling of Passenger Property							1	1			1	1	4
Damaged/Missing Items--Carry-on Luggage											1	1	2
Damaged/Missing Items--Checked Baggage							1	1					2
Screening								1					1
Lengthy Lines								1					1
<b>2017</b>		<b>1</b>				<b>2</b>		<b>2</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>9</b>
Civil Rights						1							1
Racial Profiling or Discrimination						1							1
Customer Service		1											1
TSO		1											1
Mishandling of Passenger Property						1							1
Damaged/Missing Items--Checked Baggage						1							1
Property - Special Handling								1			1	1	3
Missing Items - Checked								1			1	1	3
Screening								1	1			1	3
Lengthy Lines								1					1
Procedures/Process									1			1	2
<b>2018</b>		<b>4</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>14</b>
Customer Service					1				1			1	3
TSO					1				1			1	3
Locks												1	1
Missing or Damaged Lock												1	1
Mishandling of Passenger Property								2					2
Damaged/Missing Items--Carry-on Luggage								1					1
Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling		1		1		1							3
Missing Items - Carry-On				1									1
Missing Items - Checked		1				1							2
Screening		3								1	1		5
Inconsistency										1			1
Lengthy Lines		1											1
Procedures/Process		2									1		3
<b>2019</b>		<b>1</b>	<b>2</b>		<b>1</b>								<b>4</b>
Customer Service			1		1								2
TSO			1		1								2
Mishandling of Passenger Property		1	1										2
Damaged/Missing Items--Checked Baggage			1										1
Disarrayed Items--Carry-on or Checked		1											1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
CVG	56	41	62	64	48	58	42	43	59	63	64	56	656	
2015				12	11	7	7	9	15	21	20	18	120	
Civil Rights					2		1			1		2	6	
Racial Profiling or Discrimination					2		1			1		2	6	
Customer Service				1			1	1	4		3		10	
Others							1						1	
TSO				1				1	4		3		9	
Expedited Passenger Screening Program					1								1	
TSA PreCheck					1								1	
Identification (ID) Requirements											1		1	
Domestic											1		1	
Locks					1	1	1		1	2		3	9	
Missing or Damaged Lock					1	1	1		1	2		3	9	
Mishandling of Passenger Property				10	6	3	4	8	9	16	14	10	80	
Damaged/Missing Items--Carry-on Luggage					1	1	1	2		2	2	2	11	
Damaged/Missing Items--Checked Baggage				9	5	2	2	5	8	11	10	7	59	
Disarrayed Items--Carry-on or Checked				1			1	1	1	3	2	1	10	
Patdown					1					1			2	
Children										1			1	
Flyer					1								1	
Persons w/ Disabilities (PWD)											1	1	2	
Diapers/Garments/Dressings/Masks											1		1	
Metal Implants (joint)												1	1	
Screening				1		3			1	1	1	2	9	
Inconsistency						1						1	2	
Lengthy Lines						1					1		2	
Procedures/Process				1		1			1	1			4	
Retrieving Abandoned/Confiscated Items												1	1	
2016	14	15	13	16	11	18	18	13	13	13	16	11	171	
Civil Rights										1	1	1	3	
Racial Profiling or Discrimination										1	1	1	3	
Customer Service	4	1	3	3	2	2	8		2	3	4	1	33	
Others	1						2		1				4	
TSO	3	1	3	3	2	2	6		1	3	4	1	29	
Locks	1	1		1	3	1		1	2		1	2	13	
Missing or Damaged Lock	1	1		1	3	1		1	2		1	2	13	
Lost and Found					1								1	
Airport/TSA					1								1	
Mishandling of Passenger Property	7	6	5	8	3	10	9	7	5	7	9	4	80	
Damaged/Missing Items--Carry-on Luggage							1	1	1				3	
Damaged/Missing Items--Checked Baggage	7	5	5	8	3	9	8	6	4	7	9	4	75	
Disarrayed Items--Carry-on or Checked		1				1							2	
Patdown	1				1				2	1			5	
Flyer	1				1				2				4	
Flyer as Observer										1			1	
Persons w/ Disabilities (PWD)		2					2			1			5	
Metal Implants (joint)							1						1	
Mobility Disability (Not Wheelchair or Scooter)		2					1			1			4	
Screening	1	5	5	4	1	5	1	3	2		1	3	31	
Inconsistency			1			1		1					3	
Lengthy Lines		1	3	3	1	2			1				11	
Procedures/Process	1	3	1			2		1	1		1	3	13	
Retrieving Abandoned/Confiscated Items				1			1						2	
Security Breach		1						1					2	
2017	17	8	21	14	5	18	5	12	14	13	14	13	154	
Civil Rights			1			1			2			1	5	
Hair Patdowns												1	1	
Headwear									1				1	
National Origin			1						1				2	
Racial Profiling or Discrimination						1							1	
Customer Service	2		4	2	3	2		2	3	3	1	2	24	
CSM					1								1	
Others									1		1		2	
TSO	2		4	2	2	2		2	2	3		2	21	
Locks		1		1		1			2	1			6	
General		1							1				2	
Missing or Damaged Lock				1		1			1	1			4	
Lost and Found										1		1	2	
Airport/TSA										1		1	2	
Mishandling of Passenger Property	10	4	10	7	1	13	3	3	2	6	10	6	75	
Damaged/Missing Items--Carry-on Luggage	1		2										3	
Damaged/Missing Items--Checked Baggage	8	4	8	7	1	12	3	2	1	3	7	6	62	
Disarrayed Items--Carry-on or Checked	1					1		1	1	3	3		10	
Patdown	5				1			2				1	9	
Flyer	5				1			2				1	9	
Persons w/ Disabilities (PWD)									1				1	
Diabetes									1				1	
Prohibited & Permitted Items											1		1	
Food/Beverages											1		1	
Property - Special Handling							1	4	4	2	1	1	13	
Damaged Items - Checked							1	1	1	1	1	1	6	
Missing Items - Carry-On								1	1				2	
Missing Items - Checked								2	2	1			5	
Screening		3	6	4		1	1	1			1	1	18	
Children			1										1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Inconsistency		1	1				1						3
Procedures/Process		2	4	3		1		1				1	12
Retrieving Abandoned/Confiscated Items				1									1
Security Breach											1		1
<b>2018</b>	<b>7</b>	<b>9</b>	<b>17</b>	<b>11</b>	<b>12</b>	<b>15</b>	<b>12</b>	<b>9</b>	<b>17</b>	<b>16</b>	<b>14</b>	<b>14</b>	<b>153</b>
Civil Rights	1		2		2			1		2			8
Age			1										1
Hair Patdowns								1		2			3
Racial Profiling or Discrimination	1		1		1								3
Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	1	1	4	1		4	1		3	2	1	1	19
Others	1	1	2			2	1						7
TSO			2	1		2			3	2	1	1	12
Locks		2	1			1	2	1	2	1		1	11
General		1											1
Missing or Damaged Lock		1	1			1	2	1	2	1		1	10
Mishandling of Passenger Property	2	1	4	2	5	3	5	5	6	8	5	5	51
Damaged/Missing Items--Carry-on Luggage				1	1	2			1				5
Damaged/Missing Items--Checked Baggage	1	1	3	1	4		4	5	4	8	4	4	39
Damaged/Missing Items--Unspecified Luggag	1					1						1	3
Disarrayed Items--Carry-on or Checked			1				1		1		1		4
Patdown					1	1		1					3
Flyer					1	1		1					3
Persons w/ Disabilities (PWD)						1	1				1		3
Diabetes							1						1
Medically Necessary Medication and Medical Supplies											1		1
Touch Aversion (pain/trauma)						1							1
Property - Special Handling	3	4	5	6	2	4	1	1	5	2	4	4	41
Damaged Items - Carry-On						1					1		2
Damaged Items - Checked	1	1	2	2	1	1			2	1	1	2	14
Missing Items - Carry-On				1		1			1		1		4
Missing Items - Checked	2	3	3	3	1	1	1	1	2	1	1	2	21
Screening		1	1	2	2	1	2		1	1	3	3	17
Inconsistency							1						1
Lengthy Lines							1						1
Procedures/Process		1		2	2	1			1		3	3	13
Retrieving Abandoned/Confiscated Items			1							1			2
<b>2019</b>	<b>18</b>	<b>9</b>	<b>11</b>	<b>11</b>	<b>9</b>								<b>58</b>
Customer Service	2	2	1	1	1								7
Others	1												1
TSO	1	2	1	1	1								6
Locks				1	2								3
Missing or Damaged Lock				1	2								3
Lost and Found	1												1
Airport/TSA	1												1
Mishandling of Passenger Property	2		2	2									6
Damaged/Missing Items--Checked Baggage	1		2	2									5
Disarrayed Items--Carry-on or Checked	1												1
Patdown	3			1									4
Flyer	3			1									4
Persons w/ Disabilities (PWD)	1	1			1								3
Breast Cancer		1											1
Medical Devices - Attached to the Body					1								1
Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	5	3	3	3	3								17
Damaged Items - Carry-On	1		2										3
Damaged Items - Checked	3	2	1	2									8
Missing Items - Checked	1	1		1	3								6
Request for Assistance					1								1
Other					1								1
Screening	4	3	5	3	1								16
Procedures/Process	4	2	5	2									13
Retrieving Abandoned/Confiscated Items				1	1								2
Security Breach		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
CWA	3	3	1	1	3	2	2	5	3	2	2	7	34
2015				1				1				4	6
Locks												2	2
Missing or Damaged Lock												2	2
Mishandling of Passenger Property				1				1				2	4
Damaged/Missing Items--Carry-on Luggage								1					1
Damaged/Missing Items--Checked Baggage				1								2	3
2016					1	1		1	1	1		2	7
Civil Rights												1	1
Racial Profiling or Discrimination												1	1
Mishandling of Passenger Property					1	1		1		1		1	5
Damaged/Missing Items--Checked Baggage					1	1				1		1	4
Disarrayed Items--Carry-on or Checked								1					1
Screening									1				1
Procedures/Process									1				1
2017	2	1				1	1		1	1	1		8
Civil Rights									1				1
Hair Patdowns									1				1
Customer Service	1									1			2
Others										1			1
TSO	1												1
Mishandling of Passenger Property		1					1				1		3
Damaged/Missing Items--Checked Baggage		1					1				1		3
Patdown						1							1
Flyer						1							1
Screening	1												1
Lengthy Lines	1												1
2018		1					1	3	1		1	1	8
Locks								1					1
Missing or Damaged Lock								1					1
Mishandling of Passenger Property												1	1
Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling											1		1
Missing Items - Checked											1		1
Screening		1					1	2	1				5
Procedures/Process		1					1	1	1				4
Retrieving Abandoned/Confiscated Items								1					1
2019	1	1	1		2								5
Customer Service	1				1								2
TSO	1				1								2
Mishandling of Passenger Property			1		1								2
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage					1								1
Patdown		1											1
Flyer		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
CYS					1	1							2
2015						1							1
Mishandling of Passenger Property						1							1
Damaged/Missing Items--Checked Baggage						1							1
2019					1								1
Mishandling of Passenger Property					1								1
Disarrayed Items--Carry-on or Checked					1								1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
DAB	15	10	15	19	15	13	6	11	8	10	11	13	146	
2015				7	2	2	1	2	1	4	3	5	27	
Airline				1									1	
Policy/Regulations/Service				1									1	
Expedited Passenger Screening Program								1					1	
TSA PreCheck								1					1	
Mishandling of Passenger Property				6	2	1		1	1	4	2	4	21	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage				4	2	1		1	1	4	2	4	19	
Disarrayed Items--Carry-on or Checked				1									1	
Patdown						1	1						2	
Flyer						1	1						2	
Persons w/ Disabilities (PWD)											1		1	
Mobility Disability (Not Wheelchair or Scooter)											1		1	
Screening												1	1	
Procedures/Process												1	1	
2016	4	1	5	1	6	5	3	3	2	2	4		36	
Customer Service					1	1							2	
Others						1							1	
TSO					1								1	
Locks	2												2	
Missing or Damaged Lock	2												2	
Mishandling of Passenger Property	2	1	5	1	5	3	2	1	2		3		25	
Damaged/Missing Items--Carry-on Luggage	1		1		2	1							5	
Damaged/Missing Items--Checked Baggage	1	1	4	1	3	2	2	1	2		3		20	
Patdown						1		1			1		3	
Flyer						1		1			1		3	
Persons w/ Disabilities (PWD)								1					1	
Mobility Disability (Not Wheelchair or Scooter)								1					1	
Screening							1			2			3	
Inconsistency							1			1			2	
Procedures/Process										1			1	
2017	5	3	5	3	1	2	1	4	2		2	6	34	
Civil Rights							1						1	
Transgender Screening							1						1	
Customer Service	3							2	1				6	
TSO	3							2	1				6	
Locks									1		1	1	3	
Missing or Damaged Lock									1		1	1	3	
Lost and Found		1											1	
Airport/TSA		1											1	
Mishandling of Passenger Property	2		4	3		1					1	3	14	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage	2		4	1		1					1	1	10	
Disarrayed Items--Carry-on or Checked				1								2	3	
Patdown		1	1					1					3	
Flyer		1	1					1					3	
Persons w/ Disabilities (PWD)		1											1	
Service Animals		1											1	
Property - Special Handling								1				1	2	
Missing Items - Checked								1				1	2	
Screening					1	1						1	3	
Lengthy Lines						1							1	
Procedures/Process					1							1	2	
2018	1	3	1	7	5	4	1	2	3	4	2	2	35	
Civil Rights									1				1	
Racial Profiling or Discrimination									1				1	
Customer Service					1				1			1	3	
TSO					1				1			1	3	
Locks		1		1		1					1		4	
Missing or Damaged Lock		1		1		1					1		4	
Mishandling of Passenger Property			1	4	1	2		1	1	1	1		12	
Damaged/Missing Items--Carry-on Luggage										1			1	
Damaged/Missing Items--Checked Baggage				4	1	2		1	1		1		10	
Disarrayed Items--Carry-on or Checked			1										1	
Patdown		1			1					1			3	
Flyer		1			1					1			3	
Property - Special Handling				1	2	1	1			2		1	8	
Damaged Items - Checked				1			1			1			3	
Missing Items - Carry-On						1							1	
Missing Items - Checked					2					1		1	4	
Screening	1	1		1				1					4	
Procedures/Process		1											1	
Retrieving Abandoned/Confiscated Items				1				1					2	
Security Breach	1												1	
2019	5	3	4	1	1								14	
Customer Service		1											1	
TSO		1											1	
Locks			1										1	
Missing or Damaged Lock			1										1	
Mishandling of Passenger Property	2	1	1										4	
Damaged/Missing Items--Checked Baggage	2		1										3	
Disarrayed Items--Carry-on or Checked		1											1	
Patdown		1											1	
Flyer		1											1	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Property - Special Handling	3		1		1								5
Damaged Items - Carry-On	2												2
Damaged Items - Checked			1		1								2
Missing Items - Checked	1												1
Screening			1	1									2
Inconsistency				1									1
Procedures/Process			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
DAL	126	134	155	145	149	109	122	153	115	126	164	122	1,620	
2015				20	18	19	31	24	21	30	30	28	221	
Civil Rights									1		1	2	4	
General Complaint and Discrimination									1			1	2	
Racial Profiling or Discrimination											1	1	2	
Customer Service				3		3	3	3		2	4	4	22	
CSM				1									1	
Others								1					1	
TSO				2		3	3	2		2	4	4	20	
Expedited Passenger Screening Program				1	2								3	
TSA PreCheck				1	2								3	
Hazardous Materials Safety						1							1	
General						1							1	
Locks					2	1	2	2				1	8	
Missing or Damaged Lock					2	1	2	2				1	8	
Lost and Found								1					1	
Airport/TSA								1					1	
Mishandling of Passenger Property				12	13	12	19	16	13	24	22	17	148	
Damaged/Missing Items--Carry-on Luggage				2		1	3	2	2	4	2	2	18	
Damaged/Missing Items--Checked Baggage				9	12	9	14	13	11	18	19	14	119	
Damaged/Missing Items--Unspecified Luggage					1							1	2	
Disarrayed Items--Carry-on or Checked				1		2	2	1		2	1		9	
Patdown							3		4				7	
Flyer							3		4				7	
Persons w/ Disabilities (PWD)							1	1	2	1	2	1	8	
Cancer (general) Not Breast Cancer									1				1	
Medically Necessary Medication and Medical Supplies											1	1	2	
Touch Aversion (pain/trauma)								1					1	
Wheelchair/ Scooter/ Segway							1		1	1	1		4	
Screening				4	1	2	3	1	1	3	1	3	19	
Inconsistency				1						1	1		3	
Procedures/Process				3	1	2	3	1	1	2		3	16	
2016	31	27	30	48	42	37	27	43	23	26	48	38	420	
Civil Rights	1	1	2	2	5	4		1	1	1	1	1	20	
General Complaint and Discrimination			2		1								3	
Perceived Religion						1							1	
Racial Profiling or Discrimination	1	1		1	4	2			1	1	1	1	13	
Sex/Gender/Gender Identity- Not Transgender						1		1					2	
Transgender Screening				1									1	
Customer Service	4	2	2	5	6	7	4	10	3	6	6	13	68	
Others		1	1		1		2	1			1		7	
TCC								1					1	
TSO	4	1	1	5	5	7	2	8	3	6	5	13	60	
Identification (ID) Requirements			1					1			1		3	
Domestic			1								1		2	
Minors Domestic								1					1	
Locks	1	3		2	2	1		2		1	1	1	14	
Missing or Damaged Lock	1	3		2	2	1		2		1	1	1	14	
Lost and Found	2			1					1		1		5	
Airport/TSA	2			1					1		1		5	
Mishandling of Passenger Property	21	18	20	33	22	17	15	21	11	11	20	16	225	
Damaged/Missing Items--Carry-on Luggage	1	4	4	8	4	1		1	1	3	3	3	33	
Damaged/Missing Items--Checked Baggage	20	14	13	23	15	12	13	20	10	8	17	13	178	
Damaged/Missing Items--Unspecified Luggage						1							1	
Disarrayed Items--Carry-on or Checked			3	2	3	3	2						13	
Patdown	1	2	1		1	4	3	1	3	3	7	4	30	
Flyer	1	1	1		1	4	2		3	3	7	4	27	
Flyer as Observer		1					1	1					3	
Persons w/ Disabilities (PWD)			2	1	1	1	2	1	1	1	4		14	
General					1								1	
Hearing Impairment											1		1	
Internal Medical Devices										1			1	
Medically Necessary Medication and Medical Supplies											2		2	
Metal Implants (joint)			1					1	1		1		4	
Mobility Disability (Not Wheelchair or Scooter)						1	2						3	
Service Animals				1									1	
Wheelchair/ Scooter/ Segway			1										1	
Screening	1	1	2	4	5	3	3	6	3	3	7	3	41	
Inconsistency						1	1	2		1	3		8	
Lengthy Lines				1	2		1	2			1	1	8	
Procedures/Process	1	1	2	3	2	1	1	2	3	2	2	2	22	
Retrieving Abandoned/Confiscated Items					1	1					1		3	
2017	31	40	53	25	28	24	38	39	37	27	39	37	418	
Advanced Imaging Technology (AIT)										1			1	
Flyer										1			1	
Civil Rights	2	3	1	2	1		2	2	2		2	1	18	
Headwear		1											1	
National Origin					1								1	
Racial Profiling or Discrimination	2	1	1	1			2	2	1		1	1	12	
Sex/Gender/Gender Identity- Not Transgender		1							1				2	
Sexual Orientation - Not Transgender				1									1	
Transgender Screening											1		1	
Customer Service	3	6	9	5	3	5	6	10	7	6	7	7	74	
CSM						1							1	
Others							1	1					2	



Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TSO	3	6	9	5	3	4	5	9	7	6	7	7	71
Identification (ID) Requirements											1		1
Domestic											1		1
Locks	1	2	2	2		1	1		2	1	1	2	15
Missing or Damaged Lock	1	2	2	2		1	1		2	1	1	2	15
Lost and Found			1				1						2
Airport/TSA			1				1						2
Mishandling of Passenger Property	14	22	29	14	18	9	10	15	8	7	13	9	168
Damaged/Missing Items--Carry-on Luggage	1	5	7	4	3	2	2	1			1	1	27
Damaged/Missing Items--Checked Baggage	11	16	20	10	14	6	6	12	7	6	9	8	125
Damaged/Missing Items--Unspecified Luggage			1								1		2
Disarrayed Items--Carry-on or Checked	2	1	1		1	1	2	2	1	1	2		14
Patdown	4	3	1		3	6	2	3	3	4	5	1	35
Children	1												1
Flyer	3	3	1		3	6	2	3	3	4	5		33
Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	2	2	2		1	1			2	3	2	1	16
Cognitive /Developmental /Mental Disability			1										1
Diabetes		1											1
Internal Medical Devices	1				1						1		3
Medical Devices - Attached to the Body												1	1
Medically Necessary Medication and Medical Supplies										1			1
Mobility Disability (Not Wheelchair or Scooter)	1		1										2
Prosthesis/Amputees and Casts											1		1
Service Animals									1				1
Visual Impairment										1			1
Wheelchair/ Scooter/ Segway		1				1			1	1			4
Prohibited & Permitted Items									1				1
Sporting Goods									1				1
Property - Special Handling							13	5	4	3	4	9	38
Damaged Items - Carry-On							1				1	1	3
Damaged Items - Checked							5		2				7
Missing Items - Carry-On							2	4	1		1	3	11
Missing Items - Checked							5	1	1	3	2	5	17
Request for Assistance												1	1
Other												1	1
Screening	5	2	8	2	2	2	3	4	8	2	4	6	48
Children									1				1
Inconsistency	1	1	1		1		2			1			7
Lengthy Lines								2	1		2	2	7
Procedures/Process	4	1	6	2	1	2		1	6	1	2	3	29
Retrieving Abandoned/Confiscated Items							1	1					2
Security Breach			1									1	2
<b>2018</b>	<b>30</b>	<b>44</b>	<b>41</b>	<b>28</b>	<b>34</b>	<b>29</b>	<b>26</b>	<b>47</b>	<b>34</b>	<b>43</b>	<b>47</b>	<b>19</b>	<b>422</b>
Advanced Imaging Technology (AIT)	1												1
Flyer	1												1
Civil Rights	1		2		3		1	3	1	4	1		16
Hair Patdowns								1					1
Racial Profiling or Discrimination	1		1		3		1			3	1		10
Sex/Gender/Gender Identity- Not Transgender			1					1	1				3
Sexual Orientation - Not Transgender										1			1
Transgender Screening								1					1
Customer Service	5	6	12	7	6	7	7	12	5	4	7	2	80
Others	1		2				2	1	1		1		8
TSO	4	6	10	7	6	7	5	11	4	4	6	2	72
Identification (ID) Requirements			1			1							2
Domestic			1			1							2
Locks		3			1	1		1		1	1	3	11
Missing or Damaged Lock		3			1	1		1		1	1	3	11
Lost and Found	2	1						1					4
Airport/TSA	2	1						1					4
Mishandling of Passenger Property	8	17	10	12	11	3	4	16	5	9	18	5	118
Damaged/Missing Items--Carry-on Luggage	1	3	1	2	1		1	3				1	13
Damaged/Missing Items--Checked Baggage	6	12	7	10	9	3	3	11	5	9	16	3	94
Disarrayed Items--Carry-on or Checked	1	2	2		1			2			2	1	11
Patdown		2	3	2	2	2	1	1	1	3	4		21
Flyer		2	3	2	1	2	1		1	2	1		15
Flyer as Observer					1			1		1	2		5
Non-Flyer											1		1
Persons w/ Disabilities (PWD)	2	2	3		1	1	1	3	2		1	2	18
Diabetes		1						1					2
Internal Medical Devices	1												1
Medically Necessary Medication and Medical Supplies						1							1
Metal Implants (joint)									1				1
Mobility Disability (Not Wheelchair or Scooter)		1			1		1		1		1		7
Prosthesis/Amputees and Casts			1										1
Touch Aversion (pain/trauma)	1											1	2
Wheelchair/ Scooter/ Segway			2									1	3
Property - Special Handling	4	7	6	3	6	8	5	7	12	10	8	5	81
Damaged Items - Carry-On	1	1	1				1	2	1	2	2	2	13
Damaged Items - Checked	2		1	1	1	3		1	1	2	2		14
Missing Items - Carry-On	1				2	4	1	2	3		3	2	18
Missing Items - Checked		6	4	2	3	1	3	2	7	6	1	1	36
Request for Assistance									1	1			2
Other									1	1			2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Screening	7	6	4	4	4	6	7	3	7	11	7	2	68
Inconsistency		3							2	1	1		7
Lengthy Lines					2		1			3	1		7
Procedures/Process	7	3	4	4	2	4	5	3	5	5	4	2	48
Retrieving Abandoned/Confiscated Items						1							1
Security Breach						1				1	1		3
Shoe Screening										1			1
Traveling with Cash							1						1
<b>2019</b>	<b>34</b>	<b>23</b>	<b>31</b>	<b>24</b>	<b>27</b>								<b>139</b>
Civil Rights			3	4	1								8
Hair Patdowns			1		1								2
Racial Profiling or Discrimination				3									3
Screening of Religious Cultural and Ceremonial Items				1									1
Sex/Gender/Gender Identity- Not Transgender			1										1
Transgender Screening			1										1
Customer Service	6	2	3	4	7								22
Others		1											1
TSO	6	1	3	4	7								21
Locks	2		3	1									6
Missing or Damaged Lock	2		3	1									6
Lost and Found				1									1
Airport/TSA				1									1
Mishandling of Passenger Property	5	7	12	5	6								35
Damaged/Missing Items--Carry-on Luggage	1	1		1									3
Damaged/Missing Items--Checked Baggage	3	6	9	4	4								26
Damaged/Missing Items--Unspecified Luggag	1												1
Disarrayed Items--Carry-on or Checked			3		2								5
Patdown	2	1			2								5
Children					1								1
Flyer	2	1			1								4
Persons w/ Disabilities (PWD)	1	2	3	1	1								8
Cognitive /Developmental /Mental Disability	1				1								2
Diabetes				1									1
Diapers/Garments/Dressings/Masks			1										1
General			1										1
Ostomy/Ostomates		1											1
Wheelchair/ Scooter/ Segway		1	1										2
Property - Special Handling	13	8	4	6	6								37
Damaged Items - Carry-On	2	3	1		1								7
Damaged Items - Checked	3		1		3								7
Missing Items - Carry-On	3	1	1	1	1								7
Missing Items - Checked	5	4	1	5	1								16
Request for Assistance			1										1
Other			1										1
Screening	5	3	2	2	4								16
Inconsistency		1											1
Lengthy Lines			1		1								2
Procedures/Process	4	2	1	2	3								12
Security Breach	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
DAY	19	17	24	19	18	20	13	14	33	15	21	14	227	
2015				6	4	4	3	5	10	2	5	3	42	
Customer Service				1					5			1	7	
TSO				1					5			1	7	
Expedited Passenger Screening Program				1	1								2	
TSA PreCheck				1	1								2	
Hazardous Materials Safety					1								1	
General					1								1	
Identification (ID) Requirements												1	1	
International Travel												1	1	
Locks				3							2		5	
Missing or Damaged Lock				3							2		5	
Mishandling of Passenger Property				1	2	1	3	5	5	2	3	1	23	
Damaged/Missing Items--Checked Baggage				1	2	1	3	5	5	2	2	1	22	
Disarrayed Items--Carry-on or Checked											1		1	
Screening						2							2	
Procedures/Process						2							2	
TSA Contact Information						1							1	
General						1							1	
2016	5	4	9	3	5	6	6	3	10	6	8	7	72	
Civil Rights	1								1	1			3	
Constitutional Rights									1				1	
Headwear										1			1	
Racial Profiling or Discrimination	1												1	
Customer Service		1	1						1		1		4	
TSO		1	1						1		1		4	
Locks	1						1		1			3	6	
Missing or Damaged Lock	1						1		1			3	6	
Mishandling of Passenger Property	3	3	7	3	5	5	4	2	7	3	7	4	53	
Damaged/Missing Items--Carry-on Luggage		1	3				1		1				6	
Damaged/Missing Items--Checked Baggage	3	2	4	3	4	5	3	2	5	3	7	3	44	
Disarrayed Items--Carry-on or Checked					1				1			1	3	
Patdown										1			1	
Flyer										1			1	
Persons w/ Disabilities (PWD)								1					1	
Internal Medical Devices								1					1	
Screening			1			1	1			1			4	
Inconsistency			1										1	
Procedures/Process						1	1			1			3	
2017	3	9	6	4	3	4		4	7	1	4	2	47	
Customer Service		2						1	1				4	
TSO		2						1	1				4	
Locks			1	1					1		2		5	
General											1		1	
Missing or Damaged Lock			1	1					1		1		4	
Mishandling of Passenger Property	2	5	3	1	3	3		2	5	1	1		26	
Damaged/Missing Items--Carry-on Luggage		2											2	
Damaged/Missing Items--Checked Baggage	1	3	3	1	2	3		2	5	1	1		22	
Damaged/Missing Items--Unspecified Luggage	1												1	
Disarrayed Items--Carry-on or Checked					1								1	
Patdown		1	1	1									3	
Flyer		1	1	1									3	
Property - Special Handling								1			1	2	4	
Damaged Items - Checked											1		1	
Missing Items - Checked								1				2	3	
Screening	1	1	1			1							5	
Crew Member or Airline Employee				1									1	
Inconsistency	1												1	
Procedures/Process		1	1			1							3	
2018	5	3	6		2	6	4	2	6	6	4	2	46	
Civil Rights											1		1	
Racial Profiling or Discrimination											1		1	
Customer Service	3	1	1				1				2		8	
Others											1		1	
TSO	3	1	1				1				1		7	
Mishandling of Passenger Property	2	2	1		1	4	1	1	5	3		2	22	
Damaged/Missing Items--Carry-on Luggage												1	1	
Damaged/Missing Items--Checked Baggage	1	2	1		1	2	1		4	3		1	16	
Disarrayed Items--Carry-on or Checked	1					2		1	1				5	
Patdown			1				1		1		1		4	
Flyer			1				1		1		1		4	
Persons w/ Disabilities (PWD)			1		1								2	
Cognitive /Developmental /Mental Disability			1										1	
Diapers/Garments/Dressings/Masks					1								1	
Property - Special Handling			1							3			4	
Missing Items - Checked			1							3			4	
Screening			1			2	1	1					5	
Procedures/Process			1			2	1	1					5	
2019	6	1	3	6	4								20	
Civil Rights				1	1								2	
Racial Profiling or Discrimination				1	1								2	
Customer Service	1			2									3	
TSO	1			2									3	
Locks				1									1	
Missing or Damaged Lock				1									1	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Mishandling of Passenger Property	4	1	1	1									7
Damaged/Missing Items--Checked Baggage	1	1		1									3
Disarrayed Items--Carry-on or Checked	3		1										4
Persons w/ Disabilities (PWD)	1												1
General	1												1
Property - Special Handling				1	2								3
Damaged Items - Checked					2								2
Missing Items - Checked				1									1
Screening			2		1								3
Crew Member or Airline Employee			1										1
Inconsistency					1								1
Procedures/Process			1										1

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>DBQ</b>			<b>2</b>	<b>2</b>	<b>1</b>		<b>3</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>16</b>
<b>2015</b>					<b>1</b>		<b>1</b>		<b>1</b>				<b>3</b>
Mishandling of Passenger Property					1		1		1				3
Damaged/Missing Items--Carry-on Luggage									1				1
Damaged/Missing Items--Checked Baggage					1		1						2
<b>2016</b>												<b>1</b>	<b>1</b>
Persons w/ Disabilities (PWD)												1	1
General												1	1
<b>2017</b>							<b>2</b>			<b>1</b>	<b>1</b>		<b>4</b>
Mishandling of Passenger Property							2			1	1		4
Damaged/Missing Items--Checked Baggage										1	1		2
Disarrayed Items--Carry-on or Checked							2						2
<b>2018</b>			<b>2</b>	<b>2</b>						<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>
Customer Service				1									1
TSO				1									1
Mishandling of Passenger Property										1			1
Damaged/Missing Items--Checked Baggage										1			1
Patdown			1										1
Flyer			1										1
Property - Special Handling										1	1	1	3
Damaged Items - Checked											1		1
Missing Items - Checked										1		1	2
Screening			1	1									2
Crew Member or Airline Employee				1									1
Procedures/Process			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
DCA	217	193	229	205	188	198	195	237	226	231	267	213	2,599	
2015				38	20	27	30	41	45	57	71	57	386	
Airline				1									1	
Lost Baggage				1									1	
Civil Rights						1		1	1	1	4		8	
General Complaint and Discrimination						1					4		5	
Racial Profiling or Discrimination								1	1	1			3	
Customer Service				4	1	2	9	4	17	4	16	16	73	
Others								2	1	1			4	
TSO				4	1	2	9	2	16	3	16	16	69	
Expedited Passenger Screening Program				6		1	1						8	
TSA PreCheck				6		1	1						8	
Identification (ID) Requirements						1					1	2	4	
Domestic						1					1	2	4	
Locks				1		1	2	1	1	3	5	5	19	
General												1	1	
Missing or Damaged Lock				1		1	2	1	1	3	5	4	18	
Lost and Found				1		1					1		3	
Airport/TSA				1		1					1		3	
Mishandling of Passenger Property				19	15	16	15	26	15	45	36	27	214	
Damaged/Missing Items--Carry-on Luggage				2	1	3	3	5	2	8	11	4	39	
Damaged/Missing Items--Checked Baggage				15	14	11	11	18	13	35	25	21	163	
Disarrayed Items--Carry-on or Checked				2		2	1	3		2		2	12	
Patdown				1	1		1	2			2	2	9	
Flyer				1	1		1	2			2	2	9	
Persons w/ Disabilities (PWD)				2	1	1	1				2	1	8	
Autism Spectrum				1		1							2	
General											1	1	2	
Medical Devices - Attached to the Body				1									1	
Metal Implants (joint)							1						1	
Wheelchair/ Scooter/ Segway					1						1		2	
Screening				3	2	3			11	4	4	4	38	
Crew Member or Airline Employee								1					1	
Inconsistency				1				2	2	2	1		8	
Lengthy Lines								1			1		2	
Procedures/Process				2	2	3		3	8	2	2	4	26	
Security Breach									1				1	
TSA Contact Information							1						1	
General							1						1	
2016	55	44	50	35	39	49	52	57	59	51	72	51	614	
Advanced Imaging Technology (AIT)								1					1	
Flyer								1					1	
Animals	1												1	
Carry-On	1												1	
Civil Rights			1	1	1	2	2	2	1	3	6	3	22	
National Origin												1	1	
Perceived Religion												1	1	
Racial Profiling or Discrimination			1	1	1	1		1	1	3	4	1	14	
Screening of Religious or Cultural Garments							1						1	
Sex/Gender/Gender Identity- Not Transgender								1			1		2	
Sexual Orientation - Not Transgender							1						1	
Transgender Screening						1					1		2	
Customer Service	20	13	14	3	5	6	16	13	22	13	10	10	145	
Others		1	1			1	3	2	2	3			13	
TSO	20	12	13	3	5	5	13	11	20	10	10	10	132	
Identification (ID) Requirements					1								1	
Domestic					1								1	
Locks	2	1	1		2	1	6	1	4	5	5	3	31	
Missing or Damaged Lock	2	1	1		2	1	6	1	4	5	5	3	31	
Lost and Found		1	1			1	1			1		2	7	
Airport/TSA		1	1			1	1			1		2	7	
Mishandling of Passenger Property	22	22	26	19	24	30	19	24	24	19	34	19	282	
Damaged/Missing Items--Carry-on Luggage	8	9	5	3	5	4	1	6	10	2	4	4	61	
Damaged/Missing Items--Checked Baggage	13	12	20	13	18	22	16	15	11	16	26	14	196	
Damaged/Missing Items--Unspecified Luggage									1				1	
Disarrayed Items--Carry-on or Checked	1	1	1	3	1	4	2	3	2	1	4	1	24	
Patdown	3	2	1	2	1	3		3	2	2	4	6	29	
Flyer	3	2	1		1	3		3	2	2	4	6	27	
Flyer as Observer				1									1	
General				1									1	
Persons w/ Disabilities (PWD)	4	1	2	2	1	4	1	3		2	3	1	24	
Autism Spectrum	1												1	
Cancer (general) Not Breast Cancer			1										1	
Cognitive /Developmental /Mental Disability										1			1	
Diabetes		1						1					2	
Diapers/Garments/Dressings/Masks			1										1	
Hearing Impairment	1												1	
Medical Devices - Attached to the Body								1					1	
Medically Necessary Medication and Medical	2			1							2		5	
Metal Implants (joint)							1	1		1			3	
Mobility Disability (Not Wheelchair or Scooter)						1							1	
Visual Impairment						1							1	
Wheelchair/ Scooter/ Segway				1	1	2					1	1	6	
Screening	3	4	4	8	4	2	7	10	6	6	10	7	71	
Crew Member or Airline Employee			1	1	1						1	1	5	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Inconsistency							1	1	1	1			4
Lengthy Lines	1			2		1	1	1					6
Procedures/Process	1	4	3	4	2		5	8	4	4	7	5	47
Retrieving Abandoned/Confiscated Items	1			1	1								3
Security Breach						1			1	1	2		5
Traveling with Cash												1	1
<b>2017</b>	<b>53</b>	<b>41</b>	<b>72</b>	<b>51</b>	<b>48</b>	<b>51</b>	<b>48</b>	<b>72</b>	<b>54</b>	<b>55</b>	<b>59</b>	<b>60</b>	<b>664</b>
Civil Rights	1	1	1		2		2	2	1		2	1	13
Hair Patdowns								1					1
Perceived Religion					1								1
Racial Profiling or Discrimination	1	1	1		1		1	1	1		2		9
Sex/Gender/Gender Identity- Not Transgender							1					1	2
Customer Service	14	6	15	9	10	11	16	22	16	10	20	14	163
CSM						1							1
Others	2		1			1	1	1		1	2		9
TSO	12	6	14	9	10	9	15	21	16	9	18	14	153
Human Capital			1										1
Current Employee			1										1
Identification (ID) Requirements		1	1				1			1			4
Domestic		1	1				1			1			4
Locks	3	4	6	2	1	4	2	4	1	3	1		31
Missing or Damaged Lock	3	4	6	2	1	4	2	4	1	3	1		31
Lost and Found					2	2	2	1			2		9
Airport/TSA					2	2	2	1			2		9
Mishandling of Passenger Property	25	18	27	36	21	21	10	16	14	22	14	19	243
Damaged/Missing Items--Carry-on Luggage	3	4	4	7	5	5	1	2	1	1	1	1	35
Damaged/Missing Items--Checked Baggage	20	13	18	25	11	14	7	13	7	20	12	13	173
Damaged/Missing Items--Unspecified Luggage				2	1							1	4
Disarrayed Items--Carry-on or Checked	2	1	5	2	4	2	2	1	6	1	1	4	31
Patdown	2	2	3	3	4	5	3	5	5	3	4	6	45
Flyer	2	2	3	3	4	5	3	4	4	3	2	5	40
Flyer as Observer											1	1	2
General											1		1
Non-Flyer								1	1				2
Persons w/ Disabilities (PWD)	1	1	6		1	3	5	6	3	2	1	4	33
Breast Cancer						1							1
Cognitive /Developmental /Mental Disability							1						1
Diabetes			1										1
General			1					1		1			3
Hearing Impairment			1					2					3
Internal Medical Devices			1										1
Medical Devices - Attached to the Body												1	1
Medically Necessary Medication and Medical Supplies		1								1			2
Metal Implants (joint)							2						2
Mobility Disability (Not Wheelchair or Scooter)	1		2				2				1	1	7
Ostomy/Ostomates						1						1	2
Prosthesis/Amputees and Casts						1							1
Visual Impairment								1					1
Wheelchair/ Scooter/ Segway					1			2	3			1	7
Prohibited & Permitted Items										1			1
Firearm/Ammunition										1			1
Property - Special Handling							6	12	8	11	8	11	56
Damaged Items - Carry-On							1	2		2	1	3	9
Damaged Items - Checked							1		2	3	2	3	11
Missing Items - Carry-On								5	1	2		3	11
Missing Items - Checked							4	5	5	4	5	2	25
Request for Assistance	1												1
Other	1												1
Screening	6	8	12	1	7	5	1	4	5	2	7	5	63
Crew Member or Airline Employee	1											1	2
Inconsistency	1	1				1	1	1	1		1	1	8
Lengthy Lines			2							1	1		4
Procedures/Process	4	6	10	1	7	3		3	2	1	4	3	44
Retrieving Abandoned/Confiscated Items		1				1							2
Security Breach									2		1		3
TSA Contact Information									1				1
General									1				1
<b>2018</b>	<b>59</b>	<b>52</b>	<b>51</b>	<b>49</b>	<b>39</b>	<b>71</b>	<b>65</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>65</b>	<b>45</b>	<b>699</b>
Advanced Imaging Technology (AIT)				1									1
Flyer				1									1
Civil Rights	1				1	1	4	5	4		5	1	22
Hair Patdowns								1				1	2
National Origin									1		2		3
Perceived Religion							1				1		2
Racial Profiling or Discrimination	1				1	1	2	3	2				10
Screening of Religious or Cultural Garments							1						1
Sex/Gender/Gender Identity- Not Transgender								1			2		3
Transgender Screening									1				1
Customer Service	16	23	14	18	8	18	19	23	19	22	22	14	216
Others		4		1		1	2	4					12
TSO	16	19	14	17	8	17	17	19	19	22	22	14	204
Locks		3	2	2	2	2	2		1	4	5	1	24
Missing or Damaged Lock		3	2	2	2	2	2		1	4	5	1	24
Lost and Found	4			2		1		2			2	2	13
Airport/TSA	4			2		1		2			2	2	13

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Mishandling of Passenger Property	8	10	5	6	12	13	12	17	6	9	10	13	121
Damaged/Missing Items--Carry-on Luggage	3	1			2	1	3	1		1	1		13
Damaged/Missing Items--Checked Baggage	3	7	5	5	8	9	8	12	4	5	9	12	87
Disarrayed Items--Carry-on or Checked	2	2		1	2	3	1	4	2	3		1	21
Patdown	8	2	3	3	4	7	3	4	6	4	2	3	49
Children								1					1
Flyer	7	2	2	3	3	7	3	2	6	3	1	3	42
Flyer as Observer	1		1		1			1		1			5
Non-Flyer											1		1
Persons w/ Disabilities (PWD)	3	3	5	4	2	3	7	1	10	6	3	2	49
Autism Spectrum				1									1
Cancer (general) Not Breast Cancer				1					1			1	3
Diabetes		1				1			2	2	1		7
General									1	1		1	3
Hearing Impairment									1				1
Medically Necessary Medication and Medical Supplies			2			1			2				5
Metal Implants (joint)			1				1		1				3
Mobility Disability (Not Wheelchair or Scooter)	1			1			2		1				5
Prosthesis/Amputees and Casts					1		1			1			3
Service Animals						1							1
Touch Aversion (pain/trauma)			1										1
Wheelchair/ Scooter/ Segway	2	2	1	1	1		2	1	1	2	2		15
Wounded Warrior							1						1
Prohibited & Permitted Items						1							1
Breast Milk/Baby Formula/Breast Pump						1							1
Property - Special Handling	14	7	11	9	7	7	5	9	13	15	8	4	109
Damaged Items - Carry-On		1	2	1		2	3	2	3	6			20
Damaged Items - Checked	3	1	2			2	1		3	2	2	1	17
Missing Items - Carry-On	4	4	2	5	5			3	2	4	1	1	31
Missing Items - Checked	7	1	5	3	2	3	1	4	5	3	5	2	41
Request for Assistance						1	3						4
Other							2						2
Wounded Warrior (MSIJSOC)						1	1						2
Screening	5	4	11	4	3	17	10	6	9	8	8	5	90
Crew Member or Airline Employee										1			1
Inconsistency		1	1		1	1	1	2		2	1	1	11
Lengthy Lines	1		1			3	3		1				9
Procedures/Process	4	3	8	4	2	12	4	4	7	5	6	4	63
Retrieving Abandoned/Confiscated Items			1			1	1						3
Security Breach							1		1		1		3
<b>2019</b>	<b>50</b>	<b>56</b>	<b>56</b>	<b>32</b>	<b>42</b>								<b>236</b>
Civil Rights	7	1		3	1								12
National Origin	1												1
Racial Profiling or Discrimination	2	1		1	1								5
Sex/Gender/Gender Identity- Not Transgender	3			2									5
Transgender Screening	1												1
Customer Service	14	13	18	4	8								57
Others		1			2								3
TSO	14	12	18	4	6								54
Locks	2	4	1	2	2								11
Missing or Damaged Lock	2	4	1	2	2								11
Lost and Found	1	1	1	1	3								7
Airport/TSA	1	1	1	1	3								7
Mishandling of Passenger Property	3	11	12	9	9								44
Damaged/Missing Items--Carry-on Luggage			3		1								4
Damaged/Missing Items--Checked Baggage	1	10	7	9	7								34
Disarrayed Items--Carry-on or Checked	2	1	2		1								6
Patdown	1	5	7	2	2								17
Flyer	1	5	6	1	2								15
Flyer as Observer			1	1									2
Persons w/ Disabilities (PWD)	4	7	5	4	6								26
Autism Spectrum		1											1
Cognitive /Developmental /Mental Disability	2	1											3
Diabetes	1	1	1		1								4
Hearing Impairment	1												1
Medical Devices - Attached to the Body					1								1
Medically Necessary Medication and Medical Supplies				1	3								4
Mobility Disability (Not Wheelchair or Scooter)			1	2	1								4
Service Animals		1											1
Touch Aversion (pain/trauma)		1	1										2
Visual Impairment			1										1
Wheelchair/ Scooter/ Segway		2	1	1									4
Property - Special Handling	9	5	8	2	8								32
Damaged Items - Carry-On	1				1								2
Damaged Items - Checked	1	1	2		4								8
Missing Items - Carry-On	4	2	2		2								10
Missing Items - Checked	3	2	4	2	1								12
Request for Assistance		1			1								2
Other		1			1								2
Screening	9	8	4	5	2								28
Inconsistency	2				1								3
Lengthy Lines	1	1											2
Procedures/Process	6	6	3	5	1								21
Retrieving Abandoned/Confiscated Items			1										1
Security Breach		1											1



**TSA Contact Center Traveler Complaints Tool**

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
DEN	481	431	536	550	491	400	418	447	463	523	500	418	5,658	
2015				95	66	77	94	79	133	97	139	119	899	
Advanced Imaging Technology (AIT)							1				1	1	3	
Flyer							1				1	1	3	
Airline				9									9	
Lost Baggage				1									1	
Policy/Regulations/Service				8									8	
Civil Rights				2	2			2	4	4	1	3	18	
General Complaint and Discrimination				2					2	1		1	6	
Racial Profiling or Discrimination					2			2	1	3	1	1	10	
Screening of Religious or Cultural Garments									1				1	
Transgender Screening												1	1	
Customer Service				12	7	9	16	13	30	27	27	32	173	
Others							2	7	13	13	10	7	52	
TSO				12	7	9	14	6	17	14	17	25	121	
Expedited Passenger Screening Program				9	9	4	4	2	1				29	
TSA Application Program				1									1	
TSA PreCheck				8	9	4	4	2	1				28	
Hazardous Materials Safety				1		1	1	1					4	
General				1		1	1	1					4	
Identification (ID) Requirements				3					3	2			8	
Domestic				3					3	2			8	
Locks				2	2	4	2	4	4	4	5	7	34	
General							1						1	
Missing or Damaged Lock				2	2	4	1	4	4	4	5	7	33	
Lost and Found					1	1		1	2			1	6	
Airport/TSA					1	1		1	2			1	6	
Mishandling of Passenger Property				40	29	39	36	36	58	38	59	48	383	
Damaged/Missing Items--Carry-on Luggage				6	3	8	8	5	4	3	12	7	56	
Damaged/Missing Items--Checked Baggage				31	25	29	25	30	51	31	45	33	300	
Damaged/Missing Items--Unspecified Luggage							1			1			2	
Disarrayed Items--Carry-on or Checked				3	1	2	2	1	3	3	2	8	25	
Notice of Violation/Civil Penalties				1									1	
General				1									1	
Patdown				3	3	2	14	4	5	5	6	5	47	
Children											1		1	
Flyer				3	1	2	14	4	4	5	4	5	42	
Flyer as Observer					1						1		2	
General					1								1	
Non-Flyer									1				1	
Persons w/ Disabilities (PWD)				4	1	2	3	1	5	3	9	6	34	
Autism Spectrum									1	1			2	
Cancer (general) Not Breast Cancer									1		1		2	
Diabetes				2		1							3	
General									1	1			2	
Internal Medical Devices							1						1	
Medically Necessary Medication and Medical Supplies				1							1		2	
Metal Implants (joint)							1				1		2	
Mobility Disability (Not Wheelchair or Scooter)					1	1		1	1		1	2	7	
Prosthesis/Amputees and Casts									1		1		2	
Respiratory and Inhaler Equipment											2		2	
Service Animals										1		1	2	
Touch Aversion (pain/trauma)				1							1		2	
Wheelchair/ Scooter/ Segway							1				1	3	5	
Prohibited & Permitted Items					1								1	
Alcohol and Tobacco					1								1	
Screening				8	10	15	17	15	21	14	30	16	146	
Inconsistency					2		3	2		2	1	2	12	
Lengthy Lines					3	6	7	2	5	5	19	7	54	
Procedures/Process				7	4	9	7	9	16	7	9	6	74	
Retrieving Abandoned/Confiscated Items				1	1			1				1	4	
Security Breach								1					1	
Shoe Screening											1		1	
TSA Contact Information				1	1						1		3	
General				1	1						1		3	
2016	108	110	159	117	139	119	138	131	80	124	105	105	1,435	
Advanced Imaging Technology (AIT)		1	1	1					1	1			5	
Flyer			1	1					1	1			4	
General		1											1	
Civil Rights	1	1	2	3	5	2	4	4		4	4	4	34	
Constitutional Rights												1	1	
General Complaint and Discrimination	1			2	2								5	
Headwear								1					1	
National Origin										1			1	
Perceived Religion								1				1	2	
Racial Profiling or Discrimination		1	2	1	3	2	3	2		2	3	2	21	
Sex/Gender/Gender Identity- Not Transgender							1				1		2	
Transgender Screening										1			1	
Customer Service	24	30	28	17	36	21	13	29	15	21	15	18	267	
CSM		2	1						1				4	
Others	4	9	11	7	14	4	2	8	3	5	1	3	71	
TCC									1				1	
TSO	20	19	16	10	22	17	11	21	10	16	14	15	191	
Identification (ID) Requirements				1				1	1				3	
Domestic				1									1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ID Matching Ticket and Boarding Pass Issues									1				1
Minors Domestic								1					1
Locks	2	3	4	5	7	3	7	4	6	2	5	3	51
General							2						2
Missing or Damaged Lock	2	3	4	5	7	3	5	4	6	2	5	3	49
Lost and Found			1	2					1	2	1		7
Airport/TSA			1	2					1	2	1		7
Mishandling of Passenger Property	38	48	59	52	49	66	66	36	34	66	49	55	618
Damaged/Missing Items--Carry-on Luggage	7	8	9	1	7	6	10	4	2	6	8	7	75
Damaged/Missing Items--Checked Baggage	30	38	45	49	37	52	48	30	29	49	40	46	493
Damaged/Missing Items--Unspecified Luggage	1		1		1				1			1	5
Disarrayed Items--Carry-on or Checked		2	4	2	4	8	8	2	2	11	1	1	45
Patdown	5	6	5	3	4	3	6	11	3	4	5	7	62
Children			1										1
Flyer	4	4	4	3	4	2	6	10	2	4	3	6	52
Flyer as Observer	1	1							1		1		4
General		1											1
Non-Flyer						1		1			1	1	4
Persons w/ Disabilities (PWD)	4	5	3	5	2	3	8	6	4	9	3	5	57
Autism Spectrum											1		1
Breast Cancer								1					1
Cancer (general) Not Breast Cancer				1			1						2
Cognitive /Developmental /Mental Disability		1		1									2
Diabetes						1		3		2		2	8
Diapers/Garments/Dressings/Masks									1				1
General							1		1	1			3
Internal Medical Devices							2						2
Medical Devices - Attached to the Body			1			1	1						3
Medically Necessary Medication and Medical Supplies		1	1			1				1	1		5
Metal Implants (joint)		2								1		1	4
Mobility Disability (Not Wheelchair or Scooter)	1	1		1			1			2		1	7
Ostomy/Ostomates									1				1
Prosthesis/Amputees and Casts	1		1										2
Respiratory and Inhaler Equipment				1						1			2
Service Animals									1		1		2
Touch Aversion (pain/trauma)	1			1	1			1		1			5
Wheelchair/ Scooter/ Segway	1				1		2	1				1	6
Prohibited & Permitted Items	1												1
Electronic Devices	1												1
Request for Assistance							2	1		1			4
Other							2	1		1			4
Screening	33	16	56	28	36	21	32	39	15	14	23	13	326
Children	1												1
Crew Member or Airline Employee		1	1		1						2		5
Inconsistency	3	1		2	1	1	1	1	5		2	1	18
Lengthy Lines	19	8	39	18	23	11	25	14	3	1	10	2	173
Procedures/Process	10	6	13	7	11	7	5	22	6	13	9	9	118
Retrieving Abandoned/Confiscated Items			1	1		2		1					5
Security Breach			2				1	1	1			1	6
<b>2017</b>	<b>100</b>	<b>97</b>	<b>137</b>	<b>110</b>	<b>94</b>	<b>92</b>	<b>78</b>	<b>96</b>	<b>124</b>	<b>143</b>	<b>110</b>	<b>97</b>	<b>1,278</b>
Advanced Imaging Technology (AIT)									2				2
Flyer									2				2
Civil Rights	2	2	2	2	3	4	7	4	4	5	4	1	40
Constitutional Rights									1				1
Hair Patdowns								1					1
National Origin		1						1	1				3
Perceived Religion									1		1		2
Racial Profiling or Discrimination	1	1	1	1	3	3	5	2	1	4	3		25
Screening of Religious Cultural and Ceremonial Items				1									1
Sex/Gender/Gender Identity- Not Transgender	1					1	1			1		1	5
Sexual Orientation - Not Transgender			1				1						2
Customer Service	20	18	22	18	20	20	19	19	28	36	31	25	276
Others	2	1	4		3	3	2	1	4	5	3	2	30
TSO	18	17	18	18	17	17	17	18	24	31	28	23	246
Identification (ID) Requirements									2	3			5
Domestic									1	2			3
ID Matching Ticket and Boarding Pass Issues									1				1
Minors Domestic										1			1
Locks	6	5	6	10	4	4	6	9	2	2	3	1	58
General				1		1			1				3
Missing or Damaged Lock	6	5	6	9	4	3	6	9	1	2	3	1	55
Lost and Found		1		1		1			2	2		1	8
Airport/TSA		1		1		1			2	2		1	8
Mishandling of Passenger Property	45	52	77	56	44	39	10	22	33	39	37	23	477
Damaged/Missing Items--Carry-on Luggage	8	11	4	4	5	5			4	5	2	3	51
Damaged/Missing Items--Checked Baggage	34	41	64	46	32	32	9	18	27	26	27	17	373
Damaged/Missing Items--Unspecified Luggage			1										1
Disarrayed Items--Carry-on or Checked	3		8	6	7	2	1	4	2	8	8	3	52
Patdown	8	7	12	3	8	10	12	11	4	10	5	7	97
Children								1				1	2
Flyer	6	6	11	3	8	9	11	8	3	9	4	6	84
Flyer as Observer	1					1	1	2		1	1		7
Non-Flyer	1	1	1						1				4
Persons w/ Disabilities (PWD)	3	2	3	3	4	4	5	11	9	6	6	7	63
Breast Cancer									1	1			2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Cancer (general) Not Breast Cancer	1							1					2
Cognitive /Developmental /Mental Disability											1		1
Diabetes	1					1	1	2	1	1	1		8
Diapers/Garments/Dressings/Masks									1		1		2
General				1	1			1	2		1	1	7
Hearing Impairment					1								1
Medical Devices - Attached to the Body								1					1
Medically Necessary Medication and Medical Supplies					1		1	2				1	5
Metal Implants (joint)									1				1
Mobility Disability (Not Wheelchair or Scooter)		1		1		1		3		2			8
Ostomy/Ostomates						1							1
Prosthesis/Amputees and Casts					1								1
Service Animals												3	3
Touch Aversion (pain/trauma)		1					1			1			3
Visual Impairment			1						1				2
Wheelchair/ Scooter/ Segway			2	1		1	2	1	1	1	2	2	13
Wounded Warrior	1								1				2
Prohibited & Permitted Items		1	1						5	1		1	9
Alcohol and Tobacco										1			1
Breast Milk/Baby Formula/Breast Pump									2				2
Firearm/Ammunition			1										1
Food/Beverages		1										1	2
General									1				1
Knives/Tools/Razors/Sharp Objects									1				1
Remains									1				1
Property - Special Handling							12	12	18	20	13	14	89
Damaged Items - Carry-On							1	1			2	1	5
Damaged Items - Checked							5	2	5	6	5	7	30
Missing Items - Carry-On							2	1	2	3	3	1	12
Missing Items - Checked							4	8	11	11	3	5	42
Request for Assistance									1	1	1	1	4
Other									1	1	1		3
Wounded Warrior (MSIJSOC)												1	1
Screening	16	9	13	17	11	10	7	8	14	18	10	16	149
Crew Member or Airline Employee											1		1
Inconsistency		1	2	1		1			3	2		1	11
Lengthy Lines	2	1	2		1		1	1	6	4	2	2	22
Procedures/Process	13	5	7	16	10	9	6	7	3	10	6	12	104
Retrieving Abandoned/Confiscated Items	1	1	1						1	2	1	1	8
Security Breach		1	1						1				3
TSA Contact Information			1										1
General			1										1
2018	137	136	125	153	104	112	108	141	126	159	146	97	1,544
Advanced Imaging Technology (AIT)							1	1					2
Flyer								1					1
Flyer as Observer							1						1
Civil Rights	3	2	7	4	4	1	2	3	1	6	2	4	39
Age					1			1	1				3
Constitutional Rights			1									1	2
Hair Patdowns						1		1		1			3
Perceived Religion			1							1			2
Racial Profiling or Discrimination	3	2	5	2	3		2			3	2	1	23
Sex/Gender/Gender Identity- Not Transgender				2				1		1		1	5
Transgender Screening												1	1
Customer Service	33	31	31	35	27	29	31	32	32	45	27	25	378
Others	5	4	4	7	4	9	10	7	11	14	10	9	94
TSO	28	27	27	28	23	20	21	25	21	31	17	16	284
Identification (ID) Requirements									1				1
Domestic									1				1
Locks	7	5	4	4	4	3	2	4	8	2	6	4	53
General	1		1				1		1				4
Missing or Damaged Lock	6	5	3	4	4	3	1	4	7	2	6	4	49
Lost and Found	2			2	3		2		1	3	3		16
Airport/TSA	2			2	3		2		1	3	3		16
Mishandling of Passenger Property	31	29	24	39	23	25	14	22	18	29	33	19	306
Damaged/Missing Items--Carry-on Luggage	3	4	2	2	3	2	1	3		2	4	1	27
Damaged/Missing Items--Checked Baggage	22	20	18	36	18	17	9	15	14	25	22	14	230
Damaged/Missing Items--Unspecified Luggage	1	1			1				1	1	1		6
Disarrayed Items--Carry-on or Checked	5	4	4	1	1	6	4	4	3	1	6	4	43
Patdown	11	7	11	4	5	10	5	9	12	8	13	6	101
Children											1	1	2
Flyer	10	7	9	4	3	6	5	7	11	7	9	5	83
Flyer as Observer	1		1		1	4		2	1		1		11
General			1										1
Non-Flyer					1					1	2		4
Persons w/ Disabilities (PWD)	9	11	8	6	8	7	7	14	9	15	13	5	112
Autism Spectrum		1							1				2
Breast Cancer							1				1		2
Cancer (general) Not Breast Cancer									1		1		2
Cognitive /Developmental /Mental Disability		2					1						3
Diabetes		2	1	2			1		2		1	1	10
Diapers/Garments/Dressings/Masks		1											1
General	1	1		1	1	1			1	4	2		12
Hearing Impairment	1				1								2
Internal Medical Devices										1			1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Medical Devices - Attached to the Body							1	1					2
Medically Necessary Medication and Medical	1		1	1		1		1		1			6
Metal Implants (joint)	1							1		1	2		5
Mobility Disability (Not Wheelchair or Scooter	3	1	1		1		1	3	2	1	4	2	19
Ostomy/Ostomates								1		1			2
Prosthesis/Amputees and Casts		1			1	1		1		1			5
Respiratory and Inhaler Equipment								1					1
Service Animals		1						2					3
Touch Aversion (pain/trauma)			2		2	2	1		1				8
Visual Impairment					1					1			2
Wheelchair/ Scooter/ Segway	2	1	3	2	1	1	1	3	1	4	2	2	23
Wounded Warrior						1							1
Property - Special Handling	25	21	27	29	10	19	22	20	15	22	22	17	249
Damaged Items - Carry-On	2	2					2		2	1	1		10
Damaged Items - Checked	6	9	6	6	2	5	3	6	5	7	10	6	71
Missing Items - Carry-On	6	7	7	13	4	8	7	5	4	2	2	6	71
Missing Items - Checked	11	3	14	10	4	6	10	9	4	12	9	5	97
Request for Assistance	1			2	2								5
Other	1			2	1								4
Wounded Warrior (MSIJSOC)					1								1
Screening	15	30	13	28	18	18	22	36	29	29	27	17	282
Children								1		2			3
Crew Member or Airline Employee											1		1
Inconsistency	1	3	2	1	1	1	2		3	1	1	1	17
Lengthy Lines	4	7	4	5	2	3	3	13	6	8	3	3	61
Procedures/Process	10	20	7	19	14	13	17	21	20	17	15	11	184
Retrieving Abandoned/Confiscated Items				3	1			1			5		10
Security Breach						1				1	2	2	6
<b>2019</b>	<b>136</b>	<b>88</b>	<b>115</b>	<b>75</b>	<b>88</b>								<b>502</b>
Civil Rights	9	5	6	4	5								29
Age				1									1
Hair Patdowns	1				1								2
Perceived Religion	1	1											2
Racial Profiling or Discrimination	3	2	1	2	2								10
Sex/Gender/Gender Identity- Not Transgende	3	2	5	1	2								13
Transgender Screening	1												1
Customer Service	30	18	33	12	18								111
Others	7	3	1										11
TSO	23	15	32	12	18								100
Locks	5	7	3	3	5								23
Missing or Damaged Lock	5	7	3	3	5								23
Lost and Found	1												1
Airport/TSA	1												1
Mishandling of Passenger Property	25	12	17	17	21								92
Damaged/Missing Items--Carry-on Luggage	1		1	1	1								4
Damaged/Missing Items--Checked Baggage	24	11	14	16	17								82
Disarrayed Items--Carry-on or Checked		1	2		3								6
Patdown	8	4	7	1	6								26
Children			1										1
Flyer	7	4	6	1	5								23
Flyer as Observer					1								1
Non-Flyer	1												1
Persons w/ Disabilities (PWD)	17	8	9	7	3								44
Breast Cancer			1										1
Diabetes	2			1	1								4
General			2	1									3
Medically Necessary Medication and Medical	1	1											2
Metal Implants (joint)	2	1	1										4
Mobility Disability (Not Wheelchair or Scooter	3	3	1	3									10
Prosthesis/Amputees and Casts			1										1
Respiratory and Inhaler Equipment	2	1		1									4
Service Animals	1				1								2
Touch Aversion (pain/trauma)	1	1		1									3
Wheelchair/ Scooter/ Segway	5	1			1								9
Wounded Warrior			1										1
Property - Special Handling	19	18	20	24	13								94
Damaged Items - Carry-On			4		1								5
Damaged Items - Checked	8	5	4	11	5								33
Missing Items - Carry-On	4	4	2	2	1								13
Missing Items - Checked	7	9	10	11	6								43
Request for Assistance	1	1											2
Other	1	1											2
Screening	21	15	20	7	17								80
Children			1										1
Inconsistency		2	1	1	1								5
International Screening			1										1
Lengthy Lines	6	1	1		3								11
Procedures/Process	13	11	15	6	13								58
Retrieving Abandoned/Confiscated Items	2	1											3
Security Breach			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
DFW		544	516	547	545	474	457	441	492	509	486	502	451	5,964
2015					80	52	46	57	66	94	95	95	104	689
Airline					1									1
Lost Baggage					1									1
Civil Rights						2	3	2	4	1	1	2	2	17
General Complaint and Discrimination						1	2	1	1	1	1	1		8
Racial Profiling or Discrimination						1	1	1	2			1	2	8
Transgender Screening									1					1
Claims					1									1
General					1									1
Customer Service					6	6	3	5	7	14	14	21	22	98
CSM									1					1
Others										1	1	6	6	14
TSO					6	6	3	5	6	13	13	15	16	83
Expedited Passenger Screening Program					9	2	3	1	1					16
TSA PreCheck					9	2	3	1	1					16
Hazardous Materials Safety					2									2
General					2									2
Identification (ID) Requirements											1	1	1	3
Domestic											1	1	1	3
Locks					4	6	7	2	2	1		1	5	28
General							1							1
Missing or Damaged Lock					4	6	6	2	2	1		1	5	27
Lost and Found					1									1
Airport/TSA					1									1
Mishandling of Passenger Property					51	31	26	45	43	67	64	64	57	448
Damaged/Missing Items Private Screening Contractor						1								1
Damaged/Missing Items--Carry-on Luggage					6	6	2	2	2	4	6	12	7	47
Damaged/Missing Items--Checked Baggage					41	22	23	38	40	60	54	48	47	373
Damaged/Missing Items--Unspecified Luggage					1	1	1			1		1	1	6
Disarrayed Items--Carry-on or Checked					3	1		5	1	2	4	3	2	21
Patdown							1	1	1	2	2		2	9
Flyer							1	1	1	2	2		2	9
Persons w/ Disabilities (PWD)					2		1		3		1	1	2	10
Cognitive /Developmental /Mental Disability					1									1
Diabetes									1					1
Internal Medical Devices													1	1
Medically Necessary Medication and Medical Supplies											1		1	2
Mobility Disability (Not Wheelchair or Scooter)									2					2
Wheelchair/ Scooter/ Segway					1		1					1		3
Prohibited & Permitted Items					1									1
Breast Milk/Baby Formula/Breast Pump					1									1
Screening					2	5	2	1	5	9	12	5	13	54
Children											1			1
Inconsistency					1				1	2	2		2	8
Lengthy Lines					1	1			2		1		4	9
Procedures/Process						3	2	1	2	6	7	4	5	30
Retrieving Abandoned/Confiscated Items						1						1	2	4
Security Breach										1	1			2
2016		126	111	117	113	93	133	117	167	133	110	129	105	1,454
Civil Rights		1	2		4	5	2	2	1	4	4	6	4	35
General Complaint and Discrimination		1	1		2	1								5
Headwear										1				1
National Origin								1						1
Racial Profiling or Discrimination					1	2	2	1	1	2	4	5	3	21
Screening of Religious Cultural and Ceremonial Items			1			2								3
Sex/Gender/Gender Identity- Not Transgender										1		1	1	3
Transgender Screening					1									1
Customer Service		28	31	30	33	22	46	32	50	30	27	29	28	386
CSM							1			1				2
Others		4	8	3	7	4	9	15	19	7	3	4	4	87
TSO		24	23	27	26	18	36	17	31	22	24	25	24	297
Identification (ID) Requirements		2	1										1	4
Domestic		1	1											2
ID Matching Ticket and Boarding Pass Issues		1												1
Minors Domestic													1	1
Locks		9	3	2	5	6	5	1	12	6	5	7	8	69
General									2			1		3
Missing or Damaged Lock		9	3	2	5	6	5	1	10	6	5	6	8	66
Lost and Found							2			2				4
Airport/TSA							2			2				4
Mishandling of Passenger Property		72	55	63	59	43	60	45	53	57	49	61	44	661
Damaged/Missing Items--Carry-on Luggage		11	7	7	8	6	7	9	6	12	10	6	9	98
Damaged/Missing Items--Checked Baggage		57	46	51	47	30	51	34	42	42	37	53	34	524
Damaged/Missing Items--Unspecified Luggag		1				3								4
Disarrayed Items--Carry-on or Checked		3	2	5	4	4	2	2	5	3	2	2	1	35
Patdown		2	6	4	1	3	2	2	1	11	6	7	4	49
Children											1			1
Flyer		2	5	4	1	3	2	2	1	10	4	6	3	43
Flyer as Observer			1							1	1		1	4
Non-Flyer												1		1
Persons w/ Disabilities (PWD)		3	3	4	2		3	6	3	5	5	3	4	41
Cancer (general) Not Breast Cancer		1											1	2
Diabetes				1				1		1				3
General			1								1	1		3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Internal Medical Devices	2												2
Medically Necessary Medication and Medical Supplies			1				1	1		2	1	1	7
Metal Implants (joint)			1										1
Mobility Disability (Not Wheelchair or Scooter)		1	1	1		1	2		2			1	9
Ostomy/Ostomates											1		1
Prosthesis/Amputees and Casts								1		1			2
Respiratory and Inhaler Equipment							1						1
Service Animals									1				1
Touch Aversion (pain/trauma)						1							1
Visual Impairment									1				1
Wheelchair/ Scooter/ Segway		1		1		1	1	1		1		1	7
Prohibited & Permitted Items			1				1						2
Breast Milk/Baby Formula/Breast Pump			1										1
Food/Beverages							1						1
Request for Assistance										2			2
Other										2			2
Screening	9	10	13	9	14	13	28	47	18	12	16	12	201
Crew Member or Airline Employee		1	1		1				1	1			5
Inconsistency	4		2		2	1	3	2	1	1	2	3	21
Lengthy Lines	4	3	2	2	6	3	19	24	2	1	1		67
Procedures/Process	1	5	8	7	4	9	6	20	11	9	11	7	98
Retrieving Abandoned/Confiscated Items									1				1
Security Breach		1			1			1	2		2	2	9
<b>2017</b>	<b>115</b>	<b>119</b>	<b>137</b>	<b>135</b>	<b>104</b>	<b>140</b>	<b>124</b>	<b>122</b>	<b>135</b>	<b>136</b>	<b>127</b>	<b>150</b>	<b>1,544</b>
Advanced Imaging Technology (AIT)						1			1	2			4
Flyer						1			1	2			4
Civil Rights	4	2	3	5	5	3	6	2	3	4	2	4	43
Hair Patdowns										1			1
Headwear					1								1
National Origin					1		1						2
Perceived Religion	1												1
Racial Profiling or Discrimination	3	2	3	4	2	3	4	1	3	3	2	4	34
Sex/Gender/Gender Identity- Not Transgender				1			1						2
Sexual Orientation - Not Transgender					1			1					2
Customer Service	29	25	30	33	18	39	32	26	39	33	41	32	377
CSM		1		2									3
Others	6	1		4		1	6	3	4	1	6	4	36
TSO	23	23	30	27	18	38	26	23	35	32	35	28	338
Human Capital			1										1
Prospective Employment with TSA			1										1
Identification (ID) Requirements			2							2			4
Domestic			2							2			4
Locks	5	6	5	6	6	4	7	9	8	7	3	10	76
General		1				1		1		1			4
Missing or Damaged Lock	5	5	5	6	6	3	7	8	8	6	3	10	72
Lost and Found	4	1	1				1		2		1		10
Airport/TSA	4	1	1				1		2		1		10
Mishandling of Passenger Property	48	56	63	71	62	72	42	41	33	36	46	44	614
Damaged/Missing Items--Carry-on Luggage	8	7	4	6	5	12	4		4	5	3	2	60
Damaged/Missing Items--Checked Baggage	36	46	55	59	53	54	30	32	26	29	35	38	493
Damaged/Missing Items--Unspecified Luggage			1	1	2	2		2					8
Disarrayed Items--Carry-on or Checked	4	3	3	5	2	4	8	7	3	2	8	4	53
Patdown	4	5	7	3	2	5	2	6	11	3	4	3	55
Flyer	3	4	7	3	2	4	2	5	8	3	4	2	47
Flyer as Observer	1							1	3			1	6
Non-Flyer		1				1							2
Persons w/ Disabilities (PWD)	6	5	2	2	2	4	5	6	2	12	2	6	54
Autism Spectrum	1											1	2
Diabetes	1						1	1	1	2			6
Diapers/Garments/Dressings/Masks										1		1	2
General		1						1		1	1		4
Hearing Impairment						1							1
Medical Devices - Attached to the Body								1					1
Medically Necessary Medication and Medical	1	3			1	1			1	1		1	9
Metal Implants (joint)	1					1		1		4		2	9
Mobility Disability (Not Wheelchair or Scooter)	1		2		1	1	2			2			9
Ostomy/Ostomates										1			1
Prosthesis/Amputees and Casts		1		1									2
Respiratory and Inhaler Equipment								1					1
Touch Aversion (pain/trauma)							1	1			1		3
Wheelchair/ Scooter/ Segway	1			1			1					1	4
Prohibited & Permitted Items									1	3			4
Electronic Devices										1			1
Firearm/Ammunition									1	1			2
Lighters/Matches										1			1
Property - Special Handling							17	17	19	20	18	26	117
Damaged Items - Carry-On							3	1	2	2	1	2	11
Damaged Items - Checked							3	4	5	9	5	5	31
Missing Items - Carry-On							3	3			4	5	15
Missing Items - Checked							8	9	12	9	8	14	60
Request for Assistance						1	1		2				4
Other							1		1				2
Wounded Warrior (MSIJSOC)						1			1				2
Screening	15	19	23	14	9	11	11	15	14	14	10	25	180
Crew Member or Airline Employee		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Inconsistency	2	4	2		1		4	2	1	2	1	1	20
International Screening										1			1
Lengthy Lines	5	3	3		1	4	2	3	1	2	2	6	32
Military												1	1
Procedures/Process	8	11	16	12	6	6	5	9	11	8	7	16	115
Retrieving Abandoned/Confiscated Items			1	1	1	1			1	1			6
Security Breach			1	1				1				1	4
TSA Contact Information				1									1
General				1									1
<b>2018</b>	<b>158</b>	<b>156</b>	<b>152</b>	<b>121</b>	<b>120</b>	<b>138</b>	<b>143</b>	<b>137</b>	<b>147</b>	<b>145</b>	<b>151</b>	<b>92</b>	<b>1,660</b>
Advanced Imaging Technology (AIT)		1											1
Non-Flyer		1											1
Civil Rights	6	7	5	3	8	4	7	3	5	8	4	4	64
Age									1				1
National Origin	1	1									1		3
Perceived Religion					2	2						1	5
Racial Profiling or Discrimination	4	4	5	2	6	2	4	3	4	6	2	3	45
Screening of Religious or Cultural Garments							1						1
Sex/Gender/Gender Identity- Not Transgender		1					1			2	1		5
Sexual Orientation - Not Transgender		1											1
Transgender Screening	1			1			1						3
Customer Service	38	40	39	35	33	28	43	31	38	55	47	25	452
Others	3	4	4	4	3	4	2	3	2	4	5	3	41
TSO	35	36	35	31	30	24	41	28	36	51	42	22	411
Locks	12	7	9	3	5	4	7	6	5	4	5	6	73
General								1					1
Missing or Damaged Lock	12	7	9	3	5	4	7	5	5	4	5	6	72
Lost and Found		2			1		1	1	2	1	2	1	11
Airport/TSA		2			1		1	1	2	1	2	1	11
Mishandling of Passenger Property	31	33	35	31	16	31	25	27	29	22	28	18	326
Damaged/Missing Items--Carry-on Luggage	3	3	6	2			2	5	3		1	4	29
Damaged/Missing Items--Checked Baggage	23	25	23	28	15	23	19	19	21	21	24	12	253
Damaged/Missing Items--Unspecified Luggage							1				1	1	3
Disarrayed Items--Carry-on or Checked	5	5	6	1	1	8	3	3	5	1	2	1	41
Patdown	4	4	3	6	8	5	6	5	4	7	2	2	56
Children							1						1
Flyer	3	4	3	3	8	4	5	4	4	6	2	2	48
Flyer as Observer	1					1		1		1			4
General				1									1
Non-Flyer				2									2
Persons w/ Disabilities (PWD)	11	8	7	3	5	5	8	6	7	6	1	4	71
Breast Cancer	1												1
Cancer (general) Not Breast Cancer				1									1
Cognitive /Developmental /Mental Disability						1							1
Diabetes							1			1			2
General		1							1				2
Hearing Impairment									1	1			2
Internal Medical Devices	1		2		1						1		5
Medical Devices - Attached to the Body	1						1						2
Medically Necessary Medication and Medical	4	1			2				1	1			9
Metal Implants (joint)						2							2
Mobility Disability (Not Wheelchair or Scooter	3	1	2	2	1	1	3	2	2				17
Ostomy/Ostomates								1				1	2
Prosthesis/Amputees and Casts		1				1			1				3
Service Animals							1						1
Touch Aversion (pain/trauma)			1										1
Visual Impairment								1				1	2
Wheelchair/ Scooter/ Segway	1	4	2		1		2	2	1	3		2	18
Property - Special Handling	19	21	29	12	22	22	15	20	31	19	35	16	261
Damaged Items - Carry-On	4	3	5	1	4	4	2	2	4	5	7	7	48
Damaged Items - Checked	6	6	8	5	5	3	5	5	8	4	16	3	74
Missing Items - Carry-On	2	1	3	3		3	3	3	3	3	1	1	26
Missing Items - Checked	7	11	13	3	13	12	5	10	16	7	11	5	113
Request for Assistance				1						1	1		3
Other				1						1			2
Wounded Warrior (MSIJSOC)											1		1
Screening	37	33	25	27	22	39	31	38	26	22	26	16	342
Children				1									1
Crew Member or Airline Employee				1	1				1		1	1	5
Inconsistency		2	1			4	2	1	2			2	14
Lengthy Lines	20	20	6	8	9	9	8	15	6	9	6	2	118
Procedures/Process	16	11	17	15	12	23	19	20	16	13	16	10	188
Retrieving Abandoned/Confiscated Items			1			2	1		1			1	6
Security Breach	1			2		1	1	2			3		10
<b>2019</b>	<b>145</b>	<b>130</b>	<b>141</b>	<b>96</b>	<b>105</b>								<b>617</b>
Advanced Imaging Technology (AIT)		1	1										2
Flyer		1	1										2
Civil Rights	7	10	6	5	5								33
Age		1											1
Constitutional Rights	1												1
Hair Patdowns	1	1											2
National Origin		1											1
Perceived Religion		1											1
Racial Profiling or Discrimination	3	5	4	3	2								17
Screening of Religious Cultural and Ceremoni	1												1



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Sex/Gender/Gender Identity- Not Transgender	1	1	2	1	3								8
Sexual Orientation - Not Transgender				1									1
Customer Service	42	40	39	29	24								174
Others	3	3	4	4									14
TSO	39	37	35	25	24								160
Locks	6	10	2	2	7								27
Missing or Damaged Lock	6	10	2	2	7								27
Lost and Found			1	1	3								5
Airport/TSA			1	1	3								5
Mishandling of Passenger Property	32	18	25	20	12								107
Damaged/Missing Items--Carry-on Luggage	2	1	4	5	1								13
Damaged/Missing Items--Checked Baggage	19	14	21	11	11								76
Disarrayed Items--Carry-on or Checked	11	3		4									18
Patdown	5	4	3	1	2								15
Flyer	5	4	2	1	2								14
Non-Flyer			1										1
Persons w/ Disabilities (PWD)	5	8	11	9	4								37
Autism Spectrum			1										1
Cancer (general) Not Breast Cancer	1				1								2
Cognitive /Developmental /Mental Disability				1									1
Diabetes	2		1		1								4
General	1												1
Medically Necessary Medication and Medical Supplies				2									2
Metal Implants (joint)			3	1									4
Mobility Disability (Not Wheelchair or Scooter)		4	2	1									7
Ostomy/Ostomates		1											1
Prosthesis/Amputees and Casts	1	3	1										5
Service Animals				1	1								2
Wheelchair/ Scooter/ Segway			3	3	1								7
Property - Special Handling	18	20	29	23	23								113
Damaged Items - Carry-On	3	3	5		3								14
Damaged Items - Checked	5	2	2	4	3								16
Missing Items - Carry-On	3	5	5	2	6								21
Missing Items - Checked	7	10	17	17	11								62
Request for Assistance	2												2
Other	2												2
Screening	28	19	24	6	25								102
Inconsistency	1	1	3	1	2								8
Lengthy Lines	15	2	1	1	5								24
Procedures/Process	12	15	19	3	17								66
Retrieving Abandoned/Confiscated Items		1	1	1									3
Security Breach					1								1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
DHN	7		4	1	2	6	2	3	7	1	7	9	49
2015							1	1	1	1	3	2	9
Civil Rights									1				1
Racial Profiling or Discrimination									1				1
Mishandling of Passenger Property							1	1		1	3	2	8
Damaged/Missing Items--Checked Baggage							1	1		1	3	1	7
Disarrayed Items--Carry-on or Checked												1	1
2016	4				1	2		2			1	2	12
Customer Service					1								1
TSO					1								1
Mishandling of Passenger Property	4					1		2			1	2	10
Damaged/Missing Items--Checked Baggage	2					1		2			1	2	8
Disarrayed Items--Carry-on or Checked	2												2
Screening						1							1
Procedures/Process						1							1
2017						3	1		3		1	1	9
Civil Rights												1	1
Racial Profiling or Discrimination												1	1
Mishandling of Passenger Property						2	1		2				5
Damaged/Missing Items--Checked Baggage						2	1						3
Disarrayed Items--Carry-on or Checked									2				2
Property - Special Handling									1				1
Missing Items - Checked									1				1
Screening						1					1		2
Procedures/Process						1					1		2
2018	2		2	1		1			3		2	4	15
Locks	1		1						1				3
Missing or Damaged Lock	1		1						1				3
Mishandling of Passenger Property	1		1	1					1		1	3	8
Damaged/Missing Items--Checked Baggage	1		1	1					1		1	3	8
Property - Special Handling									1		1		2
Damaged Items - Checked									1		1		2
Screening						1						1	2
Inconsistency												1	1
Procedures/Process						1							1
2019	1		2		1								4
Mishandling of Passenger Property	1		2										3
Damaged/Missing Items--Checked Baggage	1		2										3
Property - Special Handling					1								1
Damaged Items - Carry-On					1								1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>DIK</b>	<b>6</b>	<b>1</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>57</b>
<b>2015</b>				<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>			<b>5</b>	<b>3</b>	<b>3</b>	<b>17</b>
Mishandling of Passenger Property				1		3	2			5	3	2	16
Damaged/Missing Items--Checked Baggage				1		3	2			4	3	2	15
Damaged/Missing Items--Unspecified Luggage										1			1
Persons w/ Disabilities (PWD)												1	1
Medically Necessary Medication and Medical Supplies												1	1
<b>2016</b>	<b>1</b>		<b>2</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>13</b>
Locks										1			1
Missing or Damaged Lock										1			1
Mishandling of Passenger Property	1		2	2			1	1	1		1	1	10
Damaged/Missing Items--Checked Baggage	1		2	2			1		1				7
Damaged/Missing Items--Unspecified Luggage											1		1
Disarrayed Items--Carry-on or Checked								1				1	2
Screening				1		1							2
Procedures/Process				1		1							2
<b>2017</b>	<b>1</b>			<b>1</b>		<b>2</b>		<b>1</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>11</b>
Customer Service	1										1	1	3
TSO	1										1	1	3
Locks											1		1
General											1		1
Mishandling of Passenger Property				1		2				1	1	1	6
Damaged/Missing Items--Checked Baggage				1		2				1	1		5
Disarrayed Items--Carry-on or Checked												1	1
Screening								1					1
Procedures/Process								1					1
<b>2018</b>	<b>3</b>		<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>12</b>
Civil Rights			1										1
Racial Profiling or Discrimination			1										1
Mishandling of Passenger Property					1								1
Damaged/Missing Items--Checked Baggage					1								1
Patdown						1			1	1			3
Flyer						1			1	1			3
Persons w/ Disabilities (PWD)					1								1
Metal Implants (joint)					1								1
Property - Special Handling	1		2										3
Damaged Items - Checked			1										1
Missing Items - Checked	1		1										2
Screening	2						1						3
Procedures/Process	1						1						2
Retrieving Abandoned/Confiscated Items	1												1
<b>2019</b>	<b>1</b>	<b>1</b>	<b>2</b>										<b>4</b>
Customer Service			1										1
TSO			1										1
Mishandling of Passenger Property		1	1										2
Damaged/Missing Items--Checked Baggage		1											1
Disarrayed Items--Carry-on or Checked			1										1
Screening	1												1
Procedures/Process	1												1

**TSA Contact Center Traveler Complaints Tool**

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>DLH</b>		<b>6</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>54</b>
<b>2015</b>					<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>7</b>
Customer Service								1						1
TSO								1						1
Identification (ID) Requirements					1									1
Domestic					1									1
Mishandling of Passenger Property					1					1	1	1		4
Damaged/Missing Items--Checked Baggage										1		1		2
Disarrayed Items--Carry-on or Checked					1						1			2
Persons w/ Disabilities (PWD)								1						1
General								1						1
<b>2016</b>		<b>1</b>				<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>12</b>
Customer Service		1				1								2
TSO		1				1								2
Mishandling of Passenger Property							1		1	1			2	5
Damaged/Missing Items--Checked Baggage							1		1	1			2	5
Patdown												1		1
Flyer												1		1
Screening							1			1		2		4
Inconsistency							1							1
Procedures/Process										1		2		3
<b>2017</b>				<b>3</b>		<b>2</b>	<b>1</b>		<b>3</b>	<b>4</b>	<b>1</b>		<b>2</b>	<b>16</b>
Civil Rights				1		1								2
Racial Profiling or Discrimination				1		1								2
Customer Service				1										1
TSO				1										1
Mishandling of Passenger Property										1				1
Damaged/Missing Items--Checked Baggage										1				1
Patdown						1	1		1	1	1			5
Flyer							1		1	1	1			4
Flyer as Observer						1								1
Property - Special Handling									1	2				3
Damaged Items - Checked									1	1				2
Missing Items - Checked										1				1
Screening				1					1				2	4
Lengthy Lines									1					1
Procedures/Process				1									2	3
<b>2018</b>		<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>					<b>2</b>	<b>2</b>		<b>2</b>	<b>17</b>
Civil Rights					1									1
Racial Profiling or Discrimination					1									1
Customer Service		1		1										2
TSO		1		1										2
Mishandling of Passenger Property			1	1	1								1	4
Damaged/Missing Items--Checked Baggage				1	1								1	3
Disarrayed Items--Carry-on or Checked			1											1
Patdown		1												1
Flyer		1												1
Property - Special Handling		2	1							1	2		1	7
Damaged Items - Carry-On		1	1											2
Damaged Items - Checked											2		1	3
Missing Items - Checked		1								1				2
Screening			1							1				2
Procedures/Process			1							1				2
<b>2019</b>		<b>1</b>		<b>1</b>										<b>2</b>
Mishandling of Passenger Property		1												1
Damaged/Missing Items--Checked Baggage		1												1
Property - Special Handling				1										1
Missing Items - Carry-On				1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
DRO	2	3	3	6	4	3	3	2	1	4	9	6	46	
2015				1	1			1	1	1	5		10	
Customer Service				1							1		2	
TSO				1							1		2	
Expedited Passenger Screening Program					1								1	
TSA PreCheck					1								1	
Mishandling of Passenger Property								1	1	1	3		6	
Damaged/Missing Items--Checked Baggage								1	1	1	3		6	
Patdown											1		1	
Flyer											1		1	
2016	1		2	2	1	2	2	1		1	1	1	14	
Customer Service				1			2						3	
TSO				1			2						3	
Mishandling of Passenger Property			1	1	1	2		1		1	1		8	
Damaged/Missing Items--Checked Baggage			1	1	1	2		1		1	1		8	
Persons w/ Disabilities (PWD)												1	1	
Mobility Disability (Not Wheelchair or Scooter)												1	1	
Screening	1		1										2	
Procedures/Process	1		1										2	
2017	1			1	1		1			1	1	3	9	
Customer Service										1			1	
TSO										1			1	
Mishandling of Passenger Property	1										1	3	5	
Damaged/Missing Items--Checked Baggage	1										1	2	4	
Disarrayed Items--Carry-on or Checked												1	1	
Patdown				1	1								2	
Flyer				1	1								2	
Screening							1						1	
Inconsistency							1						1	
2018		1	1	2	1	1				1	2	2	11	
Customer Service				1						1			2	
TSO				1						1			2	
Locks												1	1	
Missing or Damaged Lock												1	1	
Mishandling of Passenger Property			1		1	1							3	
Damaged/Missing Items--Carry-on Luggage						1							1	
Disarrayed Items--Carry-on or Checked			1		1								2	
Patdown											1		1	
Flyer											1		1	
Property - Special Handling		1		1							1	1	4	
Damaged Items - Checked												1	1	
Missing Items - Carry-On				1							1		2	
Missing Items - Checked		1											1	
2019		2											2	
Patdown		1											1	
Non-Flyer		1											1	
Screening		1											1	
Procedures/Process		1											1	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
DSM	23	19	19	26	19	18	9	24	19	25	18	22	241	
2015				2	2	3	1	4	7	5	5	6	35	
Customer Service						1			1	1	1		4	
TSO						1			1	1	1		4	
Locks											1		1	
Missing or Damaged Lock											1		1	
Mishandling of Passenger Property				1	1	2	1	4	5	4	2	4	24	
Damaged/Missing Items--Carry-on Luggage						1						1	2	
Damaged/Missing Items--Checked Baggage				1	1	1	1	4	4	4	2	3	21	
Disarrayed Items--Carry-on or Checked									1				1	
Patdown				1									1	
Flyer				1									1	
Persons w/ Disabilities (PWD)											1		1	
General											1		1	
Screening					1				1			2	4	
Inconsistency												1	1	
Lengthy Lines					1								1	
Procedures/Process									1			1	2	
2016	6	3	5	5	2	2	3	10	8	10	5	6	65	
Civil Rights			1					1			1		3	
Racial Profiling or Discrimination			1					1			1		3	
Customer Service	1			1	1				1	2	1		7	
Others									1				1	
TSO	1			1	1					2	1		6	
Locks									1				1	
Missing or Damaged Lock									1				1	
Mishandling of Passenger Property	5	2	3	4		1	3	6	2	5	1	2	34	
Damaged/Missing Items--Carry-on Luggage		2						2	1				5	
Damaged/Missing Items--Checked Baggage	5		3	4		1	3	4		5	1	2	28	
Damaged/Missing Items--Unspecified Luggage									1				1	
Patdown			1			1			1	1	1	1	6	
Flyer			1			1			1	1	1		5	
Non-Flyer												1	1	
Persons w/ Disabilities (PWD)									1		1	2	4	
Diabetes									1				1	
Service Animals												1	1	
Touch Aversion (pain/trauma)												1	1	
Wheelchair/ Scooter/ Segway											1		1	
Prohibited & Permitted Items												1	1	
Electronic Devices												1	1	
Request for Assistance									1				1	
Other									1				1	
Screening		1			1			3	1	2			8	
Lengthy Lines								1					1	
Procedures/Process		1			1			1	1	2			6	
Retrieving Abandoned/Confiscated Items								1					1	
2017	6	8	5	5	3	3	1	4	1	5	5	5	51	
Customer Service	1	3			1	1				1		1	8	
TSO	1	3			1	1				1		1	8	
Identification (ID) Requirements										1			1	
Domestic										1			1	
Locks	1	1		1						1			4	
Missing or Damaged Lock	1	1		1						1			4	
Lost and Found	1												1	
Airport/TSA	1												1	
Mishandling of Passenger Property	1	2	4	3	1			3	1	1	2	1	19	
Damaged/Missing Items--Carry-on Luggage			2	1				1					4	
Damaged/Missing Items--Checked Baggage	1	2	2	2	1			2	1	1	2	1	15	
Patdown				1	1								2	
Flyer				1	1								2	
Persons w/ Disabilities (PWD)		1											1	
Mobility Disability (Not Wheelchair or Scooter)		1											1	
Property - Special Handling								1		1	1	1	4	
Damaged Items - Carry-On								1					1	
Damaged Items - Checked										1		1	2	
Missing Items - Checked											1		1	
Screening	2	1	1			2	1					2	11	
Crew Member or Airline Employee	1		1										2	
Inconsistency		1											1	
Procedures/Process	1					2	1				2	1	7	
Retrieving Abandoned/Confiscated Items												1	1	
2018	4	4	5	9	7	10	4	6	3	5	3	5	65	
Civil Rights									1				1	
Racial Profiling or Discrimination									1				1	
Customer Service	2			2	1	3					2	1	11	
Others						1						1	2	
TSO	2			2	1	2					2		9	
Locks		1		1						1			3	
Missing or Damaged Lock		1		1						1			3	
Mishandling of Passenger Property	1	1	3	3		1	1	3		1		3	17	
Damaged/Missing Items--Carry-on Luggage								3					3	
Damaged/Missing Items--Checked Baggage	1	1	3	3		1	1			1		2	13	
Disarrayed Items--Carry-on or Checked												1	1	
Patdown				2	2								4	
Flyer				2	2								4	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Persons w/ Disabilities (PWD)							1			1			2
Mobility Disability (Not Wheelchair or Scooter)							1						1
Visual Impairment										1			1
Prohibited & Permitted Items									1				1
Liquids/Gels/Aerosols									1				1
Property - Special Handling		1	1	1	2	3	1	1	1	2	1	1	15
Damaged Items - Checked					1	2				1	1		5
Missing Items - Carry-On					1	1			1			1	4
Missing Items - Checked		1	1	1			1	1		1			6
Screening	1	1	1		2	3	1	2					11
Inconsistency							1						1
Lengthy Lines						1							1
Procedures/Process	1	1	1		2	2		2					9
<b>2019</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>								<b>25</b>
Civil Rights					1								1
Constitutional Rights					1								1
Customer Service	1			1									2
TSO	1			1									2
Lost and Found		1											1
Airport/TSA		1											1
Mishandling of Passenger Property	1	1		3	3								8
Damaged/Missing Items--Carry-on Luggage					1								1
Damaged/Missing Items--Checked Baggage	1	1		3	2								7
Patdown	1	2	1										4
Flyer	1	2	1										4
Persons w/ Disabilities (PWD)	1		1										2
General	1												1
Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	2		2	1									5
Damaged Items - Carry-On	1												1
Missing Items - Carry-On			1	1									2
Missing Items - Checked	1		1										2
Screening	1				1								2
Procedures/Process	1				1								2



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
DTW		219	228	236	248	193	192	181	202	208	267	254	233	2,661
2015					39	29	31	16	24	31	51	48	50	319
	Additional Information Required/Insufficient Information				2									2
	EMAIL ONLY				2									2
	Advanced Imaging Technology (AIT)												1	1
	Flyer												1	1
	Airline				1									1
	Policy/Regulations/Service				1									1
	Civil Rights					1		1	1			1		4
	General Complaint and Discrimination							1						1
	Racial Profiling or Discrimination								1			1		2
	Screening of Religious Cultural and Ceremonial Items					1								1
	Customer Service				4	5	5	5	5	4	11	10	12	61
	Others									1		1	1	3
	TSO				4	5	5	5	5	3	11	9	11	58
	Expedited Passenger Screening Program					2		1						3
	TSA PreCheck					2		1						3
	Hazardous Materials Safety							1						1
	General							1						1
	Human Capital				1									1
	Current Employee				1									1
	Identification (ID) Requirements										1			1
	Domestic										1			1
	Locks				1	2	2		3	3	1	6	4	22
	General								1					1
	Missing or Damaged Lock				1	2	2		2	3	1	6	4	21
	Lost and Found				1	1	1				2	1	1	7
	Airport/TSA				1	1	1				2	1	1	7
	Mishandling of Passenger Property				25	14	18	3	12	16	29	23	25	165
	Damaged/Missing Items Private Screening Contractor				1									1
	Damaged/Missing Items--Carry-on Luggage				1		3			3	6	3	2	18
	Damaged/Missing Items--Checked Baggage				23		14	3	11	11	23	19	23	138
	Damaged/Missing Items--Unspecified Luggage					1				1				2
	Disarrayed Items--Carry-on or Checked					2	1		1	1		1		6
	Patdown				1	1		2		1	2	2	1	10
	Flyer				1	1		2		1	2	2	1	10
	Persons w/ Disabilities (PWD)				2	2	1					2	2	9
	Assistive Technology											1		1
	Diabetes				1							1	1	3
	General				1									1
	Medically Necessary Medication and Medical Supplies					2	1						1	4
	Prohibited & Permitted Items								1					1
	Knives/Tools/Razors/Sharp Objects								1					1
	Screening				1	1	4	3	2	7	5	3	4	30
	Inconsistency										1	1		2
	Lengthy Lines										1		1	2
	Procedures/Process				1	1	4	3		5	2	1	3	20
	Retrieving Abandoned/Confiscated Items									2				2
	Security Breach								1		1	1		3
	Traveling with Cash								1					1
2016		44	42	46	52	41	52	60	61	52	64	70	60	644
	Advanced Imaging Technology (AIT)					1								1
	Flyer					1								1
	Civil Rights		3	2		1		1	2	5	2	4	4	24
	General Complaint and Discrimination			2										2
	National Origin									1				1
	Perceived Religion									1				1
	Racial Profiling or Discrimination		3						1	3	2	4	3	16
	Screening of Religious Cultural and Ceremonial Items												1	1
	Screening of Religious or Cultural Garments					1								1
	Sex/Gender/Gender Identity- Not Transgender							1						1
	Transgender Screening								1					1
	Customer Service	10	6	10	11	8	9	6	13	14	6	8	10	111
	CSM												1	1
	Others	1	1	2	3		5	3		3	1	1	2	22
	TSO	9	5	8	8	8	4	3	13	11	5	7	7	88
	Identification (ID) Requirements		1											1
	Domestic		1											1
	Intranet/Internet Inquiries										1			1
	General										1			1
	Locks	1	5	4	2	4	2	3	5	2	7	3	1	39
	General					1								1
	Missing or Damaged Lock	1	5	4	2	3	2	3	5	2	7	3	1	38
	Lost and Found	1			2		1	4		1	1		1	11
	Airport/TSA	1			2		1	4		1	1		1	11
	Mishandling of Passenger Property	28	15	21	28	14	30	26	24	20	36	42	31	315
	Damaged/Missing Items--Carry-on Luggage	5	3	1	3	1	3	2	3	2	1	5	3	32
	Damaged/Missing Items--Checked Baggage	21	11	19	25	13	25	22	21	18	31	33	27	266
	Damaged/Missing Items--Unspecified Luggage	1	1					1				1		4
	Disarrayed Items--Carry-on or Checked	1		1			2	1			4	3	1	13
	Patdown			5	3	4	1	1	1		2	2	5	24
	Flyer			4	3	4	1	1	1		2	2	5	23
	Non-Flyer			1										1
	Persons w/ Disabilities (PWD)	2	4	2	2	3	3	4	2	2	4	2	3	33
	Breast Cancer			1					1					2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Cancer (general) Not Breast Cancer										1			1
Cognitive /Developmental /Mental Disability							1				1		2
Diabetes					2							1	3
General		1											1
Hearing Impairment				1	1			1					3
Internal Medical Devices			1										1
Medically Necessary Medication and Medical Supplies							1						1
Metal Implants (joint)		2				2					1		5
Mobility Disability (Not Wheelchair or Scooter)	1	1				1			1	2		1	7
Prosthesis/Amputees and Casts							1						1
Touch Aversion (pain/trauma)												1	1
Wheelchair/ Scooter/ Segway	1			1			1		1	1			5
Request for Assistance							1			1			2
Other							1						1
Wounded Warrior (MSIJSOC)										1			1
Screening	2	8	2	4	6	6	14	14	8	4	9	5	82
Inconsistency		2					2		1		2	2	9
Lengthy Lines			1	1	2	3	6	5			1		19
Procedures/Process	2	4	1	2	4	2	6	9	6	4	6	1	47
Retrieving Abandoned/Confiscated Items		2							1				3
Security Breach				1		1						2	4
2017	49	63	66	74	40	53	45	58	76	73	65	70	732
Civil Rights	1	7	2	2	2	4	2	2	1	1	2	2	28
Constitutional Rights		1											1
Hair Patdowns							1						1
Headwear									1				1
National Origin			1			1							2
Perceived Religion				1		1							2
Racial Profiling or Discrimination		4			1	1	1	2		1	2	2	14
Screening of Religious Cultural and Ceremonial Items					1	1							2
Sex/Gender/Gender Identity- Not Transgender	1	1		1									3
Transgender Screening		1	1										2
Customer Service	7	12	7	8	4	8	7	10	11	14	11	17	116
CSM									1				1
Others		1	1										2
TSO	7	11	6	8	4	8	7	10	10	14	11	17	113
Locks	1	2	2	4	4	4	2	5	6	5	2	2	39
General					1				1				2
Missing or Damaged Lock	1	2	2	4	3	4	2	5	5	5	2	2	37
Lost and Found		3	4	6			1	1	2	1	2	2	22
Airport/TSA		3	4	6			1	1	2	1	2	2	22
Mishandling of Passenger Property	31	24	30	38	21	28	15	16	27	34	23	20	307
Damaged/Missing Items--Carry-on Luggage	2	6	5	5	1	5	3	3	2	1	1		31
Damaged/Missing Items--Checked Baggage	27	15	24	30	19	22	13	12	17	31	19	16	245
Damaged/Missing Items--Unspecified Luggage		1											1
Disarrayed Items--Carry-on or Checked	2	2	1	3	1	1	2	1	8	2	3	4	30
Patdown	2	6	9	3	3	2	4	3	5	2	4	2	45
Flyer	2	6	8	3	1	2	4	3	5	2	4	1	41
Flyer as Observer			1		2								3
Non-Flyer												1	1
Persons w/ Disabilities (PWD)		3	5	1	1	1		3	2	1	5	6	28
Cancer (general) Not Breast Cancer												1	1
Cognitive /Developmental /Mental Disability								1			1		2
Diabetes			1	1		1							3
General												1	1
Hearing Impairment								1					1
Internal Medical Devices			1										1
Medically Necessary Medication and Medical Supplies		1	1					1	1		1		5
Mobility Disability (Not Wheelchair or Scooter)			1		1				1		1	1	5
Respiratory and Inhaler Equipment											1		1
Service Animals												1	1
Touch Aversion (pain/trauma)											1		1
Wheelchair/ Scooter/ Segway		2	1							1		2	6
Prohibited & Permitted Items									1			1	2
Alcohol and Tobacco												1	1
Firearm/Ammunition									1				1
Property - Special Handling							9	10	11	10	11	7	58
Damaged Items - Carry-On								1	1	1	1		4
Damaged Items - Checked							2	2	3	1	6	3	17
Missing Items - Carry-On								1	2	1		2	6
Missing Items - Checked							7	6	5	7	4	2	31
Request for Assistance				1						1			2
Other				1									1
Wounded Warrior (MSIJSOC)									1				1
Screening	7	6	7	11	5	6	5	8	9	5	5	11	85
Inconsistency		1	1	2				4		2	2		12
International Screening	1												1
Lengthy Lines											1	1	2
Procedures/Process	5	4	6	9	5	6	4	3	9	2	2	8	63
Retrieving Abandoned/Confiscated Items							1	1		1		2	5
Security Breach	1	1											2
2018	64	68	66	50	39	56	60	59	49	79	71	53	714
Advanced Imaging Technology (AIT)										1			1
Non-Flyer										1			1
Civil Rights	3	4	2	2	2	1	3	3	3	4	6	3	36

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Age												1	1
Headwear									1	1			2
National Origin							1			1			2
Racial Profiling or Discrimination	3	3	2	2	2	1	2	3	2		5	2	27
Sexual Orientation - Not Transgender											1		1
Transgender Screening		1								2			3
Customer Service	13	16	10	7	10	10	9	19	9	13	7	15	138
CSM			1										1
Others				1		1	1			1			4
TSO	13	16	9	6	10	9	8	19	9	12	7	15	133
Identification (ID) Requirements				1									1
Domestic				1									1
Locks	1	2	6	3	4	1	4	4	2	4	4	2	37
General	1			1									2
Missing or Damaged Lock		2	6	2	4	1	4	4	2	4	4	2	35
Lost and Found	1		2	7		1	1	1	2	3	4		22
Airport/TSA	1		2	7		1	1	1	2	3	4		22
Mishandling of Passenger Property	18	17	14	8	11	11	9	9	18	22	23	14	174
Damaged/Missing Items--Carry-on Luggage		1					1		2	1	1	2	8
Damaged/Missing Items--Checked Baggage	14	13	14	6	11	10	7	7	14	16	18	11	141
Damaged/Missing Items--Unspecified Luggage						1	1					1	3
Disarrayed Items--Carry-on or Checked	4	3		2				2	2	5	4		22
Patdown	1	6	2	5	4	3	2	7	1	2	3		36
Flyer	1	6	1	4	4	3	1	5	1	2	3		31
Flyer as Observer							1						1
General			1										1
Non-Flyer				1				2					3
Persons w/ Disabilities (PWD)	2	3	4	1	2	7		2	1	8	2	4	36
Cancer (general) Not Breast Cancer						1		1			1		3
Cognitive /Developmental /Mental Disability				1									1
Diabetes		1				2						1	4
Diapers/Garments/Dressings/Masks						1							1
General											1		1
Internal Medical Devices					1			1					2
Medical Devices - Attached to the Body										2			2
Medically Necessary Medication and Medical Supplies			1									1	2
Metal Implants (joint)	1												1
Mobility Disability (Not Wheelchair or Scooter)	1	1			1	1				1			5
Ostomy/Ostomates		1	2							2			5
Respiratory and Inhaler Equipment												1	1
Touch Aversion (pain/trauma)										2		1	3
Wheelchair/ Scooter/ Segway			1			2			1	1			5
Property - Special Handling	13	10	15	16	5	17	17	7	7	13	8	10	138
Damaged Items - Carry-On	1	1				1	1		2	1			7
Damaged Items - Checked	4	3	3	5	2	5	3	3		4	2	3	37
Missing Items - Carry-On	1	2	2	2		2	4	3	2	1	2	5	26
Missing Items - Checked	7	4	10	9	3	9	9	1	3	7	4	2	68
Request for Assistance						1	1			1			3
Other						1	1			1			3
Screening	12	10	11		1	4	14	7	6	8	14	5	92
Crew Member or Airline Employee	2									1			3
Inconsistency			1				4	2		1	2	1	11
Lengthy Lines	3	3	2			2	3			2			15
Procedures/Process	6	7	7		1	2	5	4	4	4	11	3	54
Retrieving Abandoned/Confiscated Items	1											1	2
Security Breach			1				2	1	1		1		6
Shoe Screening									1				1
<b>2019</b>	<b>62</b>	<b>55</b>	<b>58</b>	<b>33</b>	<b>44</b>								<b>252</b>
Civil Rights	6	5	3	1									15
Age	1												1
Headwear			1										1
Racial Profiling or Discrimination	3	4	1	1									9
Sex/Gender/Gender Identity- Not Transgender	2	1											3
Sexual Orientation - Not Transgender			1										1
Customer Service	9	9	13	4	5								40
Others		1											1
TSO	9	8	13	4	5								39
Locks	4		1	1	2								8
Missing or Damaged Lock	4		1	1	2								8
Lost and Found	4				1								5
Airport/TSA	4				1								5
Mishandling of Passenger Property	11	12	18	11	10								62
Damaged/Missing Items--Carry-on Luggage			2	1	1								4
Damaged/Missing Items--Checked Baggage	7	9	14	9	7								46
Disarrayed Items--Carry-on or Checked	4	3	2	1	2								12
Patdown	4	4	1	1	2								12
Flyer	3	4	1	1									9
General					1								1
Non-Flyer	1				1								2
Persons w/ Disabilities (PWD)	3	7	6		6								22
Autism Spectrum			1										1
Cancer (general) Not Breast Cancer					1								1
General	1				1								2
Internal Medical Devices		1	1										2
Medically Necessary Medication and Medical Supplies		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Metal Implants (joint)		1			2								3
Mobility Disability (Not Wheelchair or Scooter)	1	2	1		1								5
Service Animals					1								1
Wheelchair/ Scooter/ Segway	1	2	3										6
Property - Special Handling	13	9	10	14	15								61
Damaged Items - Carry-On			1	1	1								3
Damaged Items - Checked	4	3	1	5	4								17
Missing Items - Carry-On	3	2	4	3	4								16
Missing Items - Checked	6	4	4	5	6								25
Screening	8	9	6	1	3								27
Inconsistency	1		1										2
Lengthy Lines		1											1
Procedures/Process	6	8	5	1	3								23
Retrieving Abandoned/Confiscated Items	1												1

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

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>DVL</b>			<b>3</b>	<b>1</b>					<b>1</b>				<b>5</b>
<b>2016</b>			<b>1</b>	<b>1</b>									<b>2</b>
Mishandling of Passenger Property			1	1									2
Damaged/Missing Items--Checked Baggage			1	1									2
<b>2017</b>									<b>1</b>				<b>1</b>
Customer Service									1				1
TSO									1				1
<b>2019</b>			<b>2</b>										<b>2</b>
Customer Service			1										1
TSO			1										1
Property - Special Handling			1										1
Missing Items - Checked			1										1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>EAR</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>7</b>
<b>2017</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>6</b>
Civil Rights							1						1
Racial Profiling or Discrimination							1						1
Customer Service	1												1
TSO	1												1
Mishandling of Passenger Property				1		1						1	3
Damaged/Missing Items--Checked Baggage				1		1							2
Disarrayed Items--Carry-on or Checked												1	1
Patdown										1			1
Flyer										1			1
<b>2018</b>									<b>1</b>				<b>1</b>
Patdown									1				1
Flyer									1				1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>EAT</b>		<b>9</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>9</b>	<b>5</b>	<b>73</b>
<b>2015</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>1</b>	<b>3</b>		<b>9</b>
Mishandling of Passenger Property					1	1	1	2			1	3		9
Damaged/Missing Items--Checked Baggage					1	1	1	2			1	3		9
<b>2016</b>		<b>1</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>2</b>	<b>1</b>	<b>15</b>
Customer Service						1								1
TSO						1								1
Locks		1			1				1					3
Missing or Damaged Lock		1			1				1					3
Mishandling of Passenger Property			3		1		1	1	1			1	1	9
Damaged/Missing Items--Checked Baggage			3		1		1	1	1			1	1	9
Screening					1							1		2
Procedures/Process					1							1		2
<b>2017</b>		<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>3</b>		<b>19</b>
Customer Service			1					1						2
TSO			1					1						2
Locks			1	1										2
Missing or Damaged Lock			1	1										2
Mishandling of Passenger Property		3	2		1			1		2	1	2		12
Damaged/Missing Items--Carry-on Luggage										1				1
Damaged/Missing Items--Checked Baggage		3	1		1			1				2		8
Disarrayed Items--Carry-on or Checked			1							1	1			3
Patdown							1							1
Flyer							1							1
Property - Special Handling												1		1
Damaged Items - Checked												1		1
Screening				1										1
Crew Member or Airline Employee				1										1
<b>2018</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>4</b>	<b>22</b>
Locks										1				1
Missing or Damaged Lock										1				1
Mishandling of Passenger Property		1	1	1	1			2	2	2			2	12
Damaged/Missing Items--Checked Baggage		1	1	1	1			2	2				1	9
Disarrayed Items--Carry-on or Checked										2			1	3
Patdown		1												1
Flyer		1												1
Persons w/ Disabilities (PWD)				1									1	2
Diabetes													1	1
Internal Medical Devices				1										1
Property - Special Handling		1				1						1	1	4
Damaged Items - Carry-On		1												1
Damaged Items - Checked												1		1
Missing Items - Checked						1							1	2
Screening			1			1								2
Procedures/Process			1			1								2
<b>2019</b>		<b>2</b>		<b>3</b>	<b>1</b>	<b>2</b>								<b>8</b>
Civil Rights						1								1
Sexual Orientation - Not Transgender						1								1
Mishandling of Passenger Property		1												1
Damaged/Missing Items--Checked Baggage		1												1
Persons w/ Disabilities (PWD)		1				1								2
Diabetes						1								1
Medically Necessary Medication and Medical		1												1
Property - Special Handling				2	1									3
Damaged Items - Checked				1	1									2
Missing Items - Checked				1										1
Screening				1										1
Procedures/Process				1										1



		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
EAU		2	2	1	2	1	1			2	1	3	2	17
2015							1					2		3
Mishandling of Passenger Property												1		1
Damaged/Missing Items--Checked Baggage												1		1
Persons w/ Disabilities (PWD)							1							1
Diabetes							1							1
Screening												1		1
Procedures/Process												1		1
2016		1								2			1	4
Mishandling of Passenger Property		1								2			1	4
Damaged/Missing Items--Checked Baggage		1								2			1	4
2017				1		1		1			1	1		5
Mishandling of Passenger Property				1		1		1			1	1		5
Damaged/Missing Items--Checked Baggage						1		1			1	1		4
Disarrayed Items--Carry-on or Checked				1										1
2018		1	1		1									4
Customer Service													1	1
TSO													1	1
Mishandling of Passenger Property			1	1	1									3
Damaged/Missing Items--Checked Baggage			1		1									2
Disarrayed Items--Carry-on or Checked				1										1
2019						1								1
Persons w/ Disabilities (PWD)						1								1
General						1								1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
ECP	18	12	11	11	8	13	17	16	9	18	16	8	157	
2015				1	1	4	1	1	1	2	5	2	18	
Civil Rights												1	1	
Racial Profiling or Discrimination												1	1	
Customer Service										1			1	
Others										1			1	
Locks					1							1	2	
General					1								1	
Missing or Damaged Lock												1	1	
Mishandling of Passenger Property				1		4	1	1	1	1	4		13	
Damaged/Missing Items--Carry-on Luggage							1						1	
Damaged/Missing Items--Checked Baggage				1		4		1	1	1	4		12	
Patdown											1		1	
Flyer											1		1	
2016	3	4	2	1	1	1	4	6	1	6	4	2	35	
Customer Service										1			1	
TSO										1			1	
Mishandling of Passenger Property	3	4	1	1	1		3	4		4	2	1	24	
Damaged/Missing Items--Carry-on Luggage			1									1	2	
Damaged/Missing Items--Checked Baggage	3	4		1	1		2	4		4	2		21	
Disarrayed Items--Carry-on or Checked							1						1	
Patdown								1					1	
Flyer								1					1	
Persons w/ Disabilities (PWD)						1					1		2	
Medically Necessary Medication and Medical Supplies											1		1	
Wounded Warrior						1							1	
Screening			1				1	1	1	1	1	1	7	
International Screening							1						1	
Procedures/Process								1	1	1	1	1	5	
Security Breach			1										1	
2017	5	3	1	3	3	5	8	3	2	5	1	1	40	
Civil Rights							1						1	
Racial Profiling or Discrimination							1						1	
Customer Service		1			1	2	1			1	1		7	
Others					1	1					1		3	
TSO		1				1	1			1			4	
Locks										1			1	
Missing or Damaged Lock										1			1	
Mishandling of Passenger Property	3	1	1	3	1	3	4		2	1		1	20	
Damaged/Missing Items--Carry-on Luggage										1			1	
Damaged/Missing Items--Checked Baggage	2	1	1	3	1	3	3		1			1	16	
Damaged/Missing Items--Unspecified Luggage	1												1	
Disarrayed Items--Carry-on or Checked							1		1				2	
Patdown	1							1		1			3	
Flyer	1							1		1			3	
Persons w/ Disabilities (PWD)		1					1						2	
Diapers/Garments/Dressings/Masks							1						1	
General		1											1	
Property - Special Handling								1		1			2	
Missing Items - Checked								1		1			2	
Screening	1				1		1	1					4	
Inconsistency					1								1	
Lengthy Lines								1					1	
Procedures/Process	1						1						2	
2018	5	2	4	5	1	3	4	6	5	5	6	3	49	
Advanced Imaging Technology (AIT)								1		1			2	
Flyer								1					1	
General										1			1	
Civil Rights	1						1						2	
Racial Profiling or Discrimination	1												1	
Sex/Gender/Gender Identity- Not Transgender							1						1	
Customer Service	1			3	1	1	1		2	1	1	1	12	
Others						1							1	
TSO	1			3	1		1		2	1	1	1	11	
Locks			1			1		1					3	
General			1					1					2	
Missing or Damaged Lock						1							1	
Mishandling of Passenger Property	2		1			1	1	2	1	2	3	2	15	
Damaged/Missing Items--Carry-on Luggage						1						1	2	
Damaged/Missing Items--Checked Baggage	2		1				1	2	1	2	3	1	13	
Patdown	1		1				1	1	1	1			6	
Flyer	1		1				1	1	1	1			6	
Property - Special Handling		1		1				1			1		4	
Damaged Items - Checked				1							1		2	
Missing Items - Checked		1						1					2	
Screening		1	1	1					1		1		5	
Lengthy Lines		1											1	
Procedures/Process			1	1					1		1		4	
2019	5	3	4	1	2								15	
Customer Service	1		2										3	
Others			1										1	
TSO	1		1										2	
Mishandling of Passenger Property	3	1	1										5	
Damaged/Missing Items--Carry-on Luggage	1												1	
Damaged/Missing Items--Checked Baggage	2	1	1										4	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Patdown		2			1								3
Flyer		2			1								3
Property - Special Handling	1			1									2
Missing Items - Checked	1			1									2
Screening			1		1								2
Lengthy Lines					1								1
Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
EGE	1		3	6	6	6	2			5	4	1	34
2015				1	3					2	1		7
Customer Service										1			1
Others										1			1
Expedited Passenger Screening Program				1	1								2
TSA PreCheck				1	1								2
Mishandling of Passenger Property					1					1	1		3
Damaged/Missing Items--Checked Baggage					1						1		2
Disarrayed Items--Carry-on or Checked										1			1
Persons w/ Disabilities (PWD)					1								1
Internal Medical Devices					1								1
2016				2	1	3	1			1	1		9
Customer Service				1	1	1							3
Others				1	1	1							3
Locks						1							1
Missing or Damaged Lock						1							1
Mishandling of Passenger Property						1				1			2
Damaged/Missing Items--Checked Baggage						1				1			2
Patdown							1						1
Flyer							1						1
Screening				1								1	2
Procedures/Process				1								1	2
2017	1		2			3				2	1	1	10
Customer Service			1							1	1		3
Others			1										1
TSO										1	1		2
Identification (ID) Requirements						1							1
Domestic						1							1
Mishandling of Passenger Property			1							1			2
Damaged/Missing Items--Checked Baggage			1							1			2
Patdown						1							1
Flyer						1							1
Persons w/ Disabilities (PWD)	1												1
Diabetes	1												1
Property - Special Handling												1	1
Missing Items - Carry-On												1	1
Screening						1							1
Procedures/Process						1							1
2018				1			1				1		3
Customer Service							1						1
TSO							1						1
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1
Persons w/ Disabilities (PWD)											1		1
Breast Cancer											1		1
2019			1	2	2								5
Mishandling of Passenger Property				1	2								3
Damaged/Missing Items--Carry-on Luggage					1								1
Damaged/Missing Items--Checked Baggage				1									1
Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling				1									1
Missing Items - Carry-On				1									1
Screening			1										1
Children			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
EKO	2	2	5	1	4	3	3	4	4	2		2	32
2015				1	1	1	1		1	2			7
Locks										1			1
Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1	1	1	1		1	1			6
Damaged/Missing Items--Checked Baggage				1	1	1	1		1	1			6
2016					1			1	1				3
Mishandling of Passenger Property					1			1	1				3
Damaged/Missing Items--Checked Baggage					1								1
Disarrayed Items--Carry-on or Checked								1	1				2
2017			1			2	1	1				1	6
Mishandling of Passenger Property			1			1	1	1				1	5
Damaged/Missing Items--Checked Baggage						1	1						2
Disarrayed Items--Carry-on or Checked			1					1				1	3
Screening						1							1
Procedures/Process						1							1
2018	1	1	2		1		1	2	2			1	11
Customer Service							1	1	1				3
TSO							1	1	1				3
Mishandling of Passenger Property	1	1							1			1	4
Damaged/Missing Items--Checked Baggage			1										1
Damaged/Missing Items--Unspecified Luggage	1												1
Disarrayed Items--Carry-on or Checked									1			1	2
Property - Special Handling					1								1
Damaged Items - Checked					1								1
Screening			2					1					3
Procedures/Process			2					1					3
2019	1	1	2		1								5
Civil Rights	1												1
Sex/Gender/Gender Identity- Not Transgender	1												1
Customer Service			1										1
TSO			1										1
Mishandling of Passenger Property				1	1								2
Damaged/Missing Items--Checked Baggage				1									1
Damaged/Missing Items--Unspecified Luggage					1								1
Persons w/ Disabilities (PWD)			1										1
Medical Devices - Attached to the Body			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>ELM</b>		<b>8</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>41</b>
<b>2015</b>										<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
	Mishandling of Passenger Property									1	1	1	1	4
	Damaged/Missing Items--Checked Baggage									1	1	1	1	4
<b>2016</b>		<b>3</b>	<b>2</b>		<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>			<b>1</b>	<b>13</b>
	Customer Service							1	1					2
	TSO							1	1					2
	Mishandling of Passenger Property	3	2		2	1				1				9
	Damaged/Missing Items--Checked Baggage	3	2		1					1				7
	Disarrayed Items--Carry-on or Checked				1	1								2
	Persons w/ Disabilities (PWD)												1	1
	Diabetes												1	1
	Screening									1				1
	Security Breach									1				1
<b>2017</b>			<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>		<b>1</b>	<b>8</b>
	Customer Service							1						1
	TSO							1						1
	Mishandling of Passenger Property		1			1	1				1		1	5
	Damaged/Missing Items--Carry-on Luggage										1			1
	Damaged/Missing Items--Checked Baggage		1											1
	Disarrayed Items--Carry-on or Checked					1	1						1	3
	Patdown								1					1
	Flyer								1					1
	Property - Special Handling								1					1
	Damaged Items - Checked								1					1
<b>2018</b>		<b>2</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>3</b>	<b>3</b>		<b>12</b>
	Locks										1	1		2
	Missing or Damaged Lock										1	1		2
	Mishandling of Passenger Property	1			1				1		2	2		7
	Damaged/Missing Items--Checked Baggage				1				1		2	2		6
	Disarrayed Items--Carry-on or Checked	1												1
	Property - Special Handling	1		1										2
	Damaged Items - Carry-On			1										1
	Missing Items - Checked	1												1
	Screening						1							1
	Procedures/Process						1							1
<b>2019</b>		<b>3</b>			<b>1</b>									<b>4</b>
	Civil Rights	1												1
	Hair Patdowns	1												1
	Mishandling of Passenger Property	2												2
	Damaged/Missing Items--Checked Baggage	2												2
	Property - Special Handling				1									1
	Damaged Items - Carry-On				1									1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
ELP	50	40	47	40	43	42	47	32	54	55	38	33	521	
2015				5	7	11	7	10	14	11	10	8	83	
Civil Rights					1	1							2	
Racial Profiling or Discrimination					1	1							2	
Customer Service						1			3	1	1		6	
TSO						1			3	1	1		6	
Identification (ID) Requirements											1		1	
Domestic											1		1	
Locks						1		1		2	1		5	
General											1		1	
Missing or Damaged Lock						1		1		2			4	
Mishandling of Passenger Property				4	4	6	6	4	9	6	5	5	49	
Damaged/Missing Items--Carry-on Luggage				2					1				3	
Damaged/Missing Items--Checked Baggage				2	3	5	4	4	7	6	5	5	41	
Damaged/Missing Items--Unspecified Luggage									1				1	
Disarrayed Items--Carry-on or Checked					1	1	2						4	
Patdown				1				1				1	3	
Flyer				1				1				1	3	
Persons w/ Disabilities (PWD)							1				1		2	
Medical Devices - Attached to the Body											1		1	
Service Animals							1						1	
Prohibited & Permitted Items						1							1	
Firearm/Ammunition						1							1	
Screening					2	1		4	2	1	1	2	13	
Inconsistency								2	1				3	
Procedures/Process					2	1		1	1	1	1	2	9	
Security Breach								1					1	
TSA Contact Information										1			1	
General										1			1	
2016	4	4	14	10	11	17	15	6	14	17	10	11	133	
Advanced Imaging Technology (AIT)										1			1	
Flyer										1			1	
Civil Rights									1	1		2	4	
National Origin									1				1	
Racial Profiling or Discrimination										1		2	3	
Customer Service			1	1	1		2		2	4	1		12	
Others				1							1		2	
TSO			1		1		2		2	4			10	
Locks			1	1	1					1			7	
Missing or Damaged Lock			1	1	1	2		1		1			7	
Mishandling of Passenger Property	4	2	9	7	7	15	12	4	9	9	8	6	92	
Damaged/Missing Items--Carry-on Luggage			1	1		1	2		1				6	
Damaged/Missing Items--Checked Baggage	4	2	8	5	7	13	10	3	7	7	7	4	77	
Damaged/Missing Items--Unspecified Luggage											1		1	
Disarrayed Items--Carry-on or Checked				1		1		1	1	2		2	8	
Patdown				1	2				1	1		1	6	
Flyer				1	2				1			1	5	
Non-Flyer										1			1	
Persons w/ Disabilities (PWD)			1										1	
Wheelchair/ Scooter/ Segway			1										1	
Screening		2	2				1	1	1		1	2	10	
Lengthy Lines			1						1				2	
Procedures/Process		1	1				1	1			1	2	7	
Security Breach		1											1	
2017	17	13	17	15	8	7	12	10	12	14	10	12	147	
Civil Rights		1						1					2	
Racial Profiling or Discrimination		1											1	
Sex/Gender/Gender Identity- Not Transgender								1					1	
Customer Service	1	4	1	2			1		3	2	1	2	17	
TSO	1	4	1	2			1		3	2	1	2	17	
Locks							5	1		1		3	10	
General												1	1	
Missing or Damaged Lock							5	1		1		2	9	
Mishandling of Passenger Property	15	7	12	12	7	5	3	3	4	8	5	2	83	
Damaged/Missing Items--Carry-on Luggage			1	1		1					1	1	5	
Damaged/Missing Items--Checked Baggage	12	7	11	11	6	2	3	2	4	6	4	1	69	
Disarrayed Items--Carry-on or Checked	3				1	2		1		2			9	
Patdown					1			1					2	
Flyer					1			1					2	
Persons w/ Disabilities (PWD)			1				1		1		1	1	5	
Internal Medical Devices			1										1	
Mobility Disability (Not Wheelchair or Scooter)							1		1				2	
Wheelchair/ Scooter/ Segway											1	1	2	
Prohibited & Permitted Items						1							1	
Firearm/Ammunition						1							1	
Property - Special Handling							2	4	3	2	2	2	15	
Damaged Items - Checked							2					2	4	
Missing Items - Carry-On								1	1				2	
Missing Items - Checked								3	2	2	2		9	
Screening	1	1	3	1		1			1	1	1	2	12	
Military	1												1	
Procedures/Process		1	3	1		1			1	1	1	2	11	
2018	19	10	7	6	10	7	13	6	14	13	8	2	115	
Civil Rights	1							1	3				5	
Hair Patdowns	1												1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Racial Profiling or Discrimination								1	3				4
Customer Service	2		1	1			3	1		2			10
TSO	2		1	1			3	1		2			10
Identification (ID) Requirements		1											1
Domestic		1											1
Locks												1	1
Missing or Damaged Lock												1	1
Lost and Found										1			1
Airport/TSA										1			1
Mishandling of Passenger Property	9	3	2	2	4	5	2	2	6	2	5	1	43
Damaged/Missing Items--Carry-on Luggage							1						1
Damaged/Missing Items--Checked Baggage	8	3	2	2	3	3	1	2	5		5	1	35
Disarrayed Items--Carry-on or Checked	1				1	2			1	2			7
Patdown	2						1		1				4
Flyer	2						1						3
Flyer as Observer									1				1
Persons w/ Disabilities (PWD)		3							3				6
Hearing Impairment									1				1
Internal Medical Devices		1											1
Mobility Disability (Not Wheelchair or Scooter)		1							2				3
Prosthesis/Amputees and Casts		1											1
Property - Special Handling	2	2	3	2	4	1	5		1	6	2		28
Damaged Items - Carry-On		1											1
Damaged Items - Checked	2		2	1	2	1	2		1	1	2		14
Missing Items - Carry-On										2			2
Missing Items - Checked		1	1	1	2		3			3			11
Screening	3	1	1	1	2	1	2	2		2	1		16
Children					1								1
Lengthy Lines		1											1
Procedures/Process	3		1	1	1	1	2	1		1			11
Retrieving Abandoned/Confiscated Items										1	1		2
Security Breach								1					1
2019	10	13	9	4	7								43
Civil Rights		1											1
Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service		2	1		1								4
TSO		2	1		1								4
Locks	1	3			1								5
General		1											1
Missing or Damaged Lock	1	2			1								4
Mishandling of Passenger Property	6	3	6	1	2								18
Damaged/Missing Items--Checked Baggage	6	3	6		1								16
Disarrayed Items--Carry-on or Checked				1	1								2
Patdown		1		1	2								4
Flyer		1		1	2								4
Persons w/ Disabilities (PWD)		2											2
Diapers/Garments/Dressings/Masks		1											1
Mobility Disability (Not Wheelchair or Scooter)		1											1
Property - Special Handling	1	1	2	2									6
Damaged Items - Checked	1												1
Missing Items - Carry-On		1											1
Missing Items - Checked			2	2									4
Screening	2				1								3
Procedures/Process	1				1								2
Retrieving Abandoned/Confiscated Items	1												1



**TSA Contact Center Traveler Complaints Tool**

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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>ENV</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>42</b>
<b>2015</b>					<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>8</b>
Customer Service							1			1			2
TSO							1			1			2
Mishandling of Passenger Property								1	1				2
Damaged/Missing Items--Checked Baggage								1	1				2
Persons w/ Disabilities (PWD)												2	2
Cancer (general) Not Breast Cancer												2	2
Screening					1						1		2
Procedures/Process											1		1
Security Breach					1								1
<b>2016</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>				<b>1</b>	<b>16</b>
Customer Service	1			2	1								4
TSO	1			2	1								4
Locks			1									1	2
Missing or Damaged Lock			1									1	2
Mishandling of Passenger Property	1	2				2	2	1					8
Damaged/Missing Items--Carry-on Luggage							1						1
Damaged/Missing Items--Checked Baggage	1	2				1	1	1					6
Disarrayed Items--Carry-on or Checked						1							1
Patdown				1		1							2
Flyer				1									1
Flyer as Observer						1							1
<b>2017</b>	<b>1</b>			<b>1</b>			<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>8</b>
Customer Service							1				1		2
TSO							1				1		2
Mishandling of Passenger Property	1			1					2				4
Damaged/Missing Items--Checked Baggage	1			1					2				4
Persons w/ Disabilities (PWD)												1	1
Mobility Disability (Not Wheelchair or Scooter)												1	1
Property - Special Handling										1			1
Missing Items - Checked										1			1
<b>2018</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>		<b>3</b>	<b>2</b>				<b>9</b>
Civil Rights					1								1
Age					1								1
Customer Service								1					1
TSO								1					1
Locks									1				1
Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1		1			1		1					4
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage			1			1		1					3
Persons w/ Disabilities (PWD)								1					1
Prosthesis/Amputees and Casts								1					1
Property - Special Handling									1				1
Missing Items - Carry-On									1				1
<b>2019</b>				<b>1</b>									<b>1</b>
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
ERI	2	5	5	4	4	2	1	5	1	1	4	1	35	
2015				2	1			1	1			1	6	
Customer Service									1				1	
TSO									1				1	
Mishandling of Passenger Property				2				1					3	
Damaged/Missing Items--Checked Baggage				2				1					3	
Screening					1							1	2	
Inconsistency					1								1	
Procedures/Process												1	1	
2016	2	2	4	1	1		1	1			4		16	
Civil Rights								1					1	
Racial Profiling or Discrimination								1					1	
Customer Service			1										1	
TSO			1										1	
Locks					1		1						2	
Missing or Damaged Lock					1		1						2	
Mishandling of Passenger Property		2	3	1							3		9	
Damaged/Missing Items--Carry-on Luggage		1											1	
Damaged/Missing Items--Checked Baggage		1	3	1							2		7	
Disarrayed Items--Carry-on or Checked											1		1	
Screening	2										1		3	
Procedures/Process	2										1		3	
2017		1	1		1	1		1					5	
Locks		1						1					2	
Missing or Damaged Lock		1						1					2	
Mishandling of Passenger Property			1										1	
Damaged/Missing Items--Checked Baggage			1										1	
Patdown						1							1	
Flyer as Observer						1							1	
Screening					1								1	
Procedures/Process					1								1	
2018		1			1	1		2		1			6	
Customer Service					1			1					2	
TSO					1			1					2	
Mishandling of Passenger Property		1				1							2	
Damaged/Missing Items--Carry-on Luggage						1							1	
Damaged/Missing Items--Checked Baggage		1											1	
Patdown								1					1	
Flyer								1					1	
Screening										1			1	
Procedures/Process										1			1	
2019		1		1									2	
Current Topic				1									1	
Current Topic				1									1	
Patdown		1											1	
Non-Flyer		1											1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ESC	1	1		2	1					1	2		8
2015					1						1		2
Customer Service											1		1
TSO											1		1
Mishandling of Passenger Property					1								1
Damaged/Missing Items--Checked Baggage					1								1
2016	1			1						1			3
Mishandling of Passenger Property				1						1			2
Damaged/Missing Items--Checked Baggage										1			1
Disarrayed Items--Carry-on or Checked				1									1
Screening	1												1
Procedures/Process	1												1
2017		1		1									2
Mishandling of Passenger Property		1											1
Damaged/Missing Items--Checked Baggage		1											1
Screening				1									1
Procedures/Process				1									1
2018											1		1
Locks											1		1
Missing or Damaged Lock											1		1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>EUG</b>		<b>18</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>14</b>	<b>10</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>10</b>	<b>14</b>	<b>129</b>
<b>2015</b>					<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>22</b>
Civil Rights											1			1
Racial Profiling or Discrimination											1			1
Hazardous Materials Safety						1								1
General						1								1
Mishandling of Passenger Property					1		3	1	2	5	2	2	2	18
Damaged/Missing Items--Carry-on Luggage												1		1
Damaged/Missing Items--Checked Baggage					1		2	1	2	5	2	1	2	16
Disarrayed Items--Carry-on or Checked							1							1
Persons w/ Disabilities (PWD)					1			1						2
Medically Necessary Medication and Medical Supplies					1									1
Touch Aversion (pain/trauma)								1						1
<b>2016</b>		<b>8</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>44</b>
Civil Rights													1	1
Headwear													1	1
Customer Service			1			3	2		2			1		9
CSM							1							1
TSO			1			3	1		2			1		8
Locks								1	1		1			3
Missing or Damaged Lock								1	1		1			3
Mishandling of Passenger Property		4	1	2		2	2	1		3	1	3	2	21
Damaged/Missing Items--Carry-on Luggage		1						1						2
Damaged/Missing Items--Checked Baggage		3		2		2	2			3	1	3	2	18
Disarrayed Items--Carry-on or Checked			1											1
Patdown					1				1					2
Flyer					1				1					2
Persons w/ Disabilities (PWD)		2												2
Mobility Disability (Not Wheelchair or Scooter)		1												1
Ostomy/Ostomates		1												1
Screening		2							2			1	1	6
Inconsistency													1	1
Procedures/Process		2							2			1		5
<b>2017</b>		<b>2</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>31</b>
Customer Service				1							1		1	4
Others											1			1
TSO				1						1			1	3
Locks													2	2
General													1	1
Missing or Damaged Lock													1	1
Lost and Found									1					1
Airport/TSA									1					1
Mishandling of Passenger Property		2	2	2		1	2	1		1	3		1	15
Damaged/Missing Items--Checked Baggage		1	2	2		1	2	1		1	2		1	13
Disarrayed Items--Carry-on or Checked		1									1			2
Patdown									1		2			3
Flyer									1		2			3
Property - Special Handling								2	1			1		4
Damaged Items - Carry-On								1						1
Damaged Items - Checked								1	1					2
Missing Items - Carry-On												1		1
Screening							1		1					2
Procedures/Process							1		1					2
<b>2018</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>23</b>
Civil Rights								1					1	2
Sex/Gender/Gender Identity- Not Transgender								1					1	2
Mishandling of Passenger Property		1					1		1	1	2		1	7
Damaged/Missing Items--Checked Baggage		1					1		1	1	2			6
Disarrayed Items--Carry-on or Checked													1	1
Notice of Violation/Civil Penalties													1	1
General													1	1
Patdown							2	1		1				4
Flyer							2	1		1				4
Persons w/ Disabilities (PWD)													1	1
Metal Implants (joint)												1		1
Property - Special Handling									1		1	1		3
Damaged Items - Carry-On											1			1
Missing Items - Checked									1			1		2
Screening			1			1	1	1					1	5
Lengthy Lines						1								1
Procedures/Process			1				1						1	3
Retrieving Abandoned/Confiscated Items								1						1
<b>2019</b>		<b>7</b>		<b>1</b>	<b>1</b>									<b>9</b>
Customer Service		1												1
TSO		1												1
Mishandling of Passenger Property		3												3
Damaged/Missing Items--Checked Baggage		3												3
Property - Special Handling		2		1										3
Missing Items - Checked		2		1										3
Screening		1			1									2
Procedures/Process		1			1									2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>EVV</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>53</b>
<b>2015</b>				<b>1</b>	<b>2</b>	<b>3</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>15</b>
Customer Service						1						1	2
TSO						1						1	2
Mishandling of Passenger Property				1	2	1		3	2	1	1		11
Damaged/Missing Items--Checked Baggage					2	1		3	2	1	1		10
Disarrayed Items--Carry-on or Checked				1									1
Screening						1						1	2
Procedures/Process						1							1
Retrieving Abandoned/Confiscated Items												1	1
<b>2016</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>4</b>	<b>3</b>		<b>17</b>
Civil Rights		1	1										2
Racial Profiling or Discrimination		1	1										2
Locks										1			1
Missing or Damaged Lock										1			1
Mishandling of Passenger Property	3	1			1					3	3		11
Damaged/Missing Items--Checked Baggage	3	1			1					3	3		11
Screening			1				1		1				3
Inconsistency			1										1
Procedures/Process							1		1				2
<b>2017</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>			<b>4</b>	<b>1</b>	<b>1</b>			<b>11</b>
Customer Service	1												1
TSO	1												1
Mishandling of Passenger Property	1	1		1	1			2		1			7
Damaged/Missing Items--Carry-on Luggage		1						1					2
Damaged/Missing Items--Checked Baggage	1				1			1		1			4
Disarrayed Items--Carry-on or Checked				1									1
Property - Special Handling								2	1				3
Damaged Items - Checked								1					1
Missing Items - Checked								1	1				2
<b>2018</b>	<b>2</b>	<b>2</b>		<b>1</b>			<b>1</b>				<b>1</b>	<b>1</b>	<b>8</b>
Mishandling of Passenger Property	1	2											3
Damaged/Missing Items--Checked Baggage	1	2											3
Persons w/ Disabilities (PWD)												1	1
Respiratory and Inhaler Equipment												1	1
Property - Special Handling											1		1
Missing Items - Checked											1		1
Screening	1			1			1						3
Inconsistency				1									1
Procedures/Process	1						1						2
<b>2019</b>		<b>1</b>	<b>1</b>										<b>2</b>
Mishandling of Passenger Property			1										1
Damaged/Missing Items--Checked Baggage			1										1
Property - Special Handling		1											1
Damaged Items - Checked		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>EWN</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>61</b>
<b>2015</b>				<b>2</b>	<b>4</b>	<b>1</b>				<b>1</b>		<b>2</b>	<b>10</b>
Mishandling of Passenger Property				2	3	1				1		2	9
Damaged/Missing Items--Carry-on Luggage												1	1
Damaged/Missing Items--Checked Baggage				2	3	1						1	7
Disarrayed Items--Carry-on or Checked										1			1
Screening					1								1
Inconsistency					1								1
<b>2016</b>	<b>4</b>	<b>4</b>		<b>1</b>		<b>3</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>		<b>18</b>
Civil Rights										1			1
Racial Profiling or Discrimination										1			1
Customer Service						1			1		1		3
TSO						1			1		1		3
Locks		1											1
Missing or Damaged Lock		1											1
Mishandling of Passenger Property	3	2				2	1			1	1		10
Damaged/Missing Items--Carry-on Luggage						1	1						2
Damaged/Missing Items--Checked Baggage	2	2				1				1			6
Disarrayed Items--Carry-on or Checked	1										1		2
Patdown	1												1
Flyer	1												1
Screening		1		1									2
Procedures/Process		1		1									2
<b>2017</b>	<b>2</b>	<b>2</b>	<b>4</b>		<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>20</b>
Civil Rights		1											1
Racial Profiling or Discrimination		1											1
Customer Service			1			1		1				1	4
TSO			1			1		1				1	4
Mishandling of Passenger Property	2	1	2		3								8
Damaged/Missing Items--Checked Baggage	2	1	2		2								7
Disarrayed Items--Carry-on or Checked					1								1
Patdown					1		1			1			3
Flyer							1			1			2
Non-Flyer					1								1
Persons w/ Disabilities (PWD)			1										1
Metal Implants (joint)			1										1
Screening						1	1			1			3
Inconsistency							1						1
Procedures/Process						1				1			2
<b>2018</b>	<b>2</b>	<b>1</b>	<b>2</b>				<b>1</b>			<b>1</b>	<b>2</b>		<b>9</b>
Customer Service										1	1		2
TSO										1	1		2
Locks			1										1
Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	1					1						3
Damaged/Missing Items--Checked Baggage	1	1					1						3
Property - Special Handling	1										1		2
Damaged Items - Carry-On	1										1		2
Screening			1										1
Inconsistency			1										1
<b>2019</b>	<b>2</b>		<b>2</b>										<b>4</b>
Customer Service			1										1
TSO			1										1
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Property - Special Handling			1										1
Damaged Items - Carry-On			1										1
Screening	1												1
Inconsistency	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
EWR	614	608	713	728	617	657	601	713	647	679	700	567	7,844	
2015				103	77	101	100	105	128	128	132	144	1,018	
Advanced Imaging Technology (AIT)									1				1	
Flyer									1				1	
Airline				5									5	
Lost Baggage				2									2	
Policy/Regulations/Service				3									3	
Civil Rights				3	1	1	2	2	2	2	2	2	17	
General Complaint and Discrimination				1			2		2		1		6	
Headwear								1					1	
Racial Profiling or Discrimination				2	1			1		1		1	6	
Screening of Religious Cultural and Ceremonial Items										1			1	
Screening of Religious or Cultural Garments												1	1	
Transgender Screening						1					1		2	
Customer Service				8	4	11	13	14	20	17	28	31	146	
Others						1	1	1	5	4	5	10	27	
TSO				8	4	10	12	13	15	13	23	21	119	
Expedited Passenger Screening Program				7		6			1	1			15	
TSA PreCheck				7		6			1	1			15	
Hazardous Materials Safety					2	3	3	2				1	11	
General					2	3	3	2				1	11	
Human Capital					1								1	
Current Employee					1								1	
Identification (ID) Requirements				1							1		2	
Domestic				1							1		2	
Locks				7	6	7	10	8	3	7	8	13	69	
General										1	1		2	
Missing or Damaged Lock				7	6	7	10	8	3	6	7	13	67	
Lost and Found				3		4	4	3	6	1	3	2	26	
Airport/TSA				3		4	4	3	6	1	3	2	26	
Mishandling of Passenger Property				60	49	57	57	62	79	86	76	81	607	
Damaged/Missing Items--Carry-on Luggage				2	3	2	8	8	7	8	6	7	51	
Damaged/Missing Items--Checked Baggage				56	43	52	46	51	69	71	62	67	517	
Damaged/Missing Items--Unspecified Luggage						1		1					2	
Disarrayed Items--Carry-on or Checked				2	3	2	3	2	3	7	8	7	37	
Patdown				3		1			3	1	1	2	11	
Flyer				2		1			3		1	2	9	
Flyer as Observer				1									1	
General										1			1	
Persons w/ Disabilities (PWD)					4	3	2	1	3	1	2	4	20	
Autism Spectrum											1		1	
Cancer (general) Not Breast Cancer							1						1	
Cognitive /Developmental /Mental Disability												1	1	
Diabetes									1				1	
General						1	1						2	
Hearing Impairment						1							1	
Internal Medical Devices					1	1		1					3	
Metal Implants (joint)					1					1			2	
Mobility Disability (Not Wheelchair or Scooter)					1						1		2	
Ostomy/Ostomates												1	1	
Prosthesis/Amputees and Casts												1	1	
Service Animals					1								1	
Visual Impairment									2				2	
Wheelchair/ Scooter/ Segway												1	1	
Screening				6	10	8	9	12	10	12	11	8	86	
Crew Member or Airline Employee						1							1	
Inconsistency					1	2	1	1	1				6	
International Screening								1					1	
Lengthy Lines						1	2	4	1	2	5	3	18	
Procedures/Process				5	9	4	5	5	8	7	6	4	53	
Retrieving Abandoned/Confiscated Items							1	1		2			4	
Security Breach				1						1		1	3	
SIDA (Security Identification Display Area)								1					1	
General								1					1	
2016	153	129	208	172	154	252	206	248	157	164	206	160	2,209	
Advanced Imaging Technology (AIT)										1			1	
Flyer										1			1	
Civil Rights	2	2	3	3	4	8	5	8	2	3	3		43	
General Complaint and Discrimination			2	2	2								6	
Perceived Religion						1		1			1		3	
Racial Profiling or Discrimination	1	2			2	6	4	7	2	1	2		27	
Screening of Religious Cultural and Ceremonial Items										1			1	
Screening of Religious or Cultural Garments			1	1									2	
Sex/Gender/Gender Identity- Not Transgender						1	1						2	
Transgender Screening	1									1			2	
Customer Service	35	30	55	33	41	62	49	72	43	32	41	22	515	
CSM	1	1			1		1		2				6	
Others	7	2	20	11	14	27	9	14	8	5	10	3	130	
TSO	27	27	35	22	26	35	39	58	33	27	31	19	379	
Flying Armed							1						1	
General							1						1	
Identification (ID) Requirements	1					1		1				1	4	
Domestic	1					1		1					3	
ID Matching Ticket and Boarding Pass Issues												1	1	
Intranet/Internet Inquiries							1						1	



Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
General							1						1
Locks	19	7	12	9	9	11	11	8	6	9	23	11	135
General							1			2	1		4
Missing or Damaged Lock	19	7	12	9	9	11	10	8	6	7	22	11	131
Lost and Found	6	5	6	10	2	12	8	16	15	17	25	14	136
Airport/TSA	6	5	6	10	2	12	8	16	15	17	25	14	136
Mishandling of Passenger Property	59	64	101	83	58	69	74	67	60	69	86	88	878
Damaged/Missing Items--Carry-on Luggage	4	13	12	13	10	13	8	12	13	13	5	8	124
Damaged/Missing Items--Checked Baggage	50	44	86	62	46	49	61	53	45	50	72	72	690
Damaged/Missing Items--Unspecified Luggage	1		1										2
Disarrayed Items--Carry-on or Checked	4	7	2	8	2	7	5	2	2	6	9	8	62
Patdown	5	3	3	5		2	2	9	3	5	3	3	43
Children								1					1
Flyer	5	2	3	5		2	1	7	3	5	3	3	39
Flyer as Observer							1	1					2
Non-Flyer		1											1
Persons w/ Disabilities (PWD)	6	3	7	5	4	6	4	5	7	10	6	5	68
Autism Spectrum						1							1
Cancer (general) Not Breast Cancer										1			1
Cognitive /Developmental /Mental Disability								2		1		1	4
Diabetes			1	1		2	1		1				6
General					1			1	1		1		4
Internal Medical Devices	1		1		1								3
Medically Necessary Medication and Medical Supplies		1		3	1		1	1			1	1	9
Metal Implants (joint)		1			1	1				1	1		5
Mobility Disability (Not Wheelchair or Scooter)			2	1		1	1		4	2	2	1	14
Prosthesis/Amputees and Casts	2											2	4
Service Animals	1												1
Visual Impairment	1												1
Wheelchair/ Scooter/ Segway	1	1	3			1	1	1	1	5	1		15
Request for Assistance								1					1
Other								1					1
Screening	20	15	21	24	36	81	51	61	21	18	19	15	382
Crew Member or Airline Employee		1				1					1		3
Inconsistency		3	1	1		5	1	3		2	1	3	20
Lengthy Lines	12	6	12	16	29	58	39	42	4	5		3	226
Procedures/Process	7	3	7	7	6	16	9	14	16	11	16	9	121
Retrieving Abandoned/Confiscated Items	1				1	1	1						4
Security Breach		2	1				1	2	1		1		8
TSA Contact Information												1	1
General												1	1
<b>2017</b>	<b>139</b>	<b>158</b>	<b>167</b>	<b>190</b>	<b>130</b>	<b>162</b>	<b>142</b>	<b>190</b>	<b>191</b>	<b>206</b>	<b>187</b>	<b>143</b>	<b>2,005</b>
Advanced Imaging Technology (AIT)				1									1
Non-Flyer				1									1
Civil Rights	1	6	2	8	3	7	5	4	6	8	1	3	54
Constitutional Rights					1					1			2
Hair Patdowns										1			1
Headwear				1			1						2
National Origin					1	2		1					4
Perceived Religion								1	1				2
Racial Profiling or Discrimination	1	5	2	7	1	5	3	2	3	5	1	3	38
Sex/Gender/Gender Identity- Not Transgender		1					1		1				3
Sexual Orientation - Not Transgender										1			1
Transgender Screening									1				1
Customer Service	36	27	32	39	27	56	46	61	52	65	51	46	538
CSM		1		1									2
Others	12	3	7	9	2	5	4	9	8	9	6	3	77
TSO	24	23	25	29	25	51	42	52	44	56	45	43	459
Identification (ID) Requirements		1	2				1						4
Domestic		1	2				1						4
Locks	12	15	8	10	12	4	8	15	11	18	12	9	134
General				1				1	3	2	1	1	9
Missing or Damaged Lock	12	15	8	9	12	4	8	14	8	16	11	8	125
Lost and Found	10	14	12	13	4	7	8	3	5	4	6	1	87
Airport/TSA	10	14	12	13	4	7	8	3	5	4	6	1	87
Mishandling of Passenger Property	55	68	81	89	59	60	30	36	55	46	57	42	678
Damaged/Missing Items--Carry-on Luggage	7	12	10	12	8	6	1	5	8	3	4	4	80
Damaged/Missing Items--Checked Baggage	47	49	63	72	44	49	23	28	38	37	45	31	526
Damaged/Missing Items--Unspecified Luggage			1		1	1				2			5
Disarrayed Items--Carry-on or Checked	1	7	7	5	6	4	6	3	9	4	8	7	67
Patdown	5	9	6	6	1	5	5	8	5	6	4	4	64
Children												1	1
Flyer	3	9	5	6	1	5	5	6	4	6	3	3	56
Flyer as Observer	1							2			1		4
General	1												1
Non-Flyer			1						1				2
Persons w/ Disabilities (PWD)	4	4	6	4	3	6	2	10	5	9	10	2	65
Breast Cancer								1					1
Cancer (general) Not Breast Cancer					1								1
Cognitive /Developmental /Mental Disability	1												1
Diabetes			1			1			1	1			4
General		1			1		1		1	1			5
Hearing Impairment								1					1
Internal Medical Devices			1	1				2		1	1		6
Medically Necessary Medication and Medical	1	2		2		1		2	1	2		1	12

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Metal Implants (joint)			1										1
Mobility Disability (Not Wheelchair or Scooter)			2		1			1	1	2	2	1	10
Prosthesis/Amputees and Casts								1			1		2
Respiratory and Inhaler Equipment											1		1
Service Animals	1	1	1	1							3		7
Touch Aversion (pain/trauma)						1							1
Visual Impairment							1	1			1		3
Wheelchair/ Scooter/ Segway	1					3		1	1	2	1		9
Prohibited & Permitted Items							1			1	1	1	4
Breast Milk/Baby Formula/Breast Pump							1						1
General										1			1
Liquids/Gels/Aerosols												1	1
Sporting Goods											1		1
Property - Special Handling							26	28	22	24	20	15	135
Damaged Items - Carry-On							1	1	1		1	3	7
Damaged Items - Checked							6	6	6	7	5	5	35
Missing Items - Carry-On							5	4	4	4	4	2	23
Missing Items - Checked							14	17	11	13	10	5	70
Request for Assistance										1	1		2
Other									1		1		2
Screening	16	14	18	20	21	17	10	25	29	25	23	20	238
Crew Member or Airline Employee							1			1	2	3	7
Inconsistency	1		1		3			1	3	2	3	1	15
International Screening	1												1
Lengthy Lines	3	3	4	5	2	6	2	5	7	8	4	5	54
Procedures/Process	8	10	13	14	16	10	7	18	18	12	13	11	150
Retrieving Abandoned/Confiscated Items	2	1		1		1				1	1		7
Security Breach	1							1	1	1			4
TSA Contact Information											1		1
General											1		1
<b>2018</b>	<b>174</b>	<b>159</b>	<b>187</b>	<b>154</b>	<b>136</b>	<b>142</b>	<b>153</b>	<b>170</b>	<b>171</b>	<b>181</b>	<b>175</b>	<b>120</b>	<b>1,922</b>
Advanced Imaging Technology (AIT)				1							1		2
Children											1		1
Flyer				1									1
Civil Rights	3	4	7	3	3	5	4	3	7	7	6	3	55
Constitutional Rights										1			1
Hair Patdowns			1										1
Headwear	1						1			1			3
National Origin				1						1			2
Perceived Religion							1	1			2		4
Racial Profiling or Discrimination	2	4	4		2	3	1	1	5	4	4	2	32
Sex/Gender/Gender Identity- Not Transgender			2	2	1	1		1	1				8
Sexual Orientation - Not Transgender						1			1			1	3
Transgender Screening							1						1
Customer Service	61	46	54	45	46	47	50	59	40	61	36	20	565
Others	12	8	6	6	9	7	5	8	6	9	6		82
TSO	49	38	48	39	37	40	45	51	34	52	30	20	483
Locks	9	7	4	5	3	11	5	10	8	16	10	12	100
General		1		1		1				2			5
Missing or Damaged Lock	9	6	4	4	3	10	5	10	8	14	10	12	95
Lost and Found	5	4	7	2	3	4	4	6	8	6	5	3	57
Airport/TSA	5	4	7	2	3	4	4	6	8	6	5	3	57
Mishandling of Passenger Property	35	31	40	28	38	26	31	34	36	36	51	35	421
Damaged/Missing Items--Carry-on Luggage	1	3	4			2	4	5	1	2	2	2	26
Damaged/Missing Items--Checked Baggage	28	22	28	23	32	19	23	26	29	27	43	28	328
Damaged/Missing Items--Unspecified Luggage		1						1		1	1		4
Disarrayed Items--Carry-on or Checked	6	5	8	5	6	5	4	2	6	6	5	5	63
Patdown	3	4	5	4	2	3	4	3	4	5	6		43
Flyer	3	4	4	4	2	3	2	3	4	5	6		40
Flyer as Observer			1				2						3
Persons w/ Disabilities (PWD)	6	9	8	10	5	4	7	4	7	3	9	5	77
Autism Spectrum	1				1				1				3
Breast Cancer					1								1
Cancer (general) Not Breast Cancer									1				1
Cognitive /Developmental /Mental Disability				3			1						4
Diabetes	1	1	2							1	2		7
General			1				1						2
Hearing Impairment					1								1
Internal Medical Devices									1		1		2
Medical Devices - Attached to the Body						1							1
Medically Necessary Medication and Medical Supplies									1		1		2
Metal Implants (joint)		1		1	1	1			1	1	1	1	8
Mobility Disability (Not Wheelchair or Scooter)		2		3	1		2	2	1		2		13
Ostomy/Ostomates												1	1
Respiratory and Inhaler Equipment												1	1
Touch Aversion (pain/trauma)		1		1			2	1		1			6
Visual Impairment	2												2
Wheelchair/ Scooter/ Segway	2	4	5	2		2		1	1		2	2	22
Prohibited & Permitted Items							1						1
Firearm/Ammunition							1						1
Property - Special Handling	29	23	30	35	22	17	20	23	42	24	26	25	316
Damaged Items - Carry-On	2	3	3	2	3	3	3	1	4	1	1	1	27
Damaged Items - Checked	5	5	8	11	3	3	1	1	8	9	7	8	69
Missing Items - Carry-On	8	1	2	6	6	3	4	9	13	4	6	4	66
Missing Items - Checked	14	14	17	16	10	8	12	12	17	10	12	12	154

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Request for Assistance				1			1	2	1		1		6
Other				1			1	1	1		1		5
Wounded Warrior (MSIJSOC)								1					1
Screening	23	31	32	20	14	25	26	26	18	23	24	17	279
Crew Member or Airline Employee	1		1										2
Inconsistency	3	2	2	1	2		2	1	1		1	1	16
International Screening				1									1
Lengthy Lines	5	17	15	5	5	5	8	8	4	5	5	7	89
Procedures/Process	12	10	14	11	5	19	16	17	12	17	17	7	157
Retrieving Abandoned/Confiscated Items	1	2		2					1	1	1	2	10
Security Breach	1				2	1							4
2019	148	162	151	109	120								690
Civil Rights	2	6	6	9	5								28
Age		1		1	1								3
National Origin		1		2									3
Racial Profiling or Discrimination	2	2	4	2	3								13
Screening of Religious Cultural and Ceremonial Items				1									1
Sex/Gender/Gender Identity- Not Transgender		2	2	1									5
Sexual Orientation - Not Transgender				1	1								2
Transgender Screening				1									1
Customer Service	34	41	41	14	28								158
Others	4	7	5	1	2								19
TSO	30	34	36	13	26								139
Locks	9	10	10	7	8								44
General			1										1
Missing or Damaged Lock	9	10	9	7	8								43
Lost and Found	2	4	3	6	7								22
Airport/TSA	2	4	3	6	7								22
Mishandling of Passenger Property	34	34	32	23	25								148
Damaged/Missing Items--Carry-on Luggage	1	3		4									8
Damaged/Missing Items--Checked Baggage	24	30	28	18	19								119
Damaged/Missing Items--Unspecified Luggag	2				1								3
Disarrayed Items--Carry-on or Checked	7	1	4	1	5								18
Patdown	4	3	5	1	6								19
Flyer	3	3	5		6								17
Flyer as Observer				1									1
Non-Flyer	1												1
Persons w/ Disabilities (PWD)	13	6	4	3	4								30
Autism Spectrum	2	1											3
Cancer (general) Not Breast Cancer	2												2
Diabetes	1		1	1									3
General						1							1
Internal Medical Devices	3	1											4
Medically Necessary Medication and Medical	1					1							2
Metal Implants (joint)		1	1										2
Mobility Disability (Not Wheelchair or Scooter	3	1											4
Service Animals		1	1	1									3
Visual Impairment			1										1
Wheelchair/ Scooter/ Segway	1	1		1	2								5
Prohibited & Permitted Items	1		1										2
Alcohol and Tobacco	1												1
General			1										1
Property - Special Handling	30	28	27	28	23								136
Damaged Items - Carry-On	4	1		5	1								11
Damaged Items - Checked	8	6	5	5	2								26
Missing Items - Carry-On	5	7	10	6	7								35
Missing Items - Checked	13	14	12	12	13								64
Request for Assistance	1	1		1									3
Other	1	1		1									3
Screening	18	29	22	17	14								100
Children	1												1
Inconsistency			1										1
Lengthy Lines	4	7	4	5	5								25
Procedures/Process	12	21	17	11	8								69
Retrieving Abandoned/Confiscated Items	1	1											2
Security Breach				1	1								2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
EYW	3	4	3	5	3	6	3	8	8	5	8	6	62	
2015				1	1		1		1		1		5	
Customer Service					1								1	
TSO					1								1	
Mishandling of Passenger Property				1			1		1		1		4	
Damaged/Missing Items--Checked Baggage				1			1		1		1		4	
2016	3	1		3	1	1	2	2	2	1	2	1	19	
Customer Service	2			2		1			1		1		7	
Others				1		1							2	
TSO	2			1					1		1		5	
Mishandling of Passenger Property	1	1		1						1	1	1	6	
Damaged/Missing Items--Carry-on Luggage											1		1	
Damaged/Missing Items--Checked Baggage	1	1		1						1		1	5	
Patdown					1								1	
Flyer					1								1	
Persons w/ Disabilities (PWD)								1					1	
Ostomy/Ostomates								1					1	
Screening							2	1	1				4	
Inconsistency							1						1	
Procedures/Process							1	1	1				3	
2017		1	2			5		2	2	1		2	15	
Civil Rights									1				1	
Racial Profiling or Discrimination									1				1	
Customer Service			1			4							5	
TSO			1			4							5	
Identification (ID) Requirements									1				1	
Domestic									1				1	
Mishandling of Passenger Property		1										1	2	
Damaged/Missing Items--Carry-on Luggage		1											1	
Damaged/Missing Items--Checked Baggage												1	1	
Persons w/ Disabilities (PWD)								1					1	
Mobility Disability (Not Wheelchair or Scooter)								1					1	
Property - Special Handling								1				1	3	
Damaged Items - Checked										1			1	
Missing Items - Checked								1				1	2	
Screening			1			1							2	
Procedures/Process						1							1	
Retrieving Abandoned/Confiscated Items			1										1	
2018				1				4	3	3	5	3	19	
Customer Service				1				1		1	1	1	5	
Others										1			1	
TSO				1				1			1	1	4	
Mishandling of Passenger Property									1		1		2	
Damaged/Missing Items--Checked Baggage									1				1	
Damaged/Missing Items--Unspecified Luggage											1		1	
Patdown									1	2	2	1	6	
Flyer									1	1	2		4	
Flyer as Observer												1	1	
General										1			1	
Property - Special Handling											1	1	2	
Damaged Items - Checked												1	1	
Missing Items - Checked											1		1	
Screening								3	1				4	
Crew Member or Airline Employee								1					1	
Procedures/Process								1					1	
Security Breach								1	1				2	
2019		2	1		1								4	
Property - Special Handling		1											1	
Damaged Items - Checked		1											1	
Screening		1	1		1								3	
Inconsistency			1										1	
Procedures/Process		1			1								2	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
FAI	34	22	19	23	28	17	15	19	28	26	36	28	295	
2015				2	2	1	4	2	6	2	9	5	33	
Customer Service				1	1		1		1		1	1	6	
CSM									1				1	
TSO				1	1		1				1	1	5	
Expedited Passenger Screening Program								1					1	
TSA PreCheck								1					1	
Mishandling of Passenger Property					1		3	1	3	2	7	3	20	
Damaged/Missing Items--Carry-on Luggage										1	1	1	3	
Damaged/Missing Items--Checked Baggage					1		3	1	3	1	6	2	17	
Patdown									1		1	1	3	
Flyer									1			1	3	
Screening				1		1			1		1	1	3	
Inconsistency						1							1	
Procedures/Process				1					1				2	
2016	7	3	1	2	5	3	1	7	3	6	7	11	56	
Customer Service					2			1	1	1	1		6	
Others									1				1	
TSO					2			1		1	1		5	
Locks	1												1	
Missing or Damaged Lock	1												1	
Mishandling of Passenger Property	3	3	1	2	2			4	2	4	5	8	34	
Damaged/Missing Items--Carry-on Luggage											1		1	
Damaged/Missing Items--Checked Baggage	3	3	1	2	2			4	2	4	4	8	33	
Patdown					1	2		1		1		1	6	
Flyer					1	2		1		1			6	
Persons w/ Disabilities (PWD)							1	1	1				3	
Medically Necessary Medication and Medical Supplies								1					1	
Mobility Disability (Not Wheelchair or Scooter)									1				1	
Ostomy/Ostomates						1							1	
Screening	3										1	2	6	
Inconsistency	1												1	
Procedures/Process	2										1	2	5	
2017	9	3	6	9	5	10	3	6	12	5	10	5	83	
Customer Service	1				1	2		1	1	1	3		10	
TSO	1				1	2		1	1	1	3		10	
Locks				2									2	
Missing or Damaged Lock				2									2	
Mishandling of Passenger Property	8	3	4	4	3	3	1	2	3	3	3	4	41	
Damaged/Missing Items--Carry-on Luggage	1		1								1		3	
Damaged/Missing Items--Checked Baggage	6	3	1	4	3	2		1	3	3	2	4	32	
Damaged/Missing Items--Unspecified Luggage			1										1	
Disarrayed Items--Carry-on or Checked	1		1			1	1	1					5	
Patdown				1		2		1	1		1		6	
Flyer				1		2		1	1		1		6	
Persons w/ Disabilities (PWD)									2				2	
Diabetes									1				1	
Hearing Impairment									1				1	
Property - Special Handling							1	2	5			1	9	
Damaged Items - Carry-On									1				1	
Damaged Items - Checked								2	1			1	4	
Missing Items - Carry-On									2				2	
Missing Items - Checked							1		1				2	
Screening			2	2	1	3	1			1	3		13	
Inconsistency						1							1	
Lengthy Lines					1	1							2	
Procedures/Process			2	2		1	1			1	3		10	
2018	12	10	7	7	9	3	7	4	7	13	10	7	96	
Civil Rights												1	1	
Racial Profiling or Discrimination												1	1	
Customer Service	2	1	3	4	3	1		1		2			17	
Others			1										1	
TSO	2	1	2	4	3	1		1		2			16	
Locks			1		1						3	3	8	
Missing or Damaged Lock			1		1						3	3	8	
Mishandling of Passenger Property		2	1		1	1	1	1	2	7	1	2	19	
Damaged/Missing Items--Carry-on Luggage										1	1		2	
Damaged/Missing Items--Checked Baggage			1		1	1		1	2	6		2	15	
Disarrayed Items--Carry-on or Checked			1				1						2	
Patdown	1	1			2		2	1	2	3	1		13	
Flyer	1	1			2		2	1	2	2			11	
Flyer as Observer										1	1		2	
Persons w/ Disabilities (PWD)		1							1		1	1	4	
Diabetes											1		1	
Mobility Disability (Not Wheelchair or Scooter)		1							1			1	3	
Property - Special Handling	4	1		2	1		1		2				11	
Damaged Items - Checked	1	1		1	1				1				5	
Missing Items - Carry-On	1			1									2	
Missing Items - Checked	2						1		1				4	
Screening	5	4	2	1	1	1	3	1		1	4		23	
Inconsistency	3									1			4	
Lengthy Lines	1	3	2										6	
Procedures/Process	1	1		1	1	1	3	1			4		13	
2019	6	6	5	3	7								27	
Civil Rights				2									2	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Age				1									1
Racial Profiling or Discrimination				1									1
Customer Service	1	1	1		1								4
Others	1												1
TSO		1	1		1								3
Mishandling of Passenger Property				1	1								2
Damaged/Missing Items--Checked Baggage				1	1								2
Patdown	1	1	1										3
Flyer	1	1	1										3
Persons w/ Disabilities (PWD)		2	1										3
Cancer (general) Not Breast Cancer		1											1
Hearing Impairment		1											1
Touch Aversion (pain/trauma)			1										1
Property - Special Handling	1		1										2
Damaged Items - Checked			1										1
Missing Items - Checked	1												1
Screening	3	2	1		5								11
Inconsistency					1								1
Procedures/Process	3	2	1		4								10

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
FAR	11	10	14	7	19	7	8	5	12	15	8	8	124	
2015					6		2	1	1	5	3	1	19	
Customer Service					2					2	2	1	7	
Others											2		2	
TSO					2					2		1	5	
Expedited Passenger Screening Program					2		1						3	
TSA PreCheck					2		1						3	
Locks								1					1	
Missing or Damaged Lock								1					1	
Mishandling of Passenger Property					1				1	3	1		6	
Damaged/Missing Items--Carry-on Luggage										1			1	
Damaged/Missing Items--Checked Baggage					1					2	1		4	
Disarrayed Items--Carry-on or Checked									1				1	
Screening					1		1						2	
Procedures/Process					1		1						2	
2016	2	3	3		3		4	1	8	2		3	29	
Civil Rights					1							1	2	
Racial Profiling or Discrimination					1							1	2	
Customer Service	1						1			1			3	
Others	1												1	
TSO							1			1			2	
Mishandling of Passenger Property			2	2					5	1		1	13	
Damaged/Missing Items--Checked Baggage			1	2			2		4	1		1	11	
Disarrayed Items--Carry-on or Checked			1						1				2	
Patdown				1	1		1						3	
Flyer			1		1		1						3	
Screening	1	1			1			1	3			1	8	
Inconsistency								1	2				3	
Procedures/Process	1	1							1			1	4	
Security Breach					1								1	
2017	2	2		4	1	3		1	1	4	2	2	22	
Customer Service				1						2		1	4	
TSO				1						2		1	4	
Mishandling of Passenger Property	1	2		3	1	2					2	1	12	
Damaged/Missing Items--Carry-on Luggage				1	1								2	
Damaged/Missing Items--Checked Baggage	1	2		2		2					1	1	9	
Disarrayed Items--Carry-on or Checked											1		1	
Patdown								1	1	1			3	
Flyer								1	1	1			3	
Property - Special Handling										1			1	
Missing Items - Carry-On										1			1	
Screening	1					1							2	
Procedures/Process	1					1							2	
2018	1	3	4	2	8	4	2	2	2	4	3	2	37	
Civil Rights					1		1			2	1		5	
Age										1			1	
Hair Patdowns							1						1	
Racial Profiling or Discrimination					1					1			2	
Sex/Gender/Gender Identity- Not Transgender											1		1	
Customer Service		1											1	
TSO		1											1	
Mishandling of Passenger Property	1	2	1		3	1			1	1	1		11	
Damaged/Missing Items--Carry-on Luggage					1	1							2	
Damaged/Missing Items--Checked Baggage	1	1	1		2				1	1			7	
Disarrayed Items--Carry-on or Checked		1									1		2	
Patdown					1		1						2	
Flyer					1		1						2	
Persons w/ Disabilities (PWD)					1	1					1		3	
Medically Necessary Medication and Medical Supplies					1								1	
Metal Implants (joint)						1					1		2	
Property - Special Handling			1	1	1	1		2				2	8	
Damaged Items - Checked								1					1	
Missing Items - Carry-On								1					1	
Missing Items - Checked			1	1	1	1						2	6	
Screening			2	1	1	1			1	1			7	
Inconsistency			1	1									2	
Lengthy Lines					1								1	
Procedures/Process			1			1			1	1			4	
2019	6	2	7	1	1								17	
Civil Rights	2	1											3	
Racial Profiling or Discrimination	1	1											2	
Sex/Gender/Gender Identity- Not Transgender	1												1	
Customer Service	1		1										2	
TSO	1		1										2	
Mishandling of Passenger Property	1		3										4	
Damaged/Missing Items--Checked Baggage	1		3										4	
Prohibited & Permitted Items		1											1	
Food/Beverages		1											1	
Property - Special Handling			2										2	
Damaged Items - Checked			1										1	
Missing Items - Carry-On			1										1	
Screening	2		1	1	1								5	
Inconsistency	1												1	
Lengthy Lines			1										1	
Procedures/Process	1			1	1								3	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
FAT	33	15	18	23	23	22	13	20	15	26	18	15	241	
2015				2	2	2	1	3	5	6	3	5	29	
Civil Rights											2		2	
General Complaint and Discrimination											1		1	
Racial Profiling or Discrimination											1		1	
Customer Service					1				1	1			3	
TSO					1				1	1			3	
Expedited Passenger Screening Program				2									2	
TSA PreCheck				2									2	
Locks												1	1	
Missing or Damaged Lock												1	1	
Mishandling of Passenger Property					1	2	1	2	4	4	1	4	19	
Damaged/Missing Items--Carry-on Luggage											1		1	
Damaged/Missing Items--Checked Baggage					1	2	1	2	4	4		4	18	
Patdown								1					1	
Flyer								1					1	
Persons w/ Disabilities (PWD)										1			1	
Cancer (general) Not Breast Cancer										1			1	
2016	11	3	7	7	6	9	6	8	3	5	3	4	72	
Civil Rights	1				1			1					3	
Racial Profiling or Discrimination	1				1			1					3	
Customer Service	2	1	4	4		2		2			1		16	
Others		1	2	3		1							7	
TSO	2		2	1		1		2			1		9	
Identification (ID) Requirements			1										1	
Domestic			1										1	
Locks	2		1			2						1	6	
General						1							1	
Missing or Damaged Lock	2		1			1						1	5	
Mishandling of Passenger Property	4		1	2	3	2	4	1	2	5	1	1	26	
Damaged/Missing Items--Carry-on Luggage	2				1			1					4	
Damaged/Missing Items--Checked Baggage	1		1	2	2	2	4		2	3	1	1	19	
Disarrayed Items--Carry-on or Checked	1									2			3	
Patdown												1	1	
Flyer												1	1	
Persons w/ Disabilities (PWD)							1		1				2	
Mobility Disability (Not Wheelchair or Scooter)							1		1				2	
Screening	2	2		1	2	3	1	4			1	1	17	
Inconsistency		1				1							2	
Lengthy Lines	1			1				1				1	4	
Procedures/Process	1	1			2	2	1	2			1		10	
Security Breach								1					1	
2017	4	4	1	3	6	5	3	2	3	9	7	3	50	
Advanced Imaging Technology (AIT)											1		1	
Flyer											1		1	
Civil Rights					2					1			3	
Hair Patdowns					1								1	
Racial Profiling or Discrimination					1					1			2	
Customer Service		2			2	1		1	1	2			9	
Others		1											1	
TSO		1			2	1		1	1	2			8	
Locks										1			1	
Missing or Damaged Lock										1			1	
Mishandling of Passenger Property			1	3	1	3	1		1	3	2	2	17	
Damaged/Missing Items--Carry-on Luggage			1										1	
Damaged/Missing Items--Checked Baggage				2	1	2	1		1	2	2		11	
Disarrayed Items--Carry-on or Checked				1		1				1		2	5	
Patdown							2		1	1	2		6	
Flyer							2		1		2		5	
Flyer as Observer										1			1	
Persons w/ Disabilities (PWD)						1							1	
Metal Implants (joint)						1							1	
Property - Special Handling												1	2	
Missing Items - Carry-On											1	1	2	
Screening	4	2			1			1		1	1		10	
Crew Member or Airline Employee					1			1					2	
Inconsistency	1	1											2	
Procedures/Process	3	1								1	1		6	
2018	9	3	4	5	4	6	3	7	4	6	5	3	59	
Customer Service	2		2	1		2		2	1	4	2		16	
Others			1					1		1			3	
TSO	2		1	1		2		1	1	3	2		13	
Locks												1	1	
Missing or Damaged Lock												1	1	
Mishandling of Passenger Property	1	1		2		1		1	1		2		9	
Damaged/Missing Items--Carry-on Luggage						1							1	
Damaged/Missing Items--Checked Baggage	1	1		1				1	1		1		6	
Disarrayed Items--Carry-on or Checked				1							1		2	
Patdown					1	1		1	2				5	
Flyer					1	1		1	2				5	
Persons w/ Disabilities (PWD)	2				1		2						5	
Diabetes	1												1	
Internal Medical Devices					1								1	
Metal Implants (joint)							1						1	
Respiratory and Inhaler Equipment							1						1	



**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	1			2		2		1				2	8
Damaged Items - Carry-On								1					1
Damaged Items - Checked						1							1
Missing Items - Carry-On				1		1						1	3
Missing Items - Checked	1			1								1	3
Screening	3	2	2		2		1	2		2	1		15
Inconsistency								1					1
Lengthy Lines	2												2
Procedures/Process	1	1	1		2		1	1		2	1		10
Retrieving Abandoned/Confiscated Items			1										1
Security Breach		1											1
<b>2019</b>	<b>9</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>								<b>31</b>
Civil Rights	2												2
Sex/Gender/Gender Identity- Not Transgender	2												2
Customer Service	3	2		1	1								7
Others	2	1		1	1								5
TSO	1	1											2
Locks				1									1
Missing or Damaged Lock				1									1
Mishandling of Passenger Property		1		1	1								3
Damaged/Missing Items--Checked Baggage				1	1								2
Disarrayed Items--Carry-on or Checked		1											1
Patdown	1		1										2
Flyer	1		1										2
Persons w/ Disabilities (PWD)			1		1								2
Medically Necessary Medication and Medical Supplies			1										1
Metal Implants (joint)					1								1
Property - Special Handling	2	1	1	3	2								9
Damaged Items - Carry-On		1											1
Damaged Items - Checked	2			1	2								5
Missing Items - Carry-On				1									1
Missing Items - Checked			1	1									2
Screening	1	1	3										5
Procedures/Process		1	2										3
Retrieving Abandoned/Confiscated Items	1		1										2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
FAY	10	17	12	10	14	10	10	8	11	12	20	9	143	
2015				2		1		2	1	4	4	1	15	
Customer Service						1			1	1			3	
TSO						1			1	1			3	
Locks				1						1			2	
Missing or Damaged Lock				1						1			2	
Mishandling of Passenger Property								2		2	4	1	9	
Damaged/Missing Items--Carry-on Luggage											1	1	2	
Damaged/Missing Items--Checked Baggage								2		2	3		7	
Notice of Violation/Civil Penalties				1									1	
General				1									1	
2016	2	4	3	1	4	3	3		2	2	2	4	30	
Customer Service		1			1		1		2	1			6	
TSO		1			1		1		2	1			6	
Lost and Found						1							1	
Airport/TSA						1							1	
Mishandling of Passenger Property	1	3	3		2	1					2	3	15	
Damaged/Missing Items--Checked Baggage	1	2	3		2	1					1	3	13	
Disarrayed Items--Carry-on or Checked		1									1		2	
Patdown						1	2						3	
Flyer						1	1						2	
Flyer as Observer							1						1	
Screening	1			1	1					1		1	5	
Lengthy Lines	1											1	2	
Procedures/Process				1	1								2	
Security Breach										1			1	
2017	2	3	3	1	4	2	3	4	3	4	10	2	41	
Customer Service			1		1		1	1		2			6	
TSO			1		1		1	1		2			6	
Mishandling of Passenger Property	1	1		1	3		1			1	5	1	14	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage		1			3		1			1	5	1	12	
Disarrayed Items--Carry-on or Checked	1												1	
Patdown			1										1	
Flyer			1										1	
Persons w/ Disabilities (PWD)		1				1			3			1	6	
Cognitive /Developmental /Mental Disability						1			1				2	
Medically Necessary Medication and Medical Supplies												1	1	
Respiratory and Inhaler Equipment									1				1	
Touch Aversion (pain/trauma)		1											1	
Wheelchair/ Scooter/ Segway									1				1	
Property - Special Handling								1		1	3		5	
Damaged Items - Checked											1		1	
Missing Items - Checked								1		1	2		4	
Screening	1	1	1			1	1	2			2		9	
Inconsistency											1		1	
Lengthy Lines			1					1					2	
Procedures/Process	1	1				1	1	1			1		6	
2018	4	3	5	4	3	4	4	2	5	2	4	2	42	
Civil Rights	1								1		1		3	
Racial Profiling or Discrimination	1								1		1		3	
Customer Service				1		1			1				3	
TSO				1		1			1				3	
Locks		1							1				2	
Missing or Damaged Lock		1							1				2	
Mishandling of Passenger Property	2	2		2	1	1	1		1	1		1	12	
Damaged/Missing Items--Carry-on Luggage						1							1	
Damaged/Missing Items--Checked Baggage	1	1		1	1		1		1	1		1	8	
Disarrayed Items--Carry-on or Checked	1	1		1									3	
Patdown			1								1		2	
Flyer			1								1		2	
Persons w/ Disabilities (PWD)												1	1	
Touch Aversion (pain/trauma)												1	1	
Property - Special Handling						1	1	1					3	
Damaged Items - Checked						1	1						2	
Missing Items - Checked								1					1	
Screening	1		4	1	2	1	2	1	1	1	2		16	
Inconsistency			1				1				1		3	
Lengthy Lines					1			1		1	1		4	
Procedures/Process	1		3	1	1	1	1		1				9	
2019	2	7	1	2	3								15	
Civil Rights		1											1	
Racial Profiling or Discrimination		1											1	
Customer Service		2		1	2								5	
Others		1											1	
TSO		1		1	2								4	
Mishandling of Passenger Property	1	1			1								3	
Damaged/Missing Items--Checked Baggage	1	1			1								3	
Persons w/ Disabilities (PWD)				1									1	
Service Animals				1									1	
Property - Special Handling	1	2											3	
Damaged Items - Checked		1											1	
Missing Items - Carry-On	1												1	
Missing Items - Checked		1											1	
Screening		1	1										2	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Procedures/Process		1	1										2
<b>FLG</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>		<b>34</b>
<b>2015</b>				<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>2</b>		<b>3</b>
Customer Service							1						1
TSO							1						1
Mishandling of Passenger Property				1									1
Disarrayed Items--Carry-on or Checked				1									1
Persons w/ Disabilities (PWD)						1							1
Internal Medical Devices						1							1
<b>2016</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>				<b>1</b>			<b>7</b>
Civil Rights					1								1
General Complaint and Discrimination					1								1
Customer Service		1				2							3
TSO		1				2							3
Mishandling of Passenger Property		1								1			2
Damaged/Missing Items--Checked Baggage		1								1			2
Persons w/ Disabilities (PWD)				1									1
Cognitive /Developmental /Mental Disability				1									1
<b>2017</b>	<b>4</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>		<b>1</b>		<b>11</b>
Civil Rights						1							1
Racial Profiling or Discrimination						1							1
Customer Service	1												1
TSO	1												1
Mishandling of Passenger Property	1			1				1					3
Damaged/Missing Items--Checked Baggage	1			1				1					3
Patdown			1						1				2
Flyer			1						1				2
Screening	2								1		1		4
Crew Member or Airline Employee	1												1
Inconsistency									1		1		2
Procedures/Process	1												1
<b>2018</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>3</b>			<b>1</b>		<b>1</b>		<b>11</b>
Customer Service						1							1
TSO						1							1
Mishandling of Passenger Property	2	1											3
Damaged/Missing Items--Checked Baggage	2	1											3
Patdown											1		1
Flyer as Observer											1		1
Property - Special Handling						1			1				2
Missing Items - Checked						1			1				2
Screening	1		1		1	1							4
Inconsistency			1										1
Procedures/Process	1				1	1							3
<b>2019</b>		<b>1</b>			<b>1</b>								<b>2</b>
Locks					1								1
Missing or Damaged Lock					1								1
Property - Special Handling		1											1
Missing Items - Checked		1											1
<b>FLL</b>	<b>344</b>	<b>459</b>	<b>530</b>	<b>590</b>	<b>538</b>	<b>532</b>	<b>454</b>	<b>419</b>	<b>365</b>	<b>399</b>	<b>442</b>	<b>322</b>	<b>5,394</b>
<b>2015</b>				<b>99</b>	<b>97</b>	<b>125</b>	<b>95</b>	<b>81</b>	<b>100</b>	<b>104</b>	<b>105</b>	<b>91</b>	<b>897</b>
Advanced Imaging Technology (AIT)											1		1
Flyer											1		1
Airline				4									4
Lost Baggage				4									4
Civil Rights				1		2	1	1		1	2	1	9
General Complaint and Discrimination				1		1	1	1			2		6
Racial Profiling or Discrimination						1				1		1	3
Customer Service				8	5	11	7	6	10	13	18	16	94
CSM								1				1	2
Others								2	3	2	11	4	22
TSO				8	5	11	7	3	7	11	7	11	70
Expedited Passenger Screening Program				6	2	2							10
TSA PreCheck				6	2	2							10
Hazardous Materials Safety				1	2	1	1	4	1				10
General				1	2	1	1	4	1				10
Human Capital					1								1
Former Employee					1								1
Identification (ID) Requirements					1			1	1		1	1	5
Domestic					1				1			1	3
ID Matching Ticket and Boarding Pass Issues								1			1		2
Locks				5	7	6	4	5	4	3	8	10	52
General				3	1				1				5
Missing or Damaged Lock				2	6	6	4	5	3	3	8	10	47
Lost and Found				2		1			1	1		1	6
Airport/TSA				2		1			1	1		1	6
Mishandling of Passenger Property				62	74	91	78	58	76	74	67	57	637
Damaged/Missing Items--Carry-on Luggage				6	10	12	12	8	9	8	10	4	79
Damaged/Missing Items--Checked Baggage				54	61	77	65	46	67	62	56	52	540
Damaged/Missing Items--Unspecified Luggage						2	1						3
Disarrayed Items--Carry-on or Checked				2	3			4		4	1	1	15
Patdown				3	3	1		2	1	6	4		20
Flyer				2	3	1		2	1	5	4		18
Flyer as Observer				1						1			2
Persons w/ Disabilities (PWD)				4				1		1	1	1	8
Diabetes				1							1		2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Metal Implants (joint)				1									1
Mobility Disability (Not Wheelchair or Scooter)								1					1
Ostomy/Ostomates				1									1
Touch Aversion (pain/trauma)				1									1
Wheelchair/ Scooter/ Segway										1		1	2
Prohibited & Permitted Items												1	1
General												1	1
Screening				3	2	10	4	3	6	5	3	3	39
Inconsistency									1	1			2
Lengthy Lines						1				1	1		3
Procedures/Process				2	2	9	3	2	3	2	2	3	28
Retrieving Abandoned/Confiscated Items									1	1			2
Security Breach				1			1		1				3
Shoe Screening								1					1
<b>2016</b>	<b>97</b>	<b>104</b>	<b>119</b>	<b>133</b>	<b>128</b>	<b>139</b>	<b>137</b>	<b>119</b>	<b>91</b>	<b>111</b>	<b>116</b>	<b>100</b>	<b>1,394</b>
Civil Rights	1	4	6	2	6	2	6	5	4	4	1	4	45
General Complaint and Discrimination		2	3	1									6
National Origin								1					1
Racial Profiling or Discrimination	1	2	3	1	6	1	5	4	3	3	1	3	33
Sex/Gender/Gender Identity- Not Transgender						1	1		1				3
Transgender Screening										1		1	2
Customer Service	15	12	15	18	11	18	19	30	17	15	15	24	209
CSM				3		1	1		1				6
Others	4		4	3	3	1		3	1		1		20
TSO	11	12	11	12	8	16	18	27	15	15	14	24	183
Identification (ID) Requirements					1			2			1		4
Domestic					1			1			1		3
ID Matching Ticket and Boarding Pass Issues								1					1
Locks	5	9	6	6	12	5	7	3	3	2	8	6	72
Missing or Damaged Lock	5	9	6	6	12	5	7	3	3	2	8	6	72
Lost and Found		2		1	1	1		1		6	4		16
Airport/TSA		2		1	1	1		1		6	4		16
Mishandling of Passenger Property	65	65	72	83	79	95	83	50	55	71	71	47	836
Damaged/Missing Items--Carry-on Luggage	8	9	8	13	13	16	11	10	7	13	11	8	127
Damaged/Missing Items--Checked Baggage	53	53	59	68	64	75	65	38	46	51	55	37	664
Damaged/Missing Items--Unspecified Luggage			1			1	1		1	3	2		9
Disarrayed Items--Carry-on or Checked	4	3	4	2	2	3	6	2	1	4	3	2	36
Patdown		6	8	6	5		5	7	7	4	6	3	57
Children								1					1
Flyer		4	7	5	4		3	5	6	2	4	3	43
Flyer as Observer		1			1		1		1	1			5
General		1	1							1			3
Non-Flyer				1			1	1			2		5
Persons w/ Disabilities (PWD)	4	3	5	5	2	6	6	2	2	1	1	4	41
Cancer (general) Not Breast Cancer								1				1	2
Cognitive /Developmental /Mental Disability							1					1	2
Diabetes						1						1	2
Diapers/Garments/Dressings/Masks			1								1		2
General		1	1				1						3
Hearing Impairment		1											1
Internal Medical Devices												1	1
Medically Necessary Medication and Medical	1		1		1		3						6
Metal Implants (joint)									1				1
Mobility Disability (Not Wheelchair or Scooter)	1	1		5	1	1				1			10
Service Animals			1				1						2
Touch Aversion (pain/trauma)						1							1
Visual Impairment						1							1
Wheelchair/ Scooter/ Segway	2		1			2		1	1				7
Screening	7	3	7	12	11	12	11	19	3	8	9	12	114
Children					1								1
Crew Member or Airline Employee				1	1								2
Inconsistency	2	1	1	2	1	4	2			3	2	1	19
Lengthy Lines				1		1	2	5			2	1	12
Procedures/Process	5	2	6	8	8	5	7	13	3	5	5	9	76
Retrieving Abandoned/Confiscated Items						1						1	2
Security Breach						1							1
Shoe Screening								1					1
<b>2017</b>	<b>74</b>	<b>130</b>	<b>162</b>	<b>149</b>	<b>125</b>	<b>146</b>	<b>116</b>	<b>107</b>	<b>90</b>	<b>100</b>	<b>127</b>	<b>62</b>	<b>1,388</b>
Civil Rights	1		7	3	3	1	4	4		2	1	2	28
Hair Patdowns										1			1
Headwear	1							1					2
National Origin				1									1
Perceived Religion			1		1								2
Racial Profiling or Discrimination			6	2	1	1	3	2			1	1	17
Screening of Religious Cultural and Ceremonial Items								1					1
Screening of Religious or Cultural Garments										1			1
Sex/Gender/Gender Identity- Not Transgender					1							1	2
Transgender Screening							1						1
Customer Service	8	15	32	19	18	18	12	21	19	25	27	13	227
CSM	1									1			2
Others			1		1				1			2	5
TSO	7	15	31	19	17	18	12	21	18	24	27	11	220
Human Capital												1	1
Prospective Employment with TSA												1	1
Identification (ID) Requirements	1			1	1			1		2			6

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Domestic	1			1	1			1		2			6
Locks	2	4	9	3	6	7	6	2	3	2	6	2	52
General			1							1			2
Missing or Damaged Lock	2	4	8	3	6	7	6	2	3	1	6	2	50
Lost and Found		2	4	4		1	2	1	3	2	2		21
Airport/TSA		2	4	4		1	2	1	3	2	2		21
Mishandling of Passenger Property	42	84	72	81	74	91	54	39	25	36	47	21	666
Damaged/Missing Items--Carry-on Luggage	10	13	13	20	12	11	3	3	2	5	2	4	98
Damaged/Missing Items--Checked Baggage	29	69	51	57	57	76	46	33	19	24	41	16	518
Damaged/Missing Items--Unspecified Luggage			1		1	1					2		5
Disarrayed Items--Carry-on or Checked	3	2	7	4	4	3	5	3	4	7	2	1	45
Patdown	4	7	9	4	4	8	3	5	2	4	3	1	54
Flyer	3	5	7	4	4	8	3	5	2	4	3	1	49
Flyer as Observer	1	1											2
General		1											1
Non-Flyer			2										2
Persons w/ Disabilities (PWD)	3	3	4	11	3	4	6	4	2	2	3	3	48
Autism Spectrum				1									1
Breast Cancer				1									1
Cancer (general) Not Breast Cancer												1	1
Diabetes			1	1						1			3
General	1	1											2
Hearing Impairment										1			1
Medically Necessary Medication and Medical Supplies			1	2	1	1	2	1			1		9
Metal Implants (joint)				1			1						2
Mobility Disability (Not Wheelchair or Scooter)	1			2		2	2				1	1	9
Ostomy/Ostomates	1		1	1							1		4
Prosthesis/Amputees and Casts							1		1				2
Touch Aversion (pain/trauma)								1	1			1	3
Visual Impairment		1											1
Wheelchair/ Scooter/ Segway		1	1	1	1	1		2					7
Wounded Warrior				1	1								2
Prohibited & Permitted Items		1	1	2		1				3	1		9
Alcohol and Tobacco		1				1							2
Chemical/Household Products										1			1
Firearm/Ammunition				1						1			2
Food/Beverages										1			1
General											1		1
Knives/Tools/Razors/Sharp Objects			1										1
Lighters/Matches				1									1
Property - Special Handling							21	23	29	19	27	16	135
Damaged Items - Carry-On							2	3	2	3	2		12
Damaged Items - Checked							4	6	6	4	7	2	29
Missing Items - Carry-On							2	5	3	2	4	3	19
Missing Items - Checked							13	9	18	10	14	11	75
Request for Assistance				1									1
Other				1									1
Screening	13	14	24	20	16	14	8	7	7	3	10	3	139
Crew Member or Airline Employee			1					1			1		3
Inconsistency	2		3	1	4	2		1	1				14
International Screening				1									1
Lengthy Lines	2	2	2	1	1	2	1						11
Procedures/Process	8	12	16	17	10	8	6	5	6	2	7	3	100
Retrieving Abandoned/Confiscated Items			2		1								3
Security Breach	1					2	1			1	2		7
Transfer to Security Specialist						1							1
Reportable Communication						1							1
<b>2018</b>	<b>107</b>	<b>125</b>	<b>124</b>	<b>120</b>	<b>99</b>	<b>122</b>	<b>106</b>	<b>112</b>	<b>84</b>	<b>84</b>	<b>94</b>	<b>69</b>	<b>1,246</b>
Advanced Imaging Technology (AIT)									1				1
Flyer									1				1
Civil Rights	3	2	3	1	1	2	1	2	2	3	6	2	28
Age											1		1
Constitutional Rights	1												1
Hair Patdowns											1		1
National Origin									1				1
Racial Profiling or Discrimination	2	1	2	1	1	1		2	1	3	3	1	18
Sex/Gender/Gender Identity- Not Transgender							1				1	1	3
Sexual Orientation - Not Transgender		1											1
Transgender Screening			1			1							2
Customer Service	16	23	21	16	10	20	20	5	11	9	6	6	163
CSM									1				1
Others	1	1			1	5			1			2	11
TSO	15	22	21	16	9	15	20	5	9	9	6	4	151
Locks	5	6	9	6	5	4	5	6	5	4	1	2	58
General		1								1			2
Missing or Damaged Lock	5	5	9	6	5	4	5	6	5	3	1	2	56
Lost and Found	2		2	2	2		1			1	1		11
Airport/TSA	2		2	2	2		1			1	1		11
Mishandling of Passenger Property	36	39	44	37	29	43	41	48	20	32	32	27	428
Damaged/Missing Items--Carry-on Luggage	4	3	7	3	1	8	6	7	1	5	3	6	54
Damaged/Missing Items--Checked Baggage	29	35	35	27	26	34	31	38	18	20	26	20	339
Damaged/Missing Items--Unspecified Luggage								1		1			2
Disarrayed Items--Carry-on or Checked	3	1	2	7	2	1	4	2	1	6	3	1	33
Patdown	3	7	6	1	5	3	5	5	5	5	7	2	54
Flyer	3	7	6	1	3	3	4	5	5	2	5	2	46

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Flyer as Observer					2		1			1	2		6
General										1			1
Non-Flyer										1			1
Persons w/ Disabilities (PWD)	9	6	3	5	3	4	4	1	2	4	3	3	47
Autism Spectrum				1				1	1				3
Breast Cancer					1								1
Cancer (general) Not Breast Cancer				1									1
Cognitive /Developmental /Mental Disability				1									1
Diabetes	1										1		2
General	1	1	1				1						4
Internal Medical Devices	1												1
Medical Devices - Attached to the Body					1								1
Medically Necessary Medication and Medical	1	2	1				2			2			8
Metal Implants (joint)						1							1
Mobility Disability (Not Wheelchair or Scooter)		1	1			2				1			5
Ostomy/Ostomates				1	1							1	3
Service Animals									1				1
Touch Aversion (pain/trauma)	2										1	1	4
Visual Impairment	1											1	2
Wheelchair/ Scooter/ Segway	2	2		1		1	1			1	1		9
Prohibited & Permitted Items		1				1							2
General		1											1
Liquids/Gels/Aerosols						1							1
Property - Special Handling	29	26	23	35	35	37	21	33	26	18	26	20	329
Damaged Items - Carry-On	3	3	4	9	3	2	2	4	9	1	5	3	48
Damaged Items - Checked	5	4	4	3	7	7	4	3	5	4	1	4	51
Missing Items - Carry-On	7	9	4	5	7	12	7	8	2	2	7	4	74
Missing Items - Checked	14	10	11	18	18	16	8	18	10	11	13	9	156
Request for Assistance					1								1
Other					1								1
Screening	4	15	13	17	8	8	8	12	12	8	12	7	124
Crew Member or Airline Employee				1									1
Inconsistency		2	2		2			2			1	1	10
Lengthy Lines		3	2	3					1		2		11
Procedures/Process	3	9	9	11	5	7	6	10	9	7	9	4	89
Retrieving Abandoned/Confiscated Items	1			2					2			2	7
Security Breach		1			1	1	2			1			6
<b>2019</b>	<b>66</b>	<b>100</b>	<b>125</b>	<b>89</b>	<b>89</b>								<b>469</b>
Civil Rights		4	4	4	2								14
Constitutional Rights				2									2
National Origin		1		1									2
Racial Profiling or Discrimination		1	2	1	1								5
Sex/Gender/Gender Identity- Not Transgender		2	2										4
Sexual Orientation - Not Transgender					1								1
Customer Service	6	9	14	8	8								45
Others	1												1
TSO	5	9	14	8	8								44
Identification (ID) Requirements	1												1
International Travel	1												1
Locks	10	5	4	4	5								28
Missing or Damaged Lock	10	5	4	4	5								28
Lost and Found	1	1	1		1								4
Airport/TSA	1	1	1		1								4
Mishandling of Passenger Property	17	20	33	27	23								120
Damaged/Missing Items--Carry-on Luggage	1	1	3	5	2								12
Damaged/Missing Items--Checked Baggage	16	15	25	20	17								93
Disarrayed Items--Carry-on or Checked		4	5	2	4								15
Patdown	4	2	4	2	6								18
Flyer	4	2	4		6								16
Flyer as Observer				2									2
Persons w/ Disabilities (PWD)	1	6	4	6	7								24
Breast Cancer					1								1
Cognitive /Developmental /Mental Disability		1											1
Diabetes		1											1
General		2			1								3
Hearing Impairment					1								1
Internal Medical Devices	1												1
Medically Necessary Medication and Medical Supplies		1		1									2
Metal Implants (joint)			1										1
Mobility Disability (Not Wheelchair or Scooter)			2	3	2								7
Ostomy/Ostomates				1									1
Service Animals					1								1
Wheelchair/ Scooter/ Segway		1	1	1	1								4
Property - Special Handling	20	42	45	32	26								165
Damaged Items - Carry-On	3	3	11	6	3								26
Damaged Items - Checked	4	10	6	5	8								33
Missing Items - Carry-On	4	10	6	7	4								31
Missing Items - Checked	9	19	22	14	11								75
Request for Assistance		1											1
Other		1											1
Screening	6	10	16	6	11								49
Inconsistency			1	1									2
Lengthy Lines		1	1										2
Procedures/Process	6	9	11	5	10								41
Retrieving Abandoned/Confiscated Items			2		1								3

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
Security Breach			1										1	
FLO	2	6	1	1	8	6	2	4	2	5	3	2	42	
2015						1				2		1	4	
Mishandling of Passenger Property						1				1		1	3	
Damaged/Missing Items--Checked Baggage						1				1		1	3	
Patdown										1			1	
Flyer										1			1	
2016		3			1	2	1	2		1			10	
Customer Service		1				1							2	
TSO		1				1							2	
Mishandling of Passenger Property					1		1	1		1			4	
Damaged/Missing Items--Checked Baggage					1		1	1		1			4	
Patdown		1											1	
Flyer		1											1	
Screening		1				1		1					3	
Lengthy Lines								1					1	
Procedures/Process		1				1							2	
2017	1				2	3		1	2	1	1	1	12	
Civil Rights										1		1	2	
Headwear										1			1	
Racial Profiling or Discrimination												1	1	
Customer Service	1								1				2	
TSO	1								1				2	
Mishandling of Passenger Property						1					1		2	
Damaged/Missing Items--Checked Baggage						1					1		2	
Patdown								1					1	
Flyer								1					1	
Property - Special Handling									1				1	
Missing Items - Checked									1				1	
Screening					2	2							4	
Procedures/Process					2	2							4	
2018		3			4		1	1		1	2		12	
Customer Service										1	2		3	
TSO										1	2		3	
Mishandling of Passenger Property		1											1	
Disarrayed Items--Carry-on or Checked		1											1	
Persons w/ Disabilities (PWD)		1											1	
Mobility Disability (Not Wheelchair or Scooter)		1											1	
Property - Special Handling					1		1						2	
Missing Items - Carry-On					1								1	
Missing Items - Checked							1						1	
Screening		1			3			1					5	
Lengthy Lines					1								1	
Procedures/Process		1			2			1					4	
2019	1		1	1	1								4	
Mishandling of Passenger Property				1									1	
Damaged/Missing Items--Checked Baggage				1									1	
Patdown			1										1	
Flyer			1										1	
Screening	1				1								2	
Lengthy Lines					1								1	
Procedures/Process	1												1	
FNL	1		1							1			3	
2016	1												1	
Mishandling of Passenger Property	1												1	
Damaged/Missing Items--Checked Baggage	1												1	
2017										1			1	
Mishandling of Passenger Property										1			1	
Damaged/Missing Items--Checked Baggage										1			1	
2019			1										1	
Mishandling of Passenger Property			1										1	
Disarrayed Items--Carry-on or Checked			1										1	
FNT	9	2	9	10	9	15	5	9	10	12	13	8	111	
2015				1		4	2	3	1	3	4	3	21	
Civil Rights												1	1	
Racial Profiling or Discrimination												1	1	
Customer Service											1		1	
TSO											1		1	
Locks												1	1	
Missing or Damaged Lock												1	1	
Lost and Found								1					1	
Airport/TSA								1					1	
Mishandling of Passenger Property				1		4	1	2	1	3	3	1	16	
Damaged/Missing Items--Checked Baggage				1		4	1	2	1	3	3		15	
Disarrayed Items--Carry-on or Checked												1	1	
Screening							1						1	
Inconsistency							1						1	
2016	4	1	4	5	2	6	1	1	7	3	6	2	42	
Civil Rights	1												1	
Racial Profiling or Discrimination	1												1	
Customer Service			2										2	
TSO			2										2	
Locks					1	1							2	
Missing or Damaged Lock					1	1							2	
Lost and Found									1				1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport/TSA									1				1
Mishandling of Passenger Property	2	1		4	1	4	1	1	4	3	6	2	29
Damaged/Missing Items--Checked Baggage	2	1		4	1	3	1	1	3	3	5	1	25
Disarrayed Items--Carry-on or Checked						1			1		1	1	4
Patdown									2				2
Flyer									2				2
Screening	1		2	1		1							5
Crew Member or Airline Employee			1										1
Inconsistency						1							1
Procedures/Process			1	1									2
Security Breach	1												1
2017	1			3	4	2		3		2	1	3	19
Customer Service	1				1					1		1	4
CSM	1												1
TSO					1					1		1	3
Locks					1	1							2
Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property				2	1						1	2	6
Damaged/Missing Items--Checked Baggage				2	1						1	2	6
Patdown					1			1		1			3
Flyer								1		1			2
Non-Flyer					1								1
Property - Special Handling								2					2
Missing Items - Checked								2					2
Screening				1									1
Procedures/Process				1									1
TSA Contact Information						1							1
General						1							1
2018	2	1	3		2	3	2	2	2	4	2		23
Civil Rights										1			1
Racial Profiling or Discrimination										1			1
Mishandling of Passenger Property	2		1		2	1	1	1		3	1		12
Damaged/Missing Items--Checked Baggage	1		1		2	1	1	1		3	1		11
Disarrayed Items--Carry-on or Checked	1												1
Patdown									2				2
Non-Flyer									2				2
Property - Special Handling		1	2			2	1						6
Damaged Items - Carry-On						1							1
Damaged Items - Checked		1	1										2
Missing Items - Carry-On						1							1
Missing Items - Checked			1				1						2
Screening								1			1		2
Procedures/Process								1			1		2
2019	2		2	1	1								6
Mishandling of Passenger Property	1			1									2
Damaged/Missing Items--Checked Baggage				1									1
Disarrayed Items--Carry-on or Checked	1												1
Persons w/ Disabilities (PWD)	1												1
Medically Necessary Medication and Medical	1												1
Property - Special Handling			2		1								3
Damaged Items - Checked			2										2
Missing Items - Checked					1								1



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

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>FSD</b>		<b>8</b>	<b>10</b>	<b>16</b>	<b>4</b>	<b>11</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>85</b>
<b>2015</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>12</b>
Civil Rights													1	1
General Complaint and Discrimination													1	1
Customer Service									1	2				3
Others										1				1
TSO									1	1				2
DHS TRIP					1									1
General					1									1
Lost and Found												1		1
Airport/TSA												1		1
Mishandling of Passenger Property						1	1		1				1	4
Damaged/Missing Items Private Screening Contractor						1								1
Damaged/Missing Items--Carry-on Luggage							1							1
Damaged/Missing Items--Checked Baggage									1				1	2
Patdown													1	1
Flyer as Observer													1	1
Screening												1		1
Procedures/Process												1		1
<b>2016</b>		<b>1</b>	<b>1</b>	<b>8</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>19</b>
Customer Service						1								1
TSO						1								1
Lost and Found								1						1
Airport/TSA								1						1
Mishandling of Passenger Property			1	4						2	1		2	10
Damaged/Missing Items Private Screening Contractor				1						1				2
Damaged/Missing Items--Carry-on Luggage										1				1
Damaged/Missing Items--Checked Baggage			1	3							1		2	7
Patdown				2										2
Flyer				2										2
Persons w/ Disabilities (PWD)	1													1
Touch Aversion (pain/trauma)	1													1
Screening			2			1			1					4
Procedures/Process			2			1			1					4
<b>2017</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>4</b>		<b>2</b>	<b>1</b>		<b>15</b>
Civil Rights									1					1
Hair Patdowns									1					1
Customer Service			1	1	1							1		4
CSM					1									1
TSO			1	1								1		3
Locks	1													1
Missing or Damaged Lock	1													1
Mishandling of Passenger Property							1		1		2			4
Damaged/Missing Items Private Screening Contractor											1			1
Damaged/Missing Items--Checked Baggage							1		1					2
Damaged/Missing Items--Unspecified Luggage											1			1
Patdown						1			1					2
Flyer						1			1					2
Screening			1		1				1					3
Procedures/Process			1		1				1					3
<b>2018</b>		<b>2</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>		<b>3</b>	<b>2</b>	<b>1</b>		<b>26</b>
Advanced Imaging Technology (AIT)			1	1			1							3
Flyer			1	1			1							3
Customer Service	1			1	1			2		1	1	1		8
Others								1			1			2
TSO	1			1	1			1		1		1		6
Locks			1							1				2
Missing or Damaged Lock			1							1				2
Mishandling of Passenger Property	1		1								1			3
Damaged/Missing Items Private Screening Contractor			1											1
Damaged/Missing Items--Carry-on Luggage	1													1
Damaged/Missing Items--Checked Baggage											1			1
Patdown				1										1
Flyer				1										1
Persons w/ Disabilities (PWD)			1			1								2
Medically Necessary Medication and Medical Supplies						1								1
Wheelchair/ Scooter/ Segway			1											1
Property - Special Handling						1		1						2
Missing Items - Carry-On						1								1
Missing Items - Checked								1						1
Screening			1	1		1	1			1				5
Lengthy Lines						1								1
Procedures/Process			1	1			1			1				4
<b>2019</b>		<b>4</b>	<b>2</b>	<b>3</b>		<b>4</b>								<b>13</b>
Advanced Imaging Technology (AIT)						1								1
Flyer						1								1
Civil Rights		2												2
Sex/Gender/Gender Identity- Not Transgender		2												2
Customer Service		1		1										2
Others		1												1
TSO				1										1
Lost and Found						1								1
Airport/TSA						1								1
Mishandling of Passenger Property		1												1
Damaged/Missing Items--Checked Baggage		1												1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Property - Special Handling		1											1
Missing Items - Checked		1											1
Screening		1	2		2								5
Inconsistency		1											1
Lengthy Lines			1										1
Procedures/Process			1		1								2
Security Breach					1								1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>FSM</b>	<b>1</b>		<b>4</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>37</b>
<b>2015</b>				<b>1</b>		<b>1</b>			<b>1</b>		<b>1</b>		<b>4</b>
Customer Service				1									1
TSO				1									1
Mishandling of Passenger Property						1			1		1		3
Damaged/Missing Items--Checked Baggage						1			1				2
Disarrayed Items--Carry-on or Checked											1		1
<b>2016</b>			<b>1</b>					<b>1</b>		<b>1</b>		<b>1</b>	<b>4</b>
Customer Service			1					1					2
TSO			1					1					2
Mishandling of Passenger Property										1		1	2
Damaged/Missing Items--Checked Baggage										1		1	2
<b>2017</b>	<b>1</b>		<b>2</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>12</b>
Customer Service			1					1		1			3
Others								1					1
TSO			1							1			2
Locks										1			1
Missing or Damaged Lock										1			1
Mishandling of Passenger Property	1		1						1	1			4
Damaged/Missing Items--Carry-on Luggage									1	1			2
Damaged/Missing Items--Checked Baggage	1		1										2
Patdown											1	1	2
Flyer											1	1	2
Persons w/ Disabilities (PWD)						1							1
Internal Medical Devices						1							1
Property - Special Handling												1	1
Damaged Items - Checked												1	1
<b>2018</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>13</b>
Civil Rights								1				1	2
Racial Profiling or Discrimination								1				1	2
Customer Service						1							1
TSO						1							1
Patdown							1				1		2
Flyer											1		1
General							1						1
Property - Special Handling			1							1			2
Missing Items - Carry-On										1			1
Missing Items - Checked			1										1
Screening				1	1			2	2				6
Inconsistency				1									1
Lengthy Lines								1					1
Procedures/Process					1			1	2				4
<b>2019</b>				<b>3</b>	<b>1</b>								<b>4</b>
Patdown				1									1
Flyer				1									1
Property - Special Handling				1									1
Damaged Items - Checked				1									1
Screening				1	1								2
Procedures/Process				1	1								2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>FWA</b>		<b>8</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>2</b>	<b>5</b>	<b>71</b>
<b>2015</b>					<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>14</b>
Mishandling of Passenger Property					2	1	1	1	2	2	3	1	1	14
Damaged/Missing Items--Carry-on Luggage											1			1
Damaged/Missing Items--Checked Baggage					2	1	1	1	2	2	2	1	1	13
<b>2016</b>				<b>3</b>		<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>11</b>
Customer Service				1										1
TSO				1										1
Mishandling of Passenger Property				1		1	2		2	1		1	1	9
Damaged/Missing Items--Checked Baggage				1		1	2		2	1		1	1	9
SIDA (Security Identification Display Area)				1										1
General				1										1
<b>2017</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>4</b>	<b>3</b>			<b>2</b>		<b>2</b>	<b>16</b>
Advanced Imaging Technology (AIT)											1			1
Flyer											1			1
Customer Service			1											1
TSO			1											1
Mishandling of Passenger Property				1	2		1	1					1	6
Damaged/Missing Items--Checked Baggage				1	2		1	1					1	6
Patdown							1	1						2
Flyer							1	1						2
Persons w/ Disabilities (PWD)								1						1
Hearing Impairment								1						1
Property - Special Handling											1		1	2
Damaged Items - Checked											1		1	2
Screening		1					2							3
Inconsistency							2							2
Procedures/Process		1												1
<b>2018</b>		<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>24</b>
Civil Rights							1							1
Racial Profiling or Discrimination							1							1
Customer Service		1												1
TSO		1												1
Locks			1							1	2			4
Missing or Damaged Lock			1							1	2			4
Mishandling of Passenger Property				2	1			1		1	1		1	7
Damaged/Missing Items--Checked Baggage				2	1			1		1	1		1	7
Patdown								1	2					3
Flyer								1	1					2
Flyer as Observer									1					1
Persons w/ Disabilities (PWD)						1		1						2
Medically Necessary Medication and Medical Supplies						1								1
Wheelchair/ Scooter/ Segway								1						1
Property - Special Handling		1	2					1	1					5
Damaged Items - Checked								1						1
Missing Items - Carry-On		1												1
Missing Items - Checked			2						1					3
Screening		1												1
Lengthy Lines		1												1
<b>2019</b>		<b>4</b>	<b>1</b>	<b>1</b>										<b>6</b>
Customer Service				1										1
TSO				1										1
Mishandling of Passenger Property		1	1											2
Damaged/Missing Items--Checked Baggage		1	1											2
Patdown		1												1
Flyer		1												1
Property - Special Handling		2												2
Damaged Items - Checked		1												1
Missing Items - Checked		1												1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>GCC</b>		<b>2</b>			<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>2</b>	<b>9</b>
<b>2015</b>										<b>1</b>		<b>1</b>	<b>2</b>
Mishandling of Passenger Property												<b>1</b>	<b>1</b>
Damaged/Missing Items--Checked Baggage												<b>1</b>	<b>1</b>
Screening										<b>1</b>			<b>1</b>
Inconsistency										<b>1</b>			<b>1</b>
<b>2016</b>						<b>1</b>							<b>1</b>
Customer Service						<b>1</b>							<b>1</b>
TSO						<b>1</b>							<b>1</b>
<b>2017</b>		<b>1</b>			<b>1</b>			<b>1</b>				<b>1</b>	<b>4</b>
Civil Rights		<b>1</b>											<b>1</b>
Sexual Orientation - Not Transgender		<b>1</b>											<b>1</b>
Customer Service								<b>1</b>					<b>1</b>
TSO								<b>1</b>					<b>1</b>
Persons w/ Disabilities (PWD)					<b>1</b>							<b>1</b>	<b>2</b>
Mobility Disability (Not Wheelchair or Scooter)					<b>1</b>								<b>1</b>
Touch Aversion (pain/trauma)												<b>1</b>	<b>1</b>
<b>2018</b>					<b>1</b>								<b>1</b>
Screening					<b>1</b>								<b>1</b>
Inconsistency					<b>1</b>								<b>1</b>
<b>2019</b>		<b>1</b>											<b>1</b>
Customer Service		<b>1</b>											<b>1</b>
TSO		<b>1</b>											<b>1</b>

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
GCK	4	1	2	2	2		6	3	2	2	2	3	29
2015							1	2	1	1	1	1	7
Locks								1					1
Missing or Damaged Lock								1					1
Mishandling of Passenger Property							1	1	1	1		1	5
Damaged/Missing Items--Checked Baggage							1	1	1	1		1	5
Screening													
Inconsistency											1		1
2016	3						1		1		1	2	8
Civil Rights							1						1
Racial Profiling or Discrimination							1						1
Mishandling of Passenger Property	2								1		1	2	6
Damaged/Missing Items--Checked Baggage	2								1		1	1	5
Disarrayed Items--Carry-on or Checked												1	1
Screening	1												1
Inconsistency	1												1
2017	1			1			2						4
Locks				1									1
Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1						2						3
Damaged/Missing Items--Checked Baggage	1						1						2
Disarrayed Items--Carry-on or Checked							1						1
2018		1	2	1	2		2	1		1			10
Locks			1										1
General			1										1
Mishandling of Passenger Property				1	1		2			1			5
Damaged/Missing Items--Checked Baggage				1	1		2						4
Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling		1	1					1					3
Missing Items - Checked		1	1					1					3
Screening					1								1
Procedures/Process					1								1

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



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
GEG	56	37	58	68	56	59	62	57	53	70	80	54	710	
2015				14	4	8	3	11	8	17	15	12	92	
Additional Information Required/Insufficient Information										1			1	
EMAIL ONLY										1			1	
Civil Rights				1									1	
Racial Profiling or Discrimination				1									1	
Customer Service				1		1			2	3	3	1	11	
TSO				1		1			2	3	3	1	11	
Expedited Passenger Screening Program						1							1	
TSA PreCheck						1							1	
Identification (ID) Requirements								1					1	
ID Matching Ticket and Boarding Pass Issues								1					1	
Locks						1				1	2		4	
Missing or Damaged Lock						1				1	2		4	
Mishandling of Passenger Property				10	3	4	3	8	5	11	8	10	62	
Damaged/Missing Items--Carry-on Luggage				2			1	2	1				6	
Damaged/Missing Items--Checked Baggage				8	2	4	2	5	4	10	7	9	51	
Disarrayed Items--Carry-on or Checked					1			1		1	1	1	5	
Patdown										1			1	
Flyer										1			1	
Persons w/ Disabilities (PWD)				1							1		2	
Autism Spectrum											1		1	
Metal Implants (joint)				1									1	
Screening				1	1	1		2	1		1	1	8	
Procedures/Process				1	1	1		2	1		1	1	8	
2016	9	5	12	9	9	11	11	14	11	16	16	15	138	
Civil Rights				1				1					2	
Racial Profiling or Discrimination				1				1					2	
Customer Service	1		2		3	3	1	4		6	2	2	24	
Others					1	2	1	2		2			8	
TSO	1		2		2	1		2		4	2	2	16	
Locks								1		2		2	5	
Missing or Damaged Lock								1		2		2	5	
Mishandling of Passenger Property	3	4	8	7	5	8	8	7	9	4	11	7	81	
Damaged/Missing Items--Carry-on Luggage			2	1	1			1	1	1	2		10	
Damaged/Missing Items--Checked Baggage	2	2	6	5	4	8	5	5	8	1	8	7	61	
Damaged/Missing Items--Unspecified Luggage			1										1	
Disarrayed Items--Carry-on or Checked	1			1			3	1		2	1		9	
Patdown	1		1					1		2	2	2	9	
Flyer	1		1							2	1	2	7	
Flyer as Observer											1		1	
General								1					1	
Persons w/ Disabilities (PWD)									2				2	
General									1				1	
Medically Necessary Medication and Medical Supplies									1				1	
Screening	4	1	1	1	1		2			2	1	2	15	
Lengthy Lines			1				1						2	
Procedures/Process	4			1	1					2	1	2	11	
Retrieving Abandoned/Confiscated Items		1											1	
Security Breach							1						1	
2017	11	11	16	13	13	12	11	12	11	19	17	12	158	
Advanced Imaging Technology (AIT)								1					1	
Flyer								1					1	
Civil Rights									1	1			2	
Racial Profiling or Discrimination									1	1			2	
Customer Service	3	4	3	2	2	4	4	3	1	6	3	4	39	
Others	2	2	1		1	1	1		1		1	1	11	
TSO	1	2	2	2	1	3	3	3		6	2	3	28	
Locks				1					3		1	2	7	
Missing or Damaged Lock				1					3		1	2	7	
Mishandling of Passenger Property	8	4	10	8	5	5	1	4	2	7	5	3	62	
Damaged/Missing Items--Carry-on Luggage			1		1								2	
Damaged/Missing Items--Checked Baggage	8	3	9	8	4	5	1	3	2	4	5	2	54	
Damaged/Missing Items--Unspecified Luggage										1			1	
Disarrayed Items--Carry-on or Checked		1						1		2		1	5	
Patdown				1	2	1	1	2	1	2	1	1	12	
Flyer				1	2	1	1	2	1	2	1	1	12	
Persons w/ Disabilities (PWD)					2	2	1	1		1	1		8	
Cognitive /Developmental /Mental Disability								1					1	
Diabetes						1							1	
Hearing Impairment					1								1	
Medically Necessary Medication and Medical Supplies					1						1		2	
Mobility Disability (Not Wheelchair or Scooter)								1		1			2	
Ostomy/Ostomates						1							1	
Property - Special Handling								2		3	2	1	8	
Damaged Items - Checked								1		3	1	1	6	
Missing Items - Checked								1			1		2	
Screening		3	3	1	2		2	1		2	4	1	19	
Crew Member or Airline Employee											1		1	
Inconsistency				1	1						1		3	
Lengthy Lines		1						1					2	
Procedures/Process		2	3		1		1	1		1	2	1	12	
Retrieving Abandoned/Confiscated Items										1			1	
2018	21	10	12	20	17	28	37	20	23	18	32	15	253	
Civil Rights						1	1		1	1			4	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
National Origin									1				1
Racial Profiling or Discrimination						1	1			1			3
Customer Service	4	4	2	7	5	9	18	6	5	2	7	4	73
Others	1	1		4	2	5	13	3	2	2	2	1	36
TSO	3	3	2	3	3	4	5	3	3		5	3	37
Locks					1		1				1		3
Missing or Damaged Lock					1		1				1		3
Mishandling of Passenger Property	4	2	3	6	4	3	1	4	3	6	6	2	44
Damaged/Missing Items--Carry-on Luggage					1	1	1		1				4
Damaged/Missing Items--Checked Baggage	3		3	5	3	2		4	1	6	5	2	34
Disarrayed Items--Carry-on or Checked	1	2		1					1		1		6
Patdown	4	2	2	2	3		1	1	3	3	2	2	25
Flyer	4	2	2	2	3		1	1	3	2	2	2	24
Non-Flyer										1			1
Persons w/ Disabilities (PWD)	2			1	2	3	2	2	2	1	1	1	17
Autism Spectrum												1	1
Diabetes					1				1				2
General								1	1				2
Medically Necessary Medication and Medical	1				1								2
Metal Implants (joint)							2						2
Mobility Disability (Not Wheelchair or Scooter)						2							2
Service Animals	1							1					2
Touch Aversion (pain/trauma)										1	1		2
Wheelchair/ Scooter/ Segway				1		1							2
Property - Special Handling	2	1	2	3	1	2	3		4	1	8	3	30
Damaged Items - Carry-On	1						2				1	1	5
Damaged Items - Checked				1	1	1			2		4	1	10
Missing Items - Carry-On						1			1				2
Missing Items - Checked	1	1	2	2			1		1	1	3	1	13
Screening	5	1	3	1	1	10	10	7	5	4	7	3	57
Inconsistency			1				1					1	3
Lengthy Lines	3					4	5	3	1	1	1		18
Procedures/Process	2	1	2	1		6	4	4	3	3	6	2	34
Retrieving Abandoned/Confiscated Items					1				1				2
<b>2019</b>	<b>15</b>	<b>11</b>	<b>18</b>	<b>12</b>	<b>13</b>								<b>69</b>
Civil Rights	1		1										2
Racial Profiling or Discrimination			1										1
Sex/Gender/Gender Identity- Not Transgender	1												1
Customer Service	3	4	5	2	3								17
Others	2	1											3
TSO	1	3	5	2	3								14
Locks				2	1								3
Missing or Damaged Lock				2	1								3
Mishandling of Passenger Property	5	3	5	3	4								20
Damaged/Missing Items--Carry-on Luggage	1		1										2
Damaged/Missing Items--Checked Baggage	3	3	4	2	4								16
Disarrayed Items--Carry-on or Checked	1			1									2
Patdown	1	1	1										3
Flyer	1	1	1										3
Persons w/ Disabilities (PWD)					1								1
Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling	3	1	3	2	2								11
Damaged Items - Carry-On			1										1
Damaged Items - Checked		1	1		1								3
Missing Items - Carry-On				1									1
Missing Items - Checked	3		1	1	1								6
Screening	2	2	3	3	2								12
Inconsistency				1									1
Lengthy Lines		1		1									2
Procedures/Process	2	1	3	1	2								9

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
GFK	4	3	5	1		2	2	8	5	2	3	3	38
2015								1			3	2	6
Civil Rights											1		1
Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property								1			1	2	4
Damaged/Missing Items--Checked Baggage								1			1	1	3
Disarrayed Items--Carry-on or Checked												1	1
Patdown											1		1
Flyer											1		1
2016		1	1				1	3	3	1			10
Customer Service									1				1
TSO									1				1
Mishandling of Passenger Property		1	1				1	3		1			7
Damaged/Missing Items--Checked Baggage		1	1				1	3		1			7
Screening									2				2
Procedures/Process									2				2
2017	1		2	1			1	2	1				8
Customer Service								1					1
TSO								1					1
Mishandling of Passenger Property			2	1			1		1				5
Damaged/Missing Items--Checked Baggage			1	1			1		1				4
Disarrayed Items--Carry-on or Checked			1										1
Property - Special Handling								1					1
Missing Items - Checked								1					1
Screening	1												1
Procedures/Process	1												1
2018	2	1	1			2		2	1	1		1	11
Civil Rights								1					1
Racial Profiling or Discrimination								1					1
Customer Service		1							1			1	3
Others												1	1
TSO		1							1				2
Mishandling of Passenger Property	2		1			2				1			6
Damaged/Missing Items--Checked Baggage	2		1			2				1			6
Screening								1					1
Procedures/Process								1					1
2019	1	1	1										3
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Patdown		1											1
Flyer		1											1
Screening			1										1
Procedures/Process			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>GGG</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>4</b>		<b>37</b>
<b>2015</b>				<b>1</b>		<b>1</b>	<b>1</b>			<b>2</b>	<b>1</b>		<b>6</b>
Locks										1			1
Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1		1	1			1	1		5
Damaged/Missing Items--Checked Baggage				1			1			1	1		4
Disarrayed Items--Carry-on or Checked						1							1
<b>2016</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>		<b>8</b>
Locks										1			1
Missing or Damaged Lock										1			1
Mishandling of Passenger Property	1	1	1	1	1		1						6
Damaged/Missing Items--Checked Baggage	1	1	1	1	1		1						6
Prohibited & Permitted Items											1		1
Liquids/Gels/Aerosols											1		1
<b>2017</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>			<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>13</b>
Civil Rights								1					1
Racial Profiling or Discrimination								1					1
Customer Service	1		1					1					3
Others								1					1
TSO	1		1										2
Mishandling of Passenger Property					1			1			1		3
Damaged/Missing Items--Checked Baggage					1			1			1		3
Persons w/ Disabilities (PWD)		1											1
Metal Implants (joint)		1											1
Property - Special Handling								1	2	1			4
Damaged Items - Checked									1	1			2
Missing Items - Carry-On								1	1				2
Screening		1											1
Procedures/Process		1											1
<b>2018</b>		<b>1</b>		<b>1</b>	<b>2</b>			<b>1</b>		<b>1</b>	<b>1</b>		<b>7</b>
Customer Service								1					1
TSO								1					1
Mishandling of Passenger Property		1		1						1			3
Damaged/Missing Items--Checked Baggage				1						1			2
Disarrayed Items--Carry-on or Checked		1											1
Property - Special Handling					2						1		3
Missing Items - Checked					2						1		3
<b>2019</b>	<b>1</b>	<b>1</b>		<b>1</b>									<b>3</b>
Mishandling of Passenger Property	1			1									2
Damaged/Missing Items--Checked Baggage	1			1									2
Property - Special Handling		1											1
Missing Items - Checked		1											1

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
GJT	17	5	6	4	6	3	8	4	4	4	6	10	77	
2015				1	1		2	1	1		2	5	13	
Customer Service												2	2	
TSO												2	2	
Locks					1								1	
Missing or Damaged Lock					1								1	
Mishandling of Passenger Property				1			1	1			2	2	7	
Damaged/Missing Items--Checked Baggage				1			1	1			2	2	7	
Persons w/ Disabilities (PWD)												1	1	
Touch Aversion (pain/trauma)												1	1	
Screening							1		1				2	
Procedures/Process							1		1				2	
2016	1	1	1			1	4	2	1	1	3	2	17	
Civil Rights												1	1	
National Origin												1	1	
Customer Service	1						1	1					3	
TSO	1						1	1					3	
Locks							1						1	
Missing or Damaged Lock							1						1	
Mishandling of Passenger Property		1	1			1	1		1		3	1	9	
Damaged/Missing Items--Checked Baggage		1	1				1				3	1	7	
Disarrayed Items--Carry-on or Checked						1			1				2	
Patdown							1						1	
Flyer							1						1	
Screening								1		1			2	
Inconsistency										1			1	
Procedures/Process								1					1	
2017	2				1	1		1		1		1	7	
Customer Service	1											1	2	
Others	1												1	
TSO												1	1	
Locks					1					1			2	
Missing or Damaged Lock					1					1			2	
Mishandling of Passenger Property	1					1							2	
Damaged/Missing Items--Checked Baggage	1					1							2	
Property - Special Handling								1					1	
Missing Items - Checked								1					1	
2018	11	1	2	2	3	1	2		2	2	1	2	29	
Customer Service	5	1	1				1			1		2	11	
Others	1		1										2	
TSO	4	1					1			1		2	9	
Mishandling of Passenger Property	2		1	1							1		5	
Damaged/Missing Items--Checked Baggage	2		1	1							1		5	
Patdown					2	1	1		1				5	
Flyer					2	1	1		1				5	
Persons w/ Disabilities (PWD)				1									1	
Medically Necessary Medication and Medical Supplies				1									1	
Property - Special Handling	2									1			3	
Damaged Items - Checked	1												1	
Missing Items - Checked	1									1			2	
Screening	2				1				1				4	
Lengthy Lines	2												2	
Procedures/Process					1				1				2	
2019	3	3	3	1	1								11	
Customer Service	1												1	
TSO	1												1	
Mishandling of Passenger Property	1	1											2	
Damaged/Missing Items--Checked Baggage		1											1	
Disarrayed Items--Carry-on or Checked	1												1	
Patdown				1									1	
Flyer as Observer				1									1	
Property - Special Handling		2	1		1								4	
Damaged Items - Carry-On		1											1	
Missing Items - Carry-On					1								1	
Missing Items - Checked		1	1										2	
Screening	1		2										3	
Procedures/Process	1		2										3	

**TSA Contact Center Traveler Complaints Tool**

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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>GNV</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>68</b>
<b>2015</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>		<b>5</b>
Customer Service				1						1			2
TSO				1						1			2
Mishandling of Passenger Property							1				1		2
Damaged/Missing Items--Checked Baggage											1		1
Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)							1						1
Medically Necessary Medication and Medical Supplies							1						1
<b>2016</b>		<b>2</b>	<b>6</b>				<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>19</b>
Customer Service			1				1				1	1	4
TSO			1				1				1	1	4
Mishandling of Passenger Property		2	3				1	2	1	1	1		11
Damaged/Missing Items--Carry-on Luggage											1		1
Damaged/Missing Items--Checked Baggage		2	2					2	1	1			8
Disarrayed Items--Carry-on or Checked			1				1						2
Patdown										1			1
Flyer										1			1
Persons w/ Disabilities (PWD)			1										1
Medically Necessary Medication and Medical Supplies			1										1
Screening			1							1			2
Procedures/Process			1							1			2
<b>2017</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>			<b>1</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>21</b>
Customer Service	1								1			2	4
TSO	1								1			2	4
Mishandling of Passenger Property	1	1	1	2						2			7
Damaged/Missing Items--Checked Baggage	1	1	1	1						2			6
Disarrayed Items--Carry-on or Checked				1									1
Patdown	1	1											2
Flyer	1	1											2
Persons w/ Disabilities (PWD)									1				1
Metal Implants (joint)									1				1
Property - Special Handling							1				2		3
Missing Items - Carry-On							1						1
Missing Items - Checked											2		2
Screening	2			1								1	4
Lengthy Lines	1												1
Procedures/Process	1			1								1	3
<b>2018</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>21</b>
Civil Rights										1			1
Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	2	1										1	4
TSO	2	1										1	4
Locks			1										1
Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1		1		1				1	1	5
Damaged/Missing Items--Checked Baggage			1				1				1	1	4
Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Flyer							1						1
Persons w/ Disabilities (PWD)	1										1	1	3
Mobility Disability (Not Wheelchair or Scooter	1												1
Prosthesis/Amputees and Casts											1		1
Touch Aversion (pain/trauma)												1	1
Property - Special Handling										1			1
Missing Items - Checked										1			1
Screening		1			1	1			1	1			5
Procedures/Process		1			1	1			1	1			5
<b>2019</b>	<b>1</b>	<b>1</b>											<b>2</b>
Customer Service	1												1
TSO	1												1
Mishandling of Passenger Property		1											1
Damaged/Missing Items--Checked Baggage		1											1



TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
GPI		4	3	6	5	3	2	2	2	7	11	6	7	58
2015										1	4	1	2	8
	Customer Service										1			1
	TSO										1			1
	Mishandling of Passenger Property									1	2		2	5
	Damaged/Missing Items--Carry-on Luggage									1				1
	Damaged/Missing Items--Checked Baggage										2		2	4
	Persons w/ Disabilities (PWD)										1			1
	Service Animals										1			1
	Screening											1		1
	Procedures/Process											1		1
2016			1	2	1		2		2		3	2	2	15
	Civil Rights		1											1
	Racial Profiling or Discrimination		1											1
	Customer Service										1			1
	TSO										1			1
	Mishandling of Passenger Property			2			1					2	1	6
	Damaged/Missing Items--Carry-on Luggage			1										1
	Damaged/Missing Items--Checked Baggage											2	1	3
	Damaged/Missing Items--Unspecified Luggage						1							1
	Disarrayed Items--Carry-on or Checked			1										1
	Patdown				1						1			2
	Flyer				1						1			2
	Persons w/ Disabilities (PWD)										1			1
	Visual Impairment										1			1
	Screening						1		2				1	4
	Procedures/Process						1		1				1	3
	Security Breach								1					1
2017		2	1			2				1	3	2	1	12
	Customer Service					1				1			1	3
	Others					1								1
	TSO									1			1	2
	Locks	1												1
	Missing or Damaged Lock	1												1
	Mishandling of Passenger Property		1											1
	Damaged/Missing Items--Checked Baggage		1											1
	Patdown										1			1
	Flyer										1			1
	Persons w/ Disabilities (PWD)	1												1
	Mobility Disability (Not Wheelchair or Scooter)	1												1
	Screening					1					2	2		5
	Procedures/Process					1					1	2		4
	Retrieving Abandoned/Confiscated Items										1			1
2018		1	1	2	3	1		2		5	1	1	2	19
	Customer Service	1		1				1						3
	Others	1												1
	TSO			1				1						2
	Locks				1									1
	Missing or Damaged Lock				1									1
	Mishandling of Passenger Property									1		1		2
	Damaged/Missing Items--Checked Baggage									1		1		2
	Patdown				2					3	1		1	7
	Flyer				2					3	1		1	7
	Persons w/ Disabilities (PWD)					1								1
	Medical Devices - Attached to the Body					1								1
	Property - Special Handling									1				1
	Missing Items - Carry-On									1				1
	Screening		1	1									1	3
	Crew Member or Airline Employee			1										1
	Procedures/Process		1										1	2
	TSA Contact Information							1						1
	General							1						1
2019		1		2	1									4
	Mishandling of Passenger Property			1										1
	Damaged/Missing Items--Checked Baggage			1										1
	Patdown	1		1										2
	Flyer	1		1										2
	Property - Special Handling				1									1
	Damaged Items - Checked				1									1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>GPT</b>		<b>23</b>	<b>11</b>	<b>9</b>	<b>20</b>	<b>18</b>	<b>15</b>	<b>21</b>	<b>13</b>	<b>20</b>	<b>8</b>	<b>15</b>	<b>22</b>	<b>195</b>
<b>2015</b>					<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>28</b>
Customer Service						1							1	2
Others													1	1
TSO						1								1
Locks					1									1
Missing or Damaged Lock					1									1
Mishandling of Passenger Property						2	1	1		4	3	6	4	21
Damaged/Missing Items--Checked Baggage						2	1	1		4	3	6	3	20
Disarrayed Items--Carry-on or Checked													1	1
Patdown													1	1
Flyer													1	1
Persons w/ Disabilities (PWD)												1		1
Medically Necessary Medication and Medical Supplies												1		1
Screening									1	1				2
Crew Member or Airline Employee									1					1
Security Breach										1				1
<b>2016</b>		<b>9</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>49</b>
Civil Rights			1						2	1				4
National Origin										1				1
Racial Profiling or Discrimination			1						2					3
Customer Service		2			1	1	1		1	2		1		9
Others		1			1	1						1		4
TSO		1					1		1	2				5
Mishandling of Passenger Property		2	1			1	4		1	1	2	1	4	17
Damaged/Missing Items--Checked Baggage		2	1			1	3		1	1	2		4	15
Disarrayed Items--Carry-on or Checked							1					1		2
Patdown		1						2		2				5
Flyer								1		2				3
Flyer as Observer		1						1						2
Persons w/ Disabilities (PWD)							1	1						2
General							1							1
Medically Necessary Medication and Medical Supplies								1						1
Screening		4	1					3	1				3	12
Crew Member or Airline Employee		1												1
Inconsistency			1					2						3
Procedures/Process		3						1					3	7
Security Breach									1					1
<b>2017</b>		<b>3</b>	<b>1</b>	<b>5</b>	<b>11</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>51</b>
Civil Rights									1			1		2
Racial Profiling or Discrimination									1					1
Sex/Gender/Gender Identity- Not Transgender												1		1
Customer Service		1			1		1	1		1	1		4	10
Others					1					1				2
TSO		1					1	1			1		4	8
Identification (ID) Requirements		1												1
Domestic		1												1
Locks					1	1			2					4
Missing or Damaged Lock					1	1			2					4
Lost and Found										1				1
Airport/TSA										1				1
Mishandling of Passenger Property		1		5	3	3		2		2	1	3		20
Damaged/Missing Items--Carry-on Luggage					2					1				3
Damaged/Missing Items--Checked Baggage		1		5	1	3		2				3		15
Disarrayed Items--Carry-on or Checked										1	1			2
Patdown			1		3		1							5
Flyer			1		2									3
Flyer as Observer					1		1							2
Persons w/ Disabilities (PWD)					1			1						2
Breast Cancer					1									1
General								1						1
Property - Special Handling										1				1
Missing Items - Checked										1				1
Screening					2		1						2	5
Inconsistency					1									1
Lengthy Lines													1	1
Procedures/Process					1		1						1	3
<b>2018</b>		<b>6</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>10</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>53</b>
Advanced Imaging Technology (AIT)								1						1
Flyer								1						1
Customer Service		2				4	1	3		1	1			12
Others		1									1			2
TSO		1				4	1	3		1				10
Locks				1										1
Missing or Damaged Lock				1										1
Mishandling of Passenger Property		1	1				1	3		1		1		8
Damaged/Missing Items--Checked Baggage		1	1				1	3		1		1		8
Patdown		3			1				2				1	7
Flyer		3			1				2				1	7
Persons w/ Disabilities (PWD)					1			1		2				4
Cancer (general) Not Breast Cancer										1				1
Cognitive /Developmental /Mental Disability									1					1
General					1									1
Touch Aversion (pain/trauma)										1				1
Property - Special Handling				1	1	1								3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Missing Items - Checked			1	1	1								3
Screening		2	1	1	3	3	3	1			1	2	17
Inconsistency			1		1							1	3
Lengthy Lines		1			1								2
Procedures/Process		1		1	1	2	3	1			1	1	11
Security Breach						1							1
2019	5	4	1	3	1								14
Customer Service	3												3
TSO	3												3
Mishandling of Passenger Property				1									1
Disarrayed Items--Carry-on or Checked				1									1
Persons w/ Disabilities (PWD)	1	1											2
Medically Necessary Medication and Medical Supplies		1											1
Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	1	3		1									5
Missing Items - Checked	1	3		1									5
Screening			1	1	1								3
Procedures/Process			1		1								2
Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>GRB</b>		<b>4</b>	<b>4</b>	<b>10</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>12</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>78</b>
<b>2015</b>						<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>10</b>
Locks							1							1
Missing or Damaged Lock							1							1
Mishandling of Passenger Property						1		1	1	2	1	1	1	8
Damaged/Missing Items--Checked Baggage						1		1		2	1	1	1	7
Disarrayed Items--Carry-on or Checked									1					1
Screening										1				1
Procedures/Process										1				1
<b>2016</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>24</b>
Civil Rights						1								1
General Complaint and Discrimination						1								1
Customer Service							1		2	1				4
Others									1					1
TSO							1		1	1				3
Locks					1									1
Missing or Damaged Lock					1									1
Mishandling of Passenger Property		1	1	2	1	1		1		2	1	2		12
Damaged/Missing Items--Checked Baggage		1	1	2	1	1		1		2	1	2		12
Patdown												1	1	2
Flyer												1	1	2
Screening			1				1			1			1	4
Procedures/Process							1			1			1	3
Retrieving Abandoned/Confiscated Items				1										1
<b>2017</b>		<b>3</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>21</b>
Civil Rights				1								1		2
Racial Profiling or Discrimination				1								1		2
Customer Service												1		1
TSO												1		1
Locks		1		1										2
Missing or Damaged Lock		1		1										2
Mishandling of Passenger Property		2		1	1	1	1	1		1		2		10
Damaged/Missing Items--Checked Baggage		2			1	1	1	1		1		2		9
Disarrayed Items--Carry-on or Checked				1										1
Persons w/ Disabilities (PWD)								1	1		1			3
General											1			1
Medically Necessary Medication and Medical Supplies									1					1
Wheelchair/ Scooter/ Segway								1						1
Property - Special Handling											1	1		2
Damaged Items - Checked												1		1
Missing Items - Checked											1			1
Screening													1	1
Inconsistency													1	1
<b>2018</b>				<b>2</b>				<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>17</b>
Customer Service				1						1				2
TSO				1						1				2
Locks											1			1
Missing or Damaged Lock											1			1
Mishandling of Passenger Property				1					1		1	1		4
Damaged/Missing Items--Checked Baggage											1	1		2
Disarrayed Items--Carry-on or Checked				1					1					2
Patdown								1		1				2
Flyer as Observer								1						1
Non-Flyer										1				1
Property - Special Handling									1	1			3	5
Damaged Items - Checked										1			2	3
Missing Items - Checked									1				1	2
Screening								1	1	1				3
Inconsistency										1				1
Procedures/Process								1	1					2
<b>2019</b>			<b>3</b>	<b>2</b>	<b>1</b>									<b>6</b>
Mishandling of Passenger Property			1	1										2
Damaged/Missing Items--Checked Baggage				1										1
Damaged/Missing Items--Unspecified Luggage			1											1
Persons w/ Disabilities (PWD)					1									1
Wheelchair/ Scooter/ Segway					1									1
Property - Special Handling			1	1										2
Missing Items - Carry-On			1											1
Missing Items - Checked				1										1
Screening			1											1
Procedures/Process			1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>GRI</b>	<b>3</b>		<b>2</b>	<b>3</b>	<b>2</b>	<b>5</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>24</b>
<b>2015</b>				<b>1</b>	<b>2</b>					<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
Mishandling of Passenger Property				1	2					1	1		5
Damaged/Missing Items--Checked Baggage				1	2					1	1		5
Screening												1	1
Procedures/Process												1	1
<b>2016</b>			<b>1</b>	<b>1</b>		<b>4</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>9</b>
Customer Service						3		1				1	5
CSM						1							1
Others								1					1
TSO						2						1	3
Mishandling of Passenger Property			1	1		1							3
Damaged/Missing Items--Checked Baggage			1	1		1							3
Persons w/ Disabilities (PWD)									1				1
Internal Medical Devices									1				1
<b>2017</b>	<b>2</b>		<b>1</b>			<b>1</b>		<b>1</b>					<b>5</b>
Customer Service	1												1
TSO	1												1
Patdown						1							1
Flyer						1							1
Persons w/ Disabilities (PWD)			1										1
Service Animals			1										1
Screening	1							1					2
Inconsistency	1												1
Lengthy Lines								1					1
<b>2018</b>				<b>1</b>						<b>1</b>	<b>1</b>		<b>3</b>
Persons w/ Disabilities (PWD)											1		1
Metal Implants (joint)											1		1
Screening				1						1			2
Procedures/Process				1						1			2
<b>2019</b>	<b>1</b>												<b>1</b>
Property - Special Handling	1												1
Damaged Items - Carry-On	1												1

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
GRK		8	6	4	9	8	6	13	8	9	11	18	9	109
2015					1	1	3	6	1	2	2	6	2	24
	Customer Service							2						2
	TSO							2						2
	Locks							1						1
	Missing or Damaged Lock							1						1
	Mishandling of Passenger Property				1	1	3	3	1	1	2	5	2	19
	Damaged/Missing Items--Checked Baggage				1	1	3	3	1	1	2	5	2	19
	Screening									1		1		2
	Inconsistency									1		1		2
2016			2	2	2	5	1	1	2	1	2	9	2	29
	Customer Service						1							1
	TSO						1							1
	Identification (ID) Requirements												1	1
	Domestic												1	1
	Locks			1				1				1		3
	Missing or Damaged Lock			1				1				1		3
	Mishandling of Passenger Property		2	1		4			2	1	2	8	1	21
	Damaged/Missing Items--Carry-on Luggage											1	1	2
	Damaged/Missing Items--Checked Baggage		2	1		3			2	1	2	7		18
	Disarrayed Items--Carry-on or Checked					1								1
	Persons w/ Disabilities (PWD)					1								1
	Mobility Disability (Not Wheelchair or Scooter)					1								1
	Screening				2									2
	Inconsistency				2									2
2017		3	3	1	2	1	1	3	4	5	2	3	2	30
	Civil Rights									1				1
	National Origin									1				1
	Customer Service		1				1	1						3
	TSO		1				1	1						3
	Identification (ID) Requirements										1			1
	Domestic										1			1
	Locks											1		1
	Missing or Damaged Lock											1		1
	Lost and Found									1				1
	Airport/TSA									1				1
	Mishandling of Passenger Property	2	1	1	2			2	2	1	2		1	14
	Damaged/Missing Items--Checked Baggage	1	1	1	2			1	2	1	1			10
	Damaged/Missing Items--Unspecified Luggage	1												1
	Disarrayed Items--Carry-on or Checked							1			1		1	3
	Patdown					1								1
	Non-Flyer					1								1
	Property - Special Handling								2	1		1	1	5
	Missing Items - Checked								2	1		1	1	5
	Screening	1	1									1		3
	Inconsistency											1		1
	Lengthy Lines	1	1											2
2018		2	1	1	1	1	1	3	1	1	5		3	20
	Customer Service	1			1									2
	TSO	1			1									2
	Locks			1							1		1	3
	Missing or Damaged Lock			1							1		1	3
	Mishandling of Passenger Property	1						1		1			2	5
	Damaged/Missing Items--Checked Baggage	1											2	3
	Disarrayed Items--Carry-on or Checked							1		1				2
	Patdown										1			1
	Flyer										1			1
	Persons w/ Disabilities (PWD)										1			1
	Medical Devices - Attached to the Body										1			1
	Property - Special Handling					1	1				2			4
	Damaged Items - Checked						1							1
	Missing Items - Checked					1					2			3
	Screening		1					2	1					4
	Inconsistency							1						1
	Lengthy Lines		1											1
	Procedures/Process							1	1					2
2019		3			3									6
	Locks				1									1
	Missing or Damaged Lock				1									1
	Mishandling of Passenger Property	1			1									2
	Damaged/Missing Items--Checked Baggage	1			1									2
	Property - Special Handling	1			1									2
	Missing Items - Checked	1			1									2
	Screening	1												1
	Procedures/Process	1												1

TSA Contact Center Traveler Complaints Tool

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
GRO												1	1
2015												1	1
Mishandling of Passenger Property												1	1
Damaged/Missing Items--Checked Baggage												1	1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
GRR		34	29	40	31	25	27	16	21	21	26	36	32	338
2015					6	3	4	5		2	7	8	10	45
Customer Service						2	2				3	1	1	9
TSO						2	2				3	1	1	9
Expedited Passenger Screening Program					1									1
TSA PreCheck					1									1
Mishandling of Passenger Property					5	1	2	5		2	4	7	7	33
Damaged/Missing Items--Carry-on Luggage								1		1		1	1	4
Damaged/Missing Items--Checked Baggage					4	1	2	4		1	4	5	5	26
Disarrayed Items--Carry-on or Checked					1							1	1	3
Patdown													1	1
Flyer													1	1
Screening													1	1
Procedures/Process													1	1
2016		9	8	9	4	10	10	6	8	5	9	8	7	93
Civil Rights			1	1		1								3
Racial Profiling or Discrimination			1	1		1								3
Customer Service		2	1	2		2	4	3	2	1		1	2	20
Others						1	2	1	2					6
TSO		2	1	2		1	2	2		1		1	2	14
Identification (ID) Requirements													1	1
Domestic													1	1
Locks		1	1			1				1	3			7
Missing or Damaged Lock		1	1			1				1	3			7
Mishandling of Passenger Property		5	4	5	3	3	5	3	3	3	3	6	3	46
Damaged/Missing Items--Carry-on Luggage							1			2		1		4
Damaged/Missing Items--Checked Baggage		4	4	5	3	3	4	2	2	1	3	4	3	38
Disarrayed Items--Carry-on or Checked		1						1	1			1		4
Patdown									1					1
Flyer									1					1
Persons w/ Disabilities (PWD)						1					1			2
Medically Necessary Medication and Medical Supplies						1								1
Metal Implants (joint)											1			1
Screening		1	1	1	1	2	1		2		2	1	1	13
Inconsistency						1			1					2
Lengthy Lines		1					1							2
Procedures/Process			1	1	1	1			1		1	1	1	8
Security Breach											1			1
2017		8	4	9	6	6	7	2	7	6	7	8	4	74
Civil Rights				1										1
Sex/Gender/Gender Identity- Not Transgender				1										1
Customer Service		2	1	2			3		2	2	2	1	2	17
TSO		2	1	2			3		2	2	2	1	2	17
Locks		1	2			2			1					6
Missing or Damaged Lock		1	2			2			1					6
Mishandling of Passenger Property		5		6	4	4	2	1	2	2	1	3	1	31
Damaged/Missing Items--Carry-on Luggage		1												1
Damaged/Missing Items--Checked Baggage		3		5	3	4	2	1	2	2	1	1		24
Damaged/Missing Items--Unspecified Luggage													1	1
Disarrayed Items--Carry-on or Checked		1		1	1							2		5
Patdown					1		1				1	2		5
Flyer					1		1				1	2		5
Persons w/ Disabilities (PWD)							1							1
Metal Implants (joint)							1							1
Property - Special Handling									1	2	2	1	1	7
Damaged Items - Carry-On										1				1
Damaged Items - Checked											2		1	3
Missing Items - Checked									1	1		1		3
Screening			1		1			1	1		1	1		6
Procedures/Process			1					1	1		1	1		5
Retrieving Abandoned/Confiscated Items					1									1
2018		13	9	15	10	5	6	3	6	8	3	12	11	101
Civil Rights				1	1							1	1	4
Age												1		1
National Origin													1	1
Racial Profiling or Discrimination				1										1
Sex/Gender/Gender Identity- Not Transgender					1									1
Customer Service		2		3	1	1	1	1		1			1	11
TSO		2		3	1	1	1	1		1			1	11
Locks							2							2
Missing or Damaged Lock							2							2
Lost and Found													1	1
Airport/TSA													1	1
Mishandling of Passenger Property		3	5	5	3		1		2	1	2	2	4	28
Damaged/Missing Items--Carry-on Luggage				1									1	2
Damaged/Missing Items--Checked Baggage		3	4	4	3				1	1	2	2	3	23
Damaged/Missing Items--Unspecified Luggage				1										1
Disarrayed Items--Carry-on or Checked							1		1					2
Patdown				2	2		1		1	4		3	1	14
Flyer				2	2				1	3		3	1	12
Flyer as Observer							1			1				2
Persons w/ Disabilities (PWD)		3					1				1	1	1	7
General											1			1
Medical Devices - Attached to the Body												1		1
Medically Necessary Medication and Medical		1												1



**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Mobility Disability (Not Wheelchair or Scooter)	2												2
Prosthesis/Amputees and Casts												1	1
Service Animals						1							1
Property - Special Handling	2	2		1	2		1	2	1		3	2	16
Damaged Items - Carry-On							1				1		2
Damaged Items - Checked	1											1	2
Missing Items - Carry-On	1							1					2
Missing Items - Checked		2		1	2			1	1		2	1	10
Screening	3	2	4	2	2		1	1	1		2		18
Inconsistency		1		1							1		3
Lengthy Lines	1	1	1	1	1								5
Procedures/Process	2		2		1		1	1	1		1		9
Security Breach			1										1
<b>2019</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>1</b>								<b>25</b>
Civil Rights	1	1	2										4
Constitutional Rights			1										1
Racial Profiling or Discrimination	1												1
Sex/Gender/Gender Identity- Not Transgender			1										1
Transgender Screening		1											1
Customer Service		1											1
TSO		1											1
Locks			1	1									2
Missing or Damaged Lock			1	1									2
Mishandling of Passenger Property	2	2	1	3									8
Damaged/Missing Items--Checked Baggage	2	2	1	2									7
Disarrayed Items--Carry-on or Checked				1									1
Patdown	1	1	1										3
Flyer	1	1	1										3
Property - Special Handling		1	2	1	1								5
Damaged Items - Checked					1								1
Missing Items - Carry-On		1	1										2
Missing Items - Checked			1	1									2
Screening		2											2
Procedures/Process		2											2

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>GSN</b>				1	1	1	2	1	1	2		1		10
<b>2015</b>									1					1
Patdown									1					1
Flyer									1					1
<b>2016</b>							1	1		1				3
Customer Service							1							1
TSO							1							1
Mishandling of Passenger Property								1		1				2
Damaged/Missing Items--Checked Baggage								1		1				2
<b>2017</b>						1	1					1		3
Mishandling of Passenger Property						1						1		2
Damaged/Missing Items--Checked Baggage												1		1
Disarrayed Items--Carry-on or Checked						1								1
Screening							1							1
Lengthy Lines							1							1
<b>2018</b>					1					1				2
Mishandling of Passenger Property					1					1				2
Damaged/Missing Items--Checked Baggage					1									1
Disarrayed Items--Carry-on or Checked										1				1
<b>2019</b>				1										1
Locks				1										1
Missing or Damaged Lock				1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
GSO	19	18	21	22	16	25	25	23	23	18	21	23	254	
2015				1	2	2	7	4	7	4	3	7	37	
Airline				1									1	
Policy/Regulations/Service				1									1	
Civil Rights								1	1				2	
Racial Profiling or Discrimination								1	1				2	
Customer Service						1			1		1	1	4	
TSO						1			1		1	1	4	
Locks							2		1	1		1	5	
Missing or Damaged Lock							2		1	1		1	5	
Mishandling of Passenger Property					1	1	4	3	2	2		5	18	
Damaged/Missing Items--Checked Baggage					1	1	4	2	2	2		5	17	
Disarrayed Items--Carry-on or Checked								1					1	
Patdown									1				1	
Flyer									1				1	
Persons w/ Disabilities (PWD)											1		1	
Mobility Disability (Not Wheelchair or Scooter)											1		1	
Screening					1		1		1	1	1		5	
Inconsistency					1				1				2	
Procedures/Process											1		1	
Security Breach							1			1			2	
2016	3	3	6	8	6	5	5	4	5	4	4	3	56	
Civil Rights				1							1		2	
General Complaint and Discrimination				1									1	
Racial Profiling or Discrimination											1		1	
Customer Service						2			1		1	1	5	
TSO						2			1		1	1	5	
Locks	1		2	1							1		5	
Missing or Damaged Lock	1		2	1							1		5	
Mishandling of Passenger Property	1	3	4	4	3	3	4	2	3	3	1	2	33	
Damaged/Missing Items--Carry-on Luggage		1								1		1	3	
Damaged/Missing Items--Checked Baggage	1	2	3	2	3	3	4	2	3	2	1	1	27	
Disarrayed Items--Carry-on or Checked			1	2									3	
Patdown				1	3			1	1				6	
Flyer				1	2			1	1				5	
Flyer as Observer					1								1	
Persons w/ Disabilities (PWD)	1												1	
Wheelchair/ Scooter/ Segway	1												1	
Prohibited & Permitted Items							1						1	
Liquids/Gels/Aerosols							1						1	
Screening				1				1		1			3	
Inconsistency								1					1	
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	
TSO		1		1				1	1	4	1	3	12	
Locks							1			1	1		3	
Missing or Damaged Lock							1			1	1		3	
Lost and Found	1	1											2	
Airport/TSA	1	1											2	
Mishandling of Passenger Property	2	2	5	3	2	3	2	3		1	2	1	26	
Damaged/Missing Items--Checked Baggage	2	2	4	3	2	3	1	2		1	2		22	
Disarrayed Items--Carry-on or Checked			1				1	1				1	4	
Notice of Violation/Civil Penalties							1						1	
General							1						1	
Patdown		1						1	2		1	3	8	
Flyer		1						1	2		1	3	8	
Persons w/ Disabilities (PWD)				1	1	3		1				1	7	
Diabetes					1								1	
General						1							1	
Internal Medical Devices						1						1	2	
Metal Implants (joint)						1							1	
Prosthesis/Amputees and Casts								1					1	
Touch Aversion (pain/trauma)				1									1	
Property - Special Handling							1	2			1		4	
Damaged Items - Carry-On							1				1		2	
Damaged Items - Checked								1					1	
Missing Items - Carry-On								1					1	
Screening	1				1	1	2		1			2	8	
Inconsistency							1						1	
Lengthy Lines												2	2	
Procedures/Process	1				1	1	1		1				5	
2018	7	1	5	7	3	11	6	7	7	4	8	3	69	
Advanced Imaging Technology (AIT)										1	1		2	
Flyer										1	1		2	
Civil Rights						1			2		1	1	5	
Racial Profiling or Discrimination						1			2			1	4	
Sex/Gender/Gender Identity- Not Transgender											1		1	
Customer Service		1	1	3		1	2	1	2		1		12	
Others				2			2		1				5	
TSO		1	1	1		1		1	1		1		7	
Locks					1			1					2	
Missing or Damaged Lock					1			1					2	
Mishandling of Passenger Property	3				1	2	2	2	1		3	1	15	
Damaged/Missing Items--Carry-on Luggage	1												1	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Damaged/Missing Items--Checked Baggage	2					1	1	2	1		3	1	11
Disarrayed Items--Carry-on or Checked					1	1	1						3
Patdown	2			1		2	1	2		1	1	1	11
Flyer	2			1		2	1	2		1	1	1	11
Persons w/ Disabilities (PWD)									1				1
Prosthesis/Amputees and Casts									1				1
Property - Special Handling	2		3	1		2	1		1	2	1		13
Damaged Items - Carry-On						1							1
Damaged Items - Checked	2		2			1				1	1		7
Missing Items - Checked			1	1			1		1	1			5
Screening			1	2	1	3		1					8
Inconsistency				1									1
Procedures/Process			1	1	1	3		1					7
<b>2019</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>1</b>								<b>21</b>
Advanced Imaging Technology (AIT)		1											1
Flyer		1											1
Civil Rights			1										1
Racial Profiling or Discrimination			1										1
Customer Service	2		1	1	1								5
TSO	2		1	1	1								5
Mishandling of Passenger Property	2		1										3
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage	1		1										2
Patdown	1	3											4
Flyer		3											3
Flyer as Observer	1												1
Property - Special Handling		2	1										3
Damaged Items - Checked		2											2
Missing Items - Carry-On			1										1
Screening		3	1										4
Procedures/Process		3	1										4

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
GSP	20	19	23	28	23	24	29	26	21	24	21	17	275	
2015				5	1	5	7	3	8	5	3	7	44	
Customer Service									1	1			2	
TSO									1	1			2	
Expedited Passenger Screening Program				1			2						3	
TSA PreCheck				1			2						3	
Hazardous Materials Safety												1	1	
General												1	1	
Locks						2		1					3	
Missing or Damaged Lock						2		1					3	
Mishandling of Passenger Property				3	1	2	4	2	6	4	3	5	30	
Damaged/Missing Items--Carry-on Luggage							1						1	
Damaged/Missing Items--Checked Baggage				2	1	2	2		5	4	3	5	24	
Damaged/Missing Items--Unspecified Luggage				1									1	
Disarrayed Items--Carry-on or Checked							1	2	1				4	
Persons w/ Disabilities (PWD)									1				1	
Medically Necessary Medication and Medical Supplies									1				1	
Screening				1		1	1					1	4	
Inconsistency				1								1	2	
Procedures/Process						1	1						2	
2016	2	5	5	6	5	6	5	7	6	8	8	4	67	
Civil Rights										1			1	
Racial Profiling or Discrimination										1			1	
Customer Service				2	2	2	1		1	1	1		10	
Others					1	1	1		1				4	
TSO				2	1	1				1	1		6	
Locks		1							1		1		3	
Missing or Damaged Lock		1							1		1		3	
Lost and Found		1											1	
Airport/TSA		1											1	
Mishandling of Passenger Property	1	3	2	4	2	2	3	3	1	5	5	3	34	
Damaged/Missing Items--Carry-on Luggage		1						1	1	1			4	
Damaged/Missing Items--Checked Baggage	1	2	2	4	2	2	2	2	3	5	3		28	
Disarrayed Items--Carry-on or Checked							1			1			2	
Patdown						1				1			2	
Flyer						1				1			2	
Persons w/ Disabilities (PWD)						1		1	1				3	
Diabetes						1							1	
Medically Necessary Medication and Medical Supplies								1					1	
Service Animals									1				1	
Screening	1		3		1		1	3	2		1	1	13	
Crew Member or Airline Employee												1	1	
Lengthy Lines	1		2		1			3	1				8	
Procedures/Process			1				1		1		1		4	
2017	3	2	6	3	4	10	8	10	2	7	7	5	67	
Civil Rights							1						1	
Racial Profiling or Discrimination							1						1	
Customer Service			1			4	1			2	1		9	
Others						1							1	
TSO			1			3	1			2	1		8	
Locks				1	2						1		4	
Missing or Damaged Lock				1	2						1		4	
Mishandling of Passenger Property	3	1	3	2	2	6	4	2	1	4	1	1	30	
Damaged/Missing Items--Carry-on Luggage			1		1								2	
Damaged/Missing Items--Checked Baggage	3		2	2	1	5	4	2	1	4		1	25	
Disarrayed Items--Carry-on or Checked		1				1					1		3	
Patdown								4	1				5	
Flyer								3	1				4	
Flyer as Observer								1					1	
Persons w/ Disabilities (PWD)		1						1		1			3	
Internal Medical Devices								1					1	
Medically Necessary Medication and Medical Supplies										1			1	
Mobility Disability (Not Wheelchair or Scooter)		1											1	
Property - Special Handling							2	2			2		6	
Damaged Items - Checked								1			1		2	
Missing Items - Checked							2	1			1		4	
Screening			2					1			2	4	9	
Procedures/Process			2					1			2	4	9	
2018	11	7	6	7	5	3	9	6	5	4	3	1	67	
Civil Rights	1	1	1			1							4	
Racial Profiling or Discrimination	1	1	1			1							4	
Customer Service	1	1		1	1		2			1	1		8	
TSO	1	1		1	1		2			1	1		8	
Locks	1				1								2	
Missing or Damaged Lock	1				1								2	
Mishandling of Passenger Property	2	2	2	2	1	1	3	3	2	3	1		22	
Damaged/Missing Items--Checked Baggage	2	2	2	2	1		2	3	2	3	1		20	
Disarrayed Items--Carry-on or Checked						1	1						2	
Patdown	1			1				1	1				4	
Children									1				1	
Flyer	1							1					2	
Flyer as Observer				1									1	
Persons w/ Disabilities (PWD)	1		1	1									3	
Service Animals			1										1	
Touch Aversion (pain/trauma)	1												1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	3	1	1		1		2	1	1		1	1	12
Damaged Items - Carry-On	1												1
Damaged Items - Checked							1	1			1	1	4
Missing Items - Carry-On									1				1
Missing Items - Checked	2	1	1		1		1						6
Screening		2	1	2	1	1	2	1	1				11
Inconsistency		1											1
Lengthy Lines							1						1
Procedures/Process			1	2	1		1	1	1				7
Retrieving Abandoned/Confiscated Items		1											1
Security Breach						1							1
TSA Contact Information	1												1
General	1												1
<b>2019</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>								<b>30</b>
Civil Rights			1										1
Racial Profiling or Discrimination			1										1
Customer Service	1												1
TSO	1												1
Locks				1	1								2
Missing or Damaged Lock				1	1								2
Mishandling of Passenger Property	1	1	3	1	1								7
Damaged/Missing Items--Checked Baggage	1	1	2	1	1								6
Disarrayed Items--Carry-on or Checked			1										1
Patdown					1								1
Flyer					1								1
Persons w/ Disabilities (PWD)	1	1			1								3
Diabetes	1	1											2
Ostomy/Ostomates					1								1
Property - Special Handling	1	1	1	4	4								11
Damaged Items - Checked				2	1								3
Missing Items - Carry-On	1												1
Missing Items - Checked		1	1	2	3								7
Screening		2	1	1									4
Procedures/Process		2	1	1									4

# TSA Contact Center Traveler Complaints Tool

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>GST</b>										<b>3</b>	<b>4</b>		<b>7</b>
<b>2015</b>										<b>2</b>			<b>2</b>
Mishandling of Passenger Property										2			2
Damaged/Missing Items--Checked Baggage										2			2
<b>2016</b>											<b>2</b>		<b>2</b>
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
Patdown											1		1
Flyer											1		1
<b>2017</b>											<b>1</b>		<b>1</b>
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
<b>2018</b>										<b>1</b>	<b>1</b>		<b>2</b>
Customer Service										1	1		2
TSO										1	1		2

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>GTF</b>		<b>9</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>65</b>
<b>2015</b>						<b>3</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>3</b>	<b>9</b>
Customer Service							1							1
TSO							1							1
Locks													1	1
Missing or Damaged Lock													1	1
Mishandling of Passenger Property						3					1	1	1	6
Damaged/Missing Items--Checked Baggage						3					1	1	1	6
Patdown													1	1
Flyer													1	1
<b>2016</b>			<b>1</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>16</b>
Customer Service					1					1				2
Others					1									1
TSO										1				1
Mishandling of Passenger Property			1				2	1		1			1	6
Damaged/Missing Items--Carry-on Luggage							1							1
Damaged/Missing Items--Checked Baggage			1				1	1		1			1	5
Patdown					1				1					2
Flyer									1					1
General					1									1
Persons w/ Disabilities (PWD)									1	1				2
Metal Implants (joint)									1					1
Prosthesis/Amputees and Casts										1				1
Screening				2				1			1			4
Procedures/Process				2				1			1			4
<b>2017</b>		<b>4</b>	<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>18</b>
Civil Rights					1				1					2
Racial Profiling or Discrimination					1				1					2
Customer Service										1	1			2
TSO										1	1			2
Mishandling of Passenger Property		2	1							2	1		1	7
Damaged/Missing Items--Checked Baggage		2	1							2	1		1	7
Patdown								1						1
Flyer								1						1
Persons w/ Disabilities (PWD)		1												1
Diabetes		1												1
Screening		1								1	1	1	1	5
Inconsistency												1		1
Procedures/Process		1								1	1		1	4
<b>2018</b>		<b>3</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>1</b>	<b>17</b>
Civil Rights		1												1
Age		1												1
Customer Service		1		1			1					1		4
TSO		1		1			1					1		4
Locks													1	1
Missing or Damaged Lock													1	1
Mishandling of Passenger Property			1	1		1					1			4
Damaged/Missing Items--Checked Baggage			1			1					1			3
Disarrayed Items--Carry-on or Checked				1										1
Patdown		1												1
Flyer		1												1
Persons w/ Disabilities (PWD)			1				1							2
Diabetes							1							1
Mobility Disability (Not Wheelchair or Scooter)			1											1
Screening			1			1		1				1		4
Procedures/Process			1			1						1		3
Security Breach								1						1
<b>2019</b>		<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>								<b>5</b>
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property			1											1
Damaged/Missing Items--Checked Baggage			1											1
Patdown		1												1
Flyer		1												1
Persons w/ Disabilities (PWD)						1								1
Diabetes						1								1
Property - Special Handling					1									1
Missing Items - Checked					1									1



TSA Contact Center Traveler Complaints Tool														Total
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
<b>GTR</b>		<b>5</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>50</b>
<b>2015</b>								<b>1</b>		<b>1</b>		<b>2</b>		<b>4</b>
Additional Information Required/Insufficient Information								1						1
EMAIL ONLY								1						1
Mishandling of Passenger Property										1		2		3
Damaged/Missing Items--Checked Baggage										1		2		3
<b>2016</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>2</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>17</b>
Civil Rights											1			1
National Origin											1			1
Locks												1		1
Missing or Damaged Lock												1		1
Mishandling of Passenger Property		2		1	1	1	3		1		2		2	13
Damaged/Missing Items--Checked Baggage		2		1	1	1	3		1		2		2	13
Screening						1			1					2
Lengthy Lines						1								1
Procedures/Process									1					1
<b>2017</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>12</b>
Civil Rights						1								1
National Origin						1								1
Customer Service		1												1
TSO		1												1
Mishandling of Passenger Property				2							2			4
Damaged/Missing Items--Checked Baggage				1							2			3
Disarrayed Items--Carry-on or Checked				1										1
Patdown											1			1
Flyer as Observer											1			1
Property - Special Handling										1			1	2
Damaged Items - Carry-On													1	1
Missing Items - Checked										1				1
Screening					1				1				1	3
Procedures/Process					1				1				1	3
<b>2018</b>		<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>			<b>1</b>	<b>13</b>
Customer Service					1									1
TSO					1									1
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property		1	1				1			3			1	7
Damaged/Missing Items--Checked Baggage		1	1				1			3			1	7
Screening						1		2	1					4
Procedures/Process						1		2	1					4
<b>2019</b>			<b>1</b>		<b>3</b>									<b>4</b>
Mishandling of Passenger Property					3									3
Damaged/Missing Items--Checked Baggage					2									2
Disarrayed Items--Carry-on or Checked					1									1
Property - Special Handling			1											1
Missing Items - Checked			1											1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
GUC	1		1		3	1			2	1	1	1	11	
2015					1							1	2	
Expedited Passenger Screening Program					1								1	
TSA PreCheck					1								1	
Patdown												1	1	
Flyer												1	1	
2016			1		1				1		1		4	
Customer Service									1				1	
TSO									1				1	
Mishandling of Passenger Property											1		1	
Damaged/Missing Items--Checked Baggage											1		1	
Patdown			1		1								2	
Flyer			1		1								2	
2017					1				1	1			3	
Mishandling of Passenger Property					1								1	
Damaged/Missing Items--Checked Baggage					1								1	
Patdown										1			1	
Flyer										1			1	
Screening									1				1	
Procedures/Process									1				1	
2018	1					1							2	
Property - Special Handling	1												1	
Missing Items - Checked	1												1	
Screening						1							1	
Procedures/Process						1							1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
GUM	5	6	6	7	4	8	7	11	8	10	9	4	85
2015						3	3	3			2	2	13
Customer Service							1					1	2
TSO							1					1	2
Locks							1						1
Missing or Damaged Lock							1						1
Mishandling of Passenger Property						3	1	3			2	1	10
Damaged/Missing Items--Checked Baggage						3	1	3			2	1	10
2016	4	3		1		1	2	5		3	3	1	23
Civil Rights								1					1
Racial Profiling or Discrimination								1					1
Customer Service	1	2					2	2		1			8
CSM		1											1
Others	1	1						1					3
TSO							2	1		1			4
Mishandling of Passenger Property	3			1		1				2	2	1	10
Damaged/Missing Items--Checked Baggage	3			1		1				2	2	1	10
Patdown											1		1
Flyer as Observer											1		1
Persons w/ Disabilities (PWD)		1											1
Wheelchair/ Scooter/ Segway		1											1
Screening								2					2
Lengthy Lines								1					1
Procedures/Process								1					1
2017	1	2	2	4		2	2	2	4	2	2		23
Customer Service									1				1
TSO									1				1
Locks								1					1
Missing or Damaged Lock								1					1
Mishandling of Passenger Property		1	2	4				1	1		2		11
Damaged/Missing Items--Carry-on Luggage			1					1					2
Damaged/Missing Items--Checked Baggage		1	1	4					1		2		9
Property - Special Handling							2		1	2			5
Damaged Items - Checked										1			1
Missing Items - Checked							2		1	1			4
Screening	1	1				2			1				5
Lengthy Lines						1							1
Procedures/Process	1	1				1			1				4
2018			3	1	2	2		1	4	5	2	1	21
Customer Service			2		1						1		4
TSO			2		1						1		4
Locks									2				2
Missing or Damaged Lock									2				2
Mishandling of Passenger Property			1			2			1	1	1		6
Damaged/Missing Items--Carry-on Luggage						1							1
Damaged/Missing Items--Checked Baggage			1			1			1	1	1		5
Property - Special Handling				1					1	3		1	6
Damaged Items - Checked										1			1
Missing Items - Carry-On												1	1
Missing Items - Checked				1					1	2			4
Screening					1			1		1			3
Lengthy Lines										1			1
Procedures/Process					1			1					2
2019		1	1	1	2								5
Civil Rights					1								1
Racial Profiling or Discrimination					1								1
Customer Service			1										1
TSO			1										1
Property - Special Handling				1	1								2
Damaged Items - Checked				1									1
Missing Items - Carry-On					1								1
Screening		1											1
Procedures/Process		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
HDN	1		2	6	5	5			1			1	21
2015				2	1								3
Mishandling of Passenger Property				1	1								2
Damaged/Missing Items--Carry-on Luggage					1								1
Damaged/Missing Items--Checked Baggage				1									1
Patdown				1									1
Flyer				1									1
2016						2			1				3
Animals						1							1
Carry-On						1							1
Screening						1			1				2
Procedures/Process						1							1
Retrieving Abandoned/Confiscated Items									1				1
2017				3	1	1						1	6
Customer Service												1	1
TSO												1	1
Mishandling of Passenger Property				2	1								3
Damaged/Missing Items--Checked Baggage				2	1								3
Patdown						1							1
Flyer						1							1
Screening				1									1
Procedures/Process				1									1
2018	1		1		3	2							7
Customer Service	1				1	1							3
TSO	1				1	1							3
Mishandling of Passenger Property			1		1								2
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling					1	1							2
Damaged Items - Carry-On					1								1
Missing Items - Checked						1							1
2019			1	1									2
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1
Screening			1										1
Procedures/Process			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>HGR</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>			<b>4</b>	<b>2</b>	<b>4</b>		<b>18</b>
<b>2015</b>						<b>1</b>			<b>1</b>	<b>2</b>			<b>2</b>
Customer Service									1				1
Others									1				1
Mishandling of Passenger Property						1							1
Damaged/Missing Items--Carry-on Luggage						1							1
<b>2016</b>		<b>1</b>			<b>2</b>						<b>1</b>		<b>4</b>
Mishandling of Passenger Property		1			2						1		4
Damaged/Missing Items--Checked Baggage		1			2						1		4
<b>2017</b>			<b>1</b>						<b>1</b>	<b>1</b>	<b>1</b>		<b>4</b>
Mishandling of Passenger Property			1						1	1			3
Damaged/Missing Items--Checked Baggage			1						1	1			3
Patdown											1		1
Flyer											1		1
<b>2018</b>									<b>2</b>	<b>1</b>	<b>2</b>		<b>5</b>
Mishandling of Passenger Property									2		1		3
Damaged/Missing Items--Checked Baggage									2		1		3
Patdown											1		1
Non-Flyer											1		1
Screening										1			1
Procedures/Process										1			1
<b>2019</b>		<b>1</b>	<b>1</b>	<b>1</b>									<b>3</b>
Screening		1	1	1									3
Procedures/Process		1	1	1									3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>HIB</b>	<b>1</b>		<b>4</b>	<b>2</b>		<b>2</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>16</b>
<b>2015</b>						<b>1</b>			<b>1</b>	<b>1</b>			<b>3</b>
Lost and Found										1			1
Airport/TSA										1			1
Mishandling of Passenger Property						1			1				2
Damaged/Missing Items--Checked Baggage						1			1				2
<b>2016</b>			<b>1</b>				<b>1</b>					<b>1</b>	<b>3</b>
Mishandling of Passenger Property			1									1	2
Damaged/Missing Items--Checked Baggage			1									1	2
Screening							1						1
Procedures/Process							1						1
<b>2017</b>			<b>2</b>	<b>1</b>		<b>1</b>					<b>1</b>	<b>1</b>	<b>6</b>
Customer Service				1									1
TSO				1									1
Locks			1										1
Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1			1					1	1	4
Damaged/Missing Items--Checked Baggage			1			1							2
Disarrayed Items--Carry-on or Checked											1	1	2
<b>2018</b>				<b>1</b>						<b>1</b>			<b>2</b>
Customer Service				1						1			2
Others										1			1
TSO				1									1
<b>2019</b>	<b>1</b>		<b>1</b>										<b>2</b>
Customer Service			1										1
TSO			1										1
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
HLN		2	4	5	2	3	1	1	6	5	5	5		39
2015					1	3	1	1	1	1	3	5		7
	Civil Rights									1				1
	General Complaint and Discrimination									1				1
	Customer Service								1					1
	TSO								1					1
	Locks										1			1
	Missing or Damaged Lock										1			1
	Mishandling of Passenger Property				1			1			1			3
	Damaged/Missing Items--Checked Baggage				1			1			1			3
	Screening										1			1
	Procedures/Process										1			1
2016				1		1				3		2		7
	Customer Service									1				1
	TSO									1				1
	Mishandling of Passenger Property			1		1						2		4
	Damaged/Missing Items--Checked Baggage			1		1						1		3
	Disarrayed Items--Carry-on or Checked											1		1
	Persons w/ Disabilities (PWD)									1				1
	Mobility Disability (Not Wheelchair or Scooter)									1				1
	Screening									1				1
	Procedures/Process									1				1
2017		1	1	2	1				2		2	2		11
	Civil Rights										1			1
	National Origin										1			1
	Customer Service	1												1
	TSO	1												1
	Locks			1										1
	Missing or Damaged Lock			1										1
	Mishandling of Passenger Property		1	1	1				1		1	1		6
	Damaged/Missing Items--Checked Baggage			1	1						1	1		4
	Disarrayed Items--Carry-on or Checked		1						1					2
	Patdown								1			1		2
	Flyer								1					1
	General											1		1
2018		1	1	1			1		3	1		1		9
	Customer Service											1		1
	Others											1		1
	Locks		1						1					2
	Missing or Damaged Lock		1						1					2
	Mishandling of Passenger Property	1					1		1	1				4
	Damaged/Missing Items--Checked Baggage	1					1		1	1				4
	Screening			1					1					2
	Lengthy Lines			1										1
	Procedures/Process								1					1
2019			2	1		2								5
	Customer Service		2											2
	TSO		2											2
	Mishandling of Passenger Property			1		2								3
	Damaged/Missing Items--Checked Baggage			1		2								3

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
HNL	193	174	207	220	212	177	172	185	176	180	172	174	2,242	
2015				46	30	38	39	43	36	39		53	384	
Civil Rights						1					1	1	3	
General Complaint and Discrimination						1							1	
Racial Profiling or Discrimination											1	1	2	
Claims				1									1	
General				1									1	
Customer Service				1	4		3	3	1	2	3	6	23	
Others								1		1	1		3	
TSO				1	4		3	2	1	1	2	6	20	
Expedited Passenger Screening Program				1		3							4	
TSA PreCheck				1		3							4	
Locks				4	5	6	3	5	5	4	9	8	49	
General									1	1	2		4	
Missing or Damaged Lock				4	5	6	3	5	4	3	7	8	45	
Lost and Found								1					1	
Airport/TSA								1					1	
Mishandling of Passenger Property				38	18	27	30	30	26	30	43	33	275	
Damaged/Missing Items Private Screening Contractor									1				1	
Damaged/Missing Items--Carry-on Luggage				1	1	1	5	4	4	4	6	2	28	
Damaged/Missing Items--Checked Baggage				34	15	24	23	24	20	25	35	30	230	
Damaged/Missing Items--Unspecified Luggage					1	1				1			3	
Disarrayed Items--Carry-on or Checked				3	1	1	2	2	1		2	1	13	
Patdown					1	1	1			2			5	
Flyer					1	1	1			2			5	
Persons w/ Disabilities (PWD)					1			2			1		4	
Diapers/Garments/Dressings/Masks								1					1	
Internal Medical Devices								1					1	
Metal Implants (joint)					1								1	
Wheelchair/ Scooter/ Segway											1		1	
Prohibited & Permitted Items									2			1	3	
Food/Beverages									1			1	2	
Sporting Goods									1				1	
Screening				1	1		2	2	2	1	3	4	16	
Inconsistency							1		1				2	
Lengthy Lines									1			1	2	
Procedures/Process				1	1		1	1			3	3	10	
Retrieving Abandoned/Confiscated Items								1		1			2	
2016	51	42	53	45	55	44	56	48	42	48	34	50	568	
Civil Rights	1			1	2	1	1		1		1	1	9	
General Complaint and Discrimination				1									1	
Racial Profiling or Discrimination					2		1		1		1	1	6	
Screening of Religious Cultural and Ceremoni	1												1	
Sex/Gender/Gender Identity- Not Transgender						1							1	
Customer Service	8	4	7	4	8	5	6	9	6	6	6	5	74	
CSM	1												1	
Others	3			1	1	1		1	1				8	
TSO	4	4	7	3	7	4	6	8	5	6	6	5	65	
Identification (ID) Requirements				1									1	
Domestic				1									1	
Locks	6	2	4	3	4	1	5	4	4	5	5	5	48	
General							1						1	
Missing or Damaged Lock	6	2	4	3	4	1	4	4	4	5	5	5	47	
Lost and Found			1			1	1						3	
Airport/TSA			1			1	1						3	
Mishandling of Passenger Property	31	29	38	32	35	32	36	29	28	33	18	34	375	
Damaged/Missing Items--Carry-on Luggage	2	3	3	2	4	1	4	2	2	2		2	27	
Damaged/Missing Items--Checked Baggage	22	25	33	24	27	27	30	24	25	30	17	31	315	
Damaged/Missing Items--Unspecified Luggage		1			1	1							3	
Disarrayed Items--Carry-on or Checked	7		2	6	3	3	2	3	1	1	1	1	30	
Patdown		1		1	2	1		1	1		3	1	11	
Flyer		1			2	1		1	1		2	1	9	
Flyer as Observer				1							1		2	
Persons w/ Disabilities (PWD)	2	1				1	3		1			1	9	
Breast Cancer		1											1	
Cognitive /Developmental /Mental Disability	1						1						2	
Medically Necessary Medication and Medical Supplies									1				1	
Metal Implants (joint)	1												1	
Mobility Disability (Not Wheelchair or Scooter)						1							1	
Prosthesis/Amputees and Casts												1	1	
Service Animals							2						2	
Prohibited & Permitted Items			1										1	
Firearm/Ammunition			1										1	
Screening	3	5	2	3	4	2	4	5	1	4	1	2	36	
Inconsistency	2				1						1	1	5	
Lengthy Lines	1	1	1		1		2	2		1			9	
Procedures/Process		3	1	3	1	2	2	2	1	2		1	18	
Security Breach		1			1			1		1			4	
TSA Contact Information												1	1	
General												1	1	
2017	38	45	60	47	28	43	35	46	47	35	38	38	500	
Advanced Imaging Technology (AIT)											1		1	
Flyer											1		1	
Civil Rights		2				1	2		1	2	2		10	
National Origin							1						1	



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Racial Profiling or Discrimination		2				1	1		1	2			7
Sex/Gender/Gender Identity- Not Transgender											2		2
Customer Service	1	2	4	6	4	6	2	6	5	8	6	4	54
Others										1			1
TSO	1	2	4	6	4	6	2	6	5	7	6	4	53
Locks	5	2	4	4	1	5	3	3	5	1	2	2	37
General									1				1
Missing or Damaged Lock	5	2	4	4	1	5	3	3	4	1	2	2	36
Lost and Found	1	1	2								1	2	7
Airport/TSA	1	1	2								1	2	7
Mishandling of Passenger Property	27	34	42	32	20	26	19	19	23	12	17	14	285
Damaged/Missing Items--Carry-on Luggage	1	3	3	4	3	1		2		2	1		20
Damaged/Missing Items--Checked Baggage	24	29	34	26	15	25	16	12	22	9	14	11	237
Damaged/Missing Items--Unspecified Luggage		1											1
Disarrayed Items--Carry-on or Checked	2	1	5	2	2		3	5	1	1	2	3	27
Patdown	1	1	2	2	2	2	2		2	2	2	1	19
Flyer	1	1	2	2		2	2		2	1	1	1	15
Flyer as Observer					1					1	1		3
Non-Flyer					1								1
Persons w/ Disabilities (PWD)		1					1	1		1	1		5
Breast Cancer								1					1
Diabetes							1						1
Mobility Disability (Not Wheelchair or Scooter)		1											1
Prosthesis/Amputees and Casts										1			1
Respiratory and Inhaler Equipment											1		1
Prohibited & Permitted Items									1				1
Liquids/Gels/Aerosols									1				1
Property - Special Handling							5	10	8	7	4	8	42
Damaged Items - Checked							2	4	3	2	2	2	15
Missing Items - Carry-On										2		1	3
Missing Items - Checked							3	6	5	3	2	5	24
Screening	3	2	6	2	1	3	1	7	2	2	2	7	38
Inconsistency			2					1			1		4
Lengthy Lines	2	1	1					1	1	1		2	9
Procedures/Process	1	1	3		1	3	1	5	1	1	1	5	25
SIDA (Security Identification Display Area)				1									1
General				1									1
<b>2018</b>	<b>58</b>	<b>47</b>	<b>46</b>	<b>40</b>	<b>55</b>	<b>52</b>	<b>42</b>	<b>48</b>	<b>51</b>	<b>58</b>	<b>40</b>	<b>33</b>	<b>570</b>
Civil Rights	1	2			3				1	2			9
National Origin	1				2								3
Racial Profiling or Discrimination		2							1	2			5
Screening of Religious Cultural and Ceremonial Items					1								1
Customer Service	7	7	6	10	10	6	7	3	9	11	4	4	84
Others	1				1	1	1		1				5
TSO	6	7	6	10	9	5	6	3	8	11	4	4	79
Locks	6	3	2	1	4	4	9	3	3	5	4	3	47
General						1	1						2
Missing or Damaged Lock	6	3	2	1	4	3	8	3	3	5	4	3	45
Lost and Found	1				1				1			1	4
Airport/TSA	1				1				1			1	4
Mishandling of Passenger Property	15	18	20	20	13	21	11	24	17	19	16	8	202
Damaged/Missing Items--Carry-on Luggage	1		2	1		1		4	2	1			12
Damaged/Missing Items--Checked Baggage	10	17	14	16	12	15	11	17	13	17	16	6	164
Damaged/Missing Items--Unspecified Luggage			1			1							2
Disarrayed Items--Carry-on or Checked	4	1	4	2	1	4		3	2	1		2	24
Patdown	3	1	5	3	1	1	1	2	1	2		2	22
Flyer	2	1	5	3	1	1	1	2		2		2	20
Non-Flyer	1								1				2
Persons w/ Disabilities (PWD)	2	2	2		1		1		2			1	11
General												1	1
Hearing Impairment		1	1										2
Medically Necessary Medication and Medical	1												1
Mobility Disability (Not Wheelchair or Scooter)			1				1						2
Touch Aversion (pain/trauma)	1								1				2
Wheelchair/ Scooter/ Segway		1			1				1				3
Property - Special Handling	12	7	8	6	15	12	8	11	10	12	6	7	114
Damaged Items - Carry-On						1		1		2			4
Damaged Items - Checked	3	1	2	3	3	1	3	5	3		3	3	30
Missing Items - Carry-On		1	2		4	2	1	1	2	1	1	2	17
Missing Items - Checked	9	5	4	3	8	8	4	4	5	9	2	2	63
Request for Assistance						1							1
Other						1							1
Screening	11	7	3		7	7	5	5	7	7	10	7	76
Inconsistency	1	1										1	3
Lengthy Lines	6	1	1		1	1	1	3	2	3	1	3	23
Procedures/Process	4	5	2		6	6	4	2	5	3	8	3	48
Retrieving Abandoned/Confiscated Items										1			1
Security Breach											1		1
<b>2019</b>	<b>46</b>	<b>40</b>	<b>48</b>	<b>42</b>	<b>44</b>								<b>220</b>
Civil Rights		1	3	1	1								6
National Origin		1											1
Racial Profiling or Discrimination				1	1								2
Sex/Gender/Gender Identity- Not Transgender			3										3
Customer Service	8	7	8	9	6								38
Others		1	1										2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TSO	8	6	7	9	6								36
Locks	6	4	2	2	6								20
General			1										1
Missing or Damaged Lock	6	4	1	2	6								19
Lost and Found		1		1									2
Airport/TSA		1		1									2
Mishandling of Passenger Property	11	9	15	10	16								61
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	9	6	10	9	10								44
Disarrayed Items--Carry-on or Checked	2	3	4	1	6								16
Patdown					1								1
Flyer					1								1
Persons w/ Disabilities (PWD)	2	1	2	2	1								8
Autism Spectrum			1										1
Cognitive /Developmental /Mental Disability				1									1
General		1											1
Medically Necessary Medication and Medical Supplies					1								1
Mobility Disability (Not Wheelchair or Scooter)	1		1	1									3
Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	12	10	12	15	8								57
Damaged Items - Carry-On	1	1	2		1								5
Damaged Items - Checked	2	2	4	3	2								13
Missing Items - Carry-On	4	1	3	2	1								11
Missing Items - Checked	5	6	3	10	4								28
Request for Assistance	1	1			1								3
Other	1	1			1								3
Screening	6	6	6	2	4								24
Crew Member or Airline Employee					1								1
Inconsistency	1												1
Lengthy Lines	2	2	2	1									7
Procedures/Process	3	4	3	1	3								14
Security Breach			1										

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>HOB</b>	<b>1</b>	<b>3</b>	<b>2</b>		<b>1</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>26</b>
<b>2015</b>								<b>2</b>			<b>1</b>		<b>3</b>
Mishandling of Passenger Property								2			1		3
Damaged/Missing Items--Checked Baggage								2			1		3
<b>2016</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>		<b>1</b>	<b>8</b>
Customer Service												1	1
TSO												1	1
Mishandling of Passenger Property	1	1				1				1			4
Damaged/Missing Items--Checked Baggage		1				1				1			3
Disarrayed Items--Carry-on or Checked	1												1
Persons w/ Disabilities (PWD)										1			1
Metal Implants (joint)										1			1
Screening							1		1				2
Inconsistency							1						1
Procedures/Process									1				1
<b>2017</b>					<b>1</b>	<b>2</b>		<b>1</b>				<b>2</b>	<b>6</b>
Mishandling of Passenger Property						2						1	3
Damaged/Missing Items--Checked Baggage						2						1	3
Screening					1			1				1	3
Inconsistency												1	1
Procedures/Process					1			1					2
<b>2018</b>		<b>1</b>				<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>6</b>
Mishandling of Passenger Property						1			1		1		3
Damaged/Missing Items--Checked Baggage						1			1		1		3
Screening		1				1	1						3
Procedures/Process		1				1	1						3
<b>2019</b>		<b>1</b>	<b>2</b>										<b>3</b>
Mishandling of Passenger Property			1										1
Damaged/Missing Items--Checked Baggage			1										1
Screening		1	1										2
Procedures/Process			1										1
Security Breach		1											1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
HOU	131	166	178	167	131	154	115	117	135	162	169	115	1,740	
2015				23	10	15	17	14	27	37	35	32	210	
Civil Rights				1							2		3	
General Complaint and Discrimination				1									1	
Racial Profiling or Discrimination											1		1	
Transgender Screening											1		1	
Customer Service				2		1	3		1	4	4	7	22	
TSO				2		1	3		1	4	4	7	22	
Expedited Passenger Screening Program										1			1	
TSA PreCheck										1			1	
Locks				1				2		1	3	4	11	
Missing or Damaged Lock				1				2		1	3	4	11	
Lost and Found				2				1					3	
Airport/TSA				2				1					3	
Mishandling of Passenger Property				16	10	13	12	10	24	28	23	17	153	
Damaged/Missing Items--Carry-on Luggage				2	1	2	1		5	6	3	2	22	
Damaged/Missing Items--Checked Baggage				13	9	10	11	10	17	21	18	15	124	
Disarrayed Items--Carry-on or Checked				1		1			2	1	2		7	
Patdown							1			1	1		3	
Flyer							1			1	1		3	
Persons w/ Disabilities (PWD)				1		1		1	1		1	1	6	
Cancer (general) Not Breast Cancer												1	1	
Diabetes								1					1	
Metal Implants (joint)									1				1	
Mobility Disability (Not Wheelchair or Scooter)						1							1	
Touch Aversion (pain/trauma)				1									1	
Wheelchair/ Scooter/ Segway											1		1	
Screening							1		1	2	1	3	8	
Lengthy Lines										1			1	
Procedures/Process							1		1			3	5	
Retrieving Abandoned/Confiscated Items										1	1		2	
2016	32	42	43	36	37	61	33	30	38	43	64	40	499	
Advanced Imaging Technology (AIT)	1												1	
Flyer	1												1	
Civil Rights				1				1			2	2	6	
Racial Profiling or Discrimination				1				1			2	2	6	
Customer Service	5	4	3	1	6	9	2	4	9	3	5	6	57	
CSM								1			1		2	
Others		2			2	3	1			2		3	13	
TSO	5	2	3	1	4	6	1	3	9	1	4	3	42	
Identification (ID) Requirements				1									1	
ID Matching Ticket and Boarding Pass Issues				1									1	
Locks		2	2	1	2	3	1	1	1	1	3	1	18	
Missing or Damaged Lock		2	2	1	2	3	1	1	1	1	3	1	18	
Lost and Found		2	1		1	2	1			1	1		9	
Airport/TSA		2	1		1	2	1			1	1		9	
Mishandling of Passenger Property	24	30	32	25	19	34	24	16	18	31	44	21	318	
Damaged/Missing Items--Carry-on Luggage	4	3	3	5	3	9	4	4		4	6	9	54	
Damaged/Missing Items--Checked Baggage	18	27	27	19	13	22	19	9	18	25	35	11	243	
Disarrayed Items--Carry-on or Checked	2		2	1	3	3	1	3		2	3	1	21	
Patdown		1	2		2	1	1	2	2	2	1	4	18	
Children					2								2	
Flyer		1	1			1	1	1	2	1	1	3	12	
Flyer as Observer			1					1					2	
General												1	1	
Non-Flyer										1			1	
Persons w/ Disabilities (PWD)	1	2	2	2	3	3	2	1	3	1	2		22	
Cognitive /Developmental /Mental Disability	1		1										2	
Diabetes				1			1		1	1			4	
Medical Devices - Attached to the Body									1				1	
Medically Necessary Medication and Medical Supplies		1	1										2	
Metal Implants (joint)											1		1	
Mobility Disability (Not Wheelchair or Scooter)						1	1	1					3	
Ostomy/Ostomates					1								1	
Prosthesis/Amputees and Casts					2								2	
Touch Aversion (pain/trauma)											1		1	
Visual Impairment									1				1	
Wheelchair/ Scooter/ Segway		1		1		1							3	
Wounded Warrior						1							1	
Request for Assistance								2			2		4	
Other								1			2		3	
Wounded Warrior (MSIJSOC)								1					1	
Screening	1	1	1	5	4	9	2	3	5	4	4	6	45	
Inconsistency						1		1		1		1	4	
Lengthy Lines				1		1		2	2		1	1	8	
Procedures/Process	1	1	1	4	4	7	1		3	3	3	4	32	
Security Breach							1						1	
2017	25	49	53	45	26	42	36	37	37	34	32	22	438	
Advanced Imaging Technology (AIT)			1										1	
Flyer			1										1	
Civil Rights	1	1	1					3					6	
Racial Profiling or Discrimination	1	1						3					5	
Sex/Gender/Gender Identity- Not Transgender			1										1	
Customer Service	7	7	9	7	3	7	13	4	2	4	7	2	72	
Others	2		1	4		1	3				1		11	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TSO	5	7	8	3	3	6	10	4	2	4	6	2	60
Locks		2			2	2		2	2	1	5	1	17
Missing or Damaged Lock		2			2	2		2	2	1	5	1	17
Lost and Found	1		1			1				1	1		5
Airport/TSA	1		1			1				1	1		5
Mishandling of Passenger Property	14	31	32	31	17	24	13	9	22	13	14	13	233
Damaged/Missing Items--Carry-on Luggage		7	8	7	3	2				2	2	1	32
Damaged/Missing Items--Checked Baggage	13	23	21	24	14	21	11	9	20	10	12	12	190
Disarrayed Items--Carry-on or Checked	1	1	3			1	2		2	1			11
Patdown	1	2		1	1	1	1	2	1	2		1	13
Flyer	1	2		1	1	1		2	1	2		1	12
Flyer as Observer							1						1
Persons w/ Disabilities (PWD)		1	3	5	1	3	1	4	2	3	1	2	26
Breast Cancer			1										1
Diabetes		1		1									2
General					1	1		1				1	4
Internal Medical Devices								1					1
Medically Necessary Medication and Medical Supplies				1					1		1	1	4
Mobility Disability (Not Wheelchair or Scooter)			1	2				1		1			5
Ostomy/Ostomates							1						1
Prosthesis/Amputees and Casts			1	1		1		1		1			5
Touch Aversion (pain/trauma)									1				1
Wheelchair/ Scooter/ Segway						1				1			2
Property - Special Handling							4	10	5	7	2	3	31
Damaged Items - Carry-On								2	1	1		1	5
Damaged Items - Checked							1	2	2	1	1		7
Missing Items - Carry-On									1	2			3
Missing Items - Checked							3	6	1	3	1	2	16
Screening	1	5	6	1	2	4	4	3	3	3	2		34
Inconsistency		1					1						2
Lengthy Lines	1	3	1		1		1		1	1			9
Procedures/Process		1	5	1	1	4	2	2	2	2	1		21
Retrieving Abandoned/Confiscated Items											1		1
Security Breach								1					1
2018	42	42	49	33	32	36	29	36	33	48	38	21	439
Advanced Imaging Technology (AIT)		1											1
Flyer		1											1
Civil Rights	1	2	3		1			1	1	1	2		12
Racial Profiling or Discrimination	1	1	1					1	1	1	1		7
Sex/Gender/Gender Identity- Not Transgender		1	2								1		4
Transgender Screening					1								1
Customer Service	9	10	7	8	8	3	6	6	6	6	5	3	77
Others	3	1	2	2			1			1			10
TSO	6	9	5	6	8	3	5	6	6	5	5	3	67
Locks	1	1	1	1	1	2	2	1		2	2		14
General				1		1							2
Missing or Damaged Lock	1	1	1		1	1	2	1		2	2		12
Lost and Found			1								1	1	3
Airport/TSA			1								1	1	3
Mishandling of Passenger Property	12	11	15	8	11	17	6	14	12	10	12	8	136
Damaged/Missing Items--Carry-on Luggage	1	1	2	3	1	2			2				12
Damaged/Missing Items--Checked Baggage	11	8	12	5	5	14	5	12	6	8	8	5	99
Damaged/Missing Items--Unspecified Luggage									1		1		2
Disarrayed Items--Carry-on or Checked		2	1		5	1	1	2	3	2	3	3	23
Patdown	2	5	1				2	2		3		3	18
Flyer	2	5	1				2	2		1		3	16
Flyer as Observer										1			1
Non-Flyer										1			1
Persons w/ Disabilities (PWD)	3	3	1	3		2		2	2	5	2	2	25
Cognitive /Developmental /Mental Disability								1					1
Diabetes										2			2
General						1					2	1	4
Internal Medical Devices						1			1				2
Medically Necessary Medication and Medical	1			2								1	4
Mobility Disability (Not Wheelchair or Scooter)	1	2	1						1	2			7
Service Animals	1			1									2
Wheelchair/ Scooter/ Segway		1						1		1			3
Property - Special Handling	6	3	15	7	6	10	7	9	7	18	8	1	97
Damaged Items - Carry-On		1	2				2	2	3	3	1		14
Damaged Items - Checked	2		2		1	2	2		1	5	2		17
Missing Items - Carry-On	2	1	2	4	2	1		1		1	2		16
Missing Items - Checked	2	1	9	3	3	7	3	6	3	9	3	1	50
Screening	8	6	5	6	5	2	6		5	3	6	3	55
Crew Member or Airline Employee					1								1
Inconsistency	1		1										2
Lengthy Lines	1	1							1		1		4
Procedures/Process	3	4	4	5	4	2	6		2	3	5	3	41
Retrieving Abandoned/Confiscated Items	2	1											3
Security Breach	1			1					2				4
SIDA (Security Identification Display Area)								1					1
General								1					1
2019	32	33	33	30	26								154
Civil Rights	1	2	1	1	2								7
Age	1												1
National Origin		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Racial Profiling or Discrimination		1	1	1	1								4
Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	7	3	5	4	3								22
TSO	7	3	5	4	3								22
Locks		3	1	1	1								6
Missing or Damaged Lock		3	1	1	1								6
Mishandling of Passenger Property	13	12	10	10	9								54
Damaged/Missing Items--Carry-on Luggage	1			2	3								6
Damaged/Missing Items--Checked Baggage	9	10	8	7	4								38
Damaged/Missing Items--Unspecified Luggage					1								1
Disarrayed Items--Carry-on or Checked	3	2	2	1	1								9
Patdown	1		4	1	3								9
Flyer	1		3	1	3								8
Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		1	2	3									6
General		1											1
Medically Necessary Medication and Medical Supplies			1	1									2
Mobility Disability (Not Wheelchair or Scooter)			1										1
Service Animals				1									1
Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	6	8	6	8	6								34
Damaged Items - Carry-On		1		1	2								4
Damaged Items - Checked	3	4		3	1								11
Missing Items - Carry-On	1	3	2	1									7
Missing Items - Checked	2		4	3	3								12
Request for Assistance	1												1
Other	1												1
Screening	3	4	4	2	2								15
Inconsistency	1												1
Lengthy Lines		1											1
Procedures/Process	1	3	3	1	2								10
Retrieving Abandoned/Confiscated Items	1												1
Security Breach			1	1									2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
HPN	19	23	28	19	16	31	16	16	15	18	22	21	244	
2015				3	5	5	2	5	4	3	6	3	36	
Civil Rights								1			1		2	
Racial Profiling or Discrimination								1			1		2	
Customer Service									1	3	2	1	7	
Others										3	1		4	
TSO									1		1	1	3	
Locks				1		1			1		1		4	
Missing or Damaged Lock				1		1			1		1		4	
Mishandling of Passenger Property				2	4	3	1	4	2		2	1	19	
Damaged/Missing Items--Checked Baggage				2	3	2	1	4	2		2	1	17	
Disarrayed Items--Carry-on or Checked					1	1							2	
Screening					1	1	1					1	4	
Crew Member or Airline Employee												1	1	
Lengthy Lines							1						1	
Military					1								1	
Procedures/Process						1							1	
2016	2	1	9	4	2	13	5	4	5	5	7	11	68	
Civil Rights							2		1				3	
Racial Profiling or Discrimination							2		1				3	
Customer Service		1	3	2	1	4	1	1	1	2	3	2	21	
Others		1	1	2		2	1				1	1	9	
TSO			2		1	2		1	1	2	2	1	12	
Identification (ID) Requirements						1							1	
Domestic						1							1	
Locks						1	1					2	4	
Missing or Damaged Lock						1	1					2	4	
Mishandling of Passenger Property	2		4	2	1	4	1	3	1	1	1	4	24	
Damaged/Missing Items--Carry-on Luggage	1		1		1	1			1				5	
Damaged/Missing Items--Checked Baggage	1		3	1		3	1	3		1	1	4	18	
Disarrayed Items--Carry-on or Checked				1									1	
Patdown												1	1	
Flyer												1	1	
Screening			2			3			2	2	3	2	14	
Crew Member or Airline Employee						2							2	
Inconsistency										1			1	
Lengthy Lines			1			1					2		4	
Procedures/Process									2	1	1	2	6	
Security Breach			1										1	
2017	5	7	10	6	5	7	3	4	5	5	7		64	
Civil Rights		1	1			1							3	
Racial Profiling or Discrimination		1											1	
Sex/Gender/Gender Identity- Not Transgender			1			1							2	
Customer Service	1	2	2	1	1		2	2	2	1			14	
CSM	1												1	
Others		1											1	
TSO		1	2	1	1		2	2	2	1			12	
Locks			1			1							2	
Missing or Damaged Lock			1			1							2	
Mishandling of Passenger Property	3	2	3	5	4	4				2	1		24	
Damaged/Missing Items--Carry-on Luggage					1								1	
Damaged/Missing Items--Checked Baggage	2	2	3	5	3	3				2	1		21	
Disarrayed Items--Carry-on or Checked	1					1							2	
Patdown			1			1	1				1		4	
Flyer			1			1	1				1		4	
Persons w/ Disabilities (PWD)									2	2	2		6	
General									1				1	
Hearing Impairment											1		1	
Internal Medical Devices										2			2	
Medically Necessary Medication and Medical Supplies									1				1	
Mobility Disability (Not Wheelchair or Scooter)											1		1	
Property - Special Handling								1	1		1		3	
Missing Items - Carry-On											1		1	
Missing Items - Checked								1	1				2	
Request for Assistance											1		1	
Other											1		1	
Screening	1	2	2					1			1		7	
Crew Member or Airline Employee		1						1					2	
Inconsistency			1										1	
Procedures/Process	1	1	1								1		4	
2018	4	7	3	3	1	6	6	3	1	5	2	7	48	
Civil Rights									1	3		2	6	
Perceived Religion												1	1	
Racial Profiling or Discrimination									1			1	2	
Sex/Gender/Gender Identity- Not Transgender										1			1	
Transgender Screening										2			2	
Customer Service	1	2			1	2	2			1	1		10	
Others		2				1							3	
TSO	1				1	1	2			1	1		7	
Mishandling of Passenger Property	1	2	1	2		1	1	1				2	11	
Damaged/Missing Items--Carry-on Luggage		1											1	
Damaged/Missing Items--Checked Baggage	1	1	1	2		1		1				2	9	
Disarrayed Items--Carry-on or Checked							1						1	
Patdown			1			1		1				1	4	
Flyer			1			1		1				1	4	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Persons w/ Disabilities (PWD)			1	1									2
Visual Impairment			1										1
Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	2	2					3			1	1	1	10
Damaged Items - Checked							1				1	1	3
Missing Items - Carry-On		1											1
Missing Items - Checked	2	1					2			1			6
Screening		1				2		1				1	5
Crew Member or Airline Employee		1						1					2
Inconsistency						1							1
Procedures/Process						1						1	2
2019	8	8	6	3	3								28
Customer Service	3	4	2	1	1								11
Others	1		1										2
TSO	2	4	1	1	1								9
Lost and Found			1										1
Airport/TSA			1										1
Mishandling of Passenger Property	4	3	2										9
Damaged/Missing Items--Checked Baggage	4	2	2										8
Disarrayed Items--Carry-on or Checked		1											1
Patdown		1		1									2
Flyer		1		1									2
Persons w/ Disabilities (PWD)			1										1
Touch Aversion (pain/trauma)			1										1
Property - Special Handling	1			1	1								3
Damaged Items - Checked					1								1
Missing Items - Checked	1			1									2
Screening					1								1
Lengthy Lines					1								1



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

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>HRL</b>		<b>8</b>	<b>11</b>	<b>10</b>	<b>6</b>	<b>15</b>	<b>15</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>114</b>
<b>2015</b>					<b>3</b>	<b>3</b>	<b>5</b>		<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>19</b>
Customer Service						1			1					2
TSO						1			1					2
Mishandling of Passenger Property					2	2	5		1	3	1			14
Damaged/Missing Items--Carry-on Luggage										2				2
Damaged/Missing Items--Checked Baggage					2	2	5		1	1	1			12
Screening					1						1	1		3
Inconsistency					1									1
Procedures/Process											1	1		2
<b>2016</b>		<b>3</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>25</b>
Civil Rights								1						1
Sex/Gender/Gender Identity- Not Transgender								1						1
Customer Service		1									1			2
TSO		1									1			2
Locks				1										1
Missing or Damaged Lock				1										1
Lost and Found									1					1
Airport/TSA									1					1
Mishandling of Passenger Property		1	2	1		1	3	3		2		2	2	17
Damaged/Missing Items--Carry-on Luggage			1							1				2
Damaged/Missing Items--Checked Baggage		1	1	1		1	3	3		1		2	2	15
Persons w/ Disabilities (PWD)		1					1							2
Cancer (general) Not Breast Cancer		1												1
Medically Necessary Medication and Medical Supplies							1							1
Screening										1				1
Procedures/Process										1				1
<b>2017</b>			<b>2</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>26</b>
Civil Rights			1											1
Racial Profiling or Discrimination			1											1
Customer Service												1		1
TSO												1		1
Mishandling of Passenger Property			1	4	1	7	1		2	2	2		2	22
Damaged/Missing Items--Carry-on Luggage						1								1
Damaged/Missing Items--Checked Baggage				4	1	6	1		2	2	1		2	19
Disarrayed Items--Carry-on or Checked			1								1			2
Property - Special Handling										1	1			2
Missing Items - Checked										1	1			2
<b>2018</b>		<b>3</b>	<b>3</b>	<b>2</b>		<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>33</b>
Civil Rights								1			1			2
Racial Profiling or Discrimination								1			1			2
Customer Service		1	2									2	1	6
Others												1		1
TSO		1	2									1	1	5
Mishandling of Passenger Property		1				1	2		1				1	6
Damaged/Missing Items--Checked Baggage		1				1	1		1				1	5
Disarrayed Items--Carry-on or Checked							1							1
Patdown			1				1		1			1		4
Flyer			1				1		1			1		4
Persons w/ Disabilities (PWD)							1					1		2
Service Animals							1							1
Touch Aversion (pain/trauma)												1		1
Property - Special Handling		1		2		1		2		2		1		9
Damaged Items - Carry-On		1												1
Damaged Items - Checked										1				1
Missing Items - Checked				2		1		2		1		1		7
Screening						1	1	1	1					4
Lengthy Lines						1								1
Procedures/Process							1	1	1					3
<b>2019</b>		<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>								<b>11</b>
Customer Service		1	1	1										3
Others		1		1										2
TSO			1											1
Mishandling of Passenger Property			1		1	1								3
Damaged/Missing Items--Checked Baggage			1		1	1								3
Patdown		1												1
Flyer		1												1
Property - Special Handling			1	1	1									3
Missing Items - Carry-On			1											1
Missing Items - Checked				1	1									2
Screening			1											1
Procedures/Process			1											1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
HSV	9	13	14	12	13	25	16	17	19	11	17	10	176	
2015				4		4	2	1	4	4	7	4	30	
Civil Rights												1	1	
Screening of Religious Cultural and Ceremonial Items												1	1	
Customer Service							1		2	1		1	5	
Others									2	1		1	4	
TSO							1						1	
Locks												1	1	
Missing or Damaged Lock												1	1	
Mishandling of Passenger Property				4		4	1	1		2	5	1	18	
Damaged/Missing Items--Carry-on Luggage						1	1						2	
Damaged/Missing Items--Checked Baggage				4		3		1		2	4	1	15	
Disarrayed Items--Carry-on or Checked											1		1	
Patdown										1			1	
Flyer as Observer										1			1	
Persons w/ Disabilities (PWD)											2		2	
Cognitive /Developmental /Mental Disability											1		1	
Medically Necessary Medication and Medical Supplies											1		1	
Screening									2				2	
Procedures/Process									1				1	
Retrieving Abandoned/Confiscated Items									1				1	
2016	5	4	3		3	8	6	4	3	4	4	3	47	
Civil Rights						2				1			3	
Racial Profiling or Discrimination						1				1			2	
Sex/Gender/Gender Identity- Not Transgender						1							1	
Customer Service	1	1	1		2		1	1	1		1		9	
Others	1	1			1								3	
TSO			1		1		1	1	1		1		6	
Locks		1						1				1	3	
Missing or Damaged Lock		1						1				1	3	
Mishandling of Passenger Property	3	2	1			4	2	1	1	2	2	2	20	
Damaged/Missing Items--Carry-on Luggage								1					1	
Damaged/Missing Items--Checked Baggage	3	2	1			3	2		1	2	2	2	18	
Disarrayed Items--Carry-on or Checked						1							1	
Patdown					1	1	1	1	1				5	
Flyer					1	1	1						3	
General								1					1	
Non-Flyer									1				1	
Persons w/ Disabilities (PWD)			1				1						2	
Breast Cancer			1										1	
Mobility Disability (Not Wheelchair or Scooter)							1						1	
Screening	1					1	1			1	1		5	
Inconsistency										1	1		2	
Lengthy Lines	1						1						2	
Procedures/Process						1							1	
2017	2	3	4	4	3	6	6	4	8	1	1	2	44	
Civil Rights				1									1	
Racial Profiling or Discrimination				1									1	
Customer Service		1	2	1			2	2	1		1		10	
Others				1				1			1		3	
TSO		1	2				2	1	1				7	
Locks	1			1				1					3	
Missing or Damaged Lock	1			1				1					3	
Mishandling of Passenger Property	1	1	2		1	2			2	1		1	11	
Damaged/Missing Items--Carry-on Luggage						1							1	
Damaged/Missing Items--Checked Baggage	1	1	2		1				2			1	8	
Disarrayed Items--Carry-on or Checked						1				1			2	
Patdown		1		1	1	2							5	
Flyer		1		1	1	2							5	
Persons w/ Disabilities (PWD)					1	1	1		1				4	
Medically Necessary Medication and Medical Supplies									1				1	
Mobility Disability (Not Wheelchair or Scooter)						1							1	
Touch Aversion (pain/trauma)							1						1	
Wheelchair/ Scooter/ Segway					1								1	
Prohibited & Permitted Items									1				1	
Lighters/Matches									1				1	
Property - Special Handling							1	1	2			1	5	
Damaged Items - Carry-On									1				1	
Missing Items - Checked							1	1	1			1	4	
Screening						1	2		1				4	
Inconsistency									1				1	
Procedures/Process						1	2						3	
2018	1	2	4	2	3	7	2	8	4	2	5	1	41	
Customer Service		2				1	1	2	1				7	
Others		1				1	1						3	
TSO		1						2	1				4	
Locks										1			1	
Missing or Damaged Lock										1			1	
Mishandling of Passenger Property			1	1	3		1	3	1		3	1	14	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage			1		3		1		1		1	1	8	
Disarrayed Items--Carry-on or Checked								3			2		5	
Patdown				1		3			1	1			6	
Flyer				1		3			1	1			6	
Persons w/ Disabilities (PWD)			1										1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Prosthesis/Amputees and Casts			1										1
Property - Special Handling						2		3	1		1		7
Damaged Items - Checked						2		1	1				4
Missing Items - Checked								2			1		3
Screening	1		2			1					1		5
Inconsistency	1												1
Lengthy Lines						1							1
Procedures/Process			2								1		3
2019	1	4	3	2	4								14
Customer Service					2								2
TSO					2								2
Locks		1											1
Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1	1	3	1									6
Damaged/Missing Items--Checked Baggage		1	2										3
Damaged/Missing Items--Unspecified Luggage			1										1
Disarrayed Items--Carry-on or Checked	1			1									2
Patdown					1								1
Flyer					1								1
Persons w/ Disabilities (PWD)				1	1								2
Diabetes				1									1
Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling		1											1
Missing Items - Checked		1											1
Screening		1											1
Procedures/Process		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
HTS	3	7	1	2	4		2	3	3	5		2	32
2015								1		1		1	3
Mishandling of Passenger Property								1				1	2
Damaged/Missing Items--Checked Baggage								1				1	2
Screening										1			1
Lengthy Lines										1			1
2016					3		1			2			6
Customer Service					1								1
TSO					1								1
Locks					1								1
Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1								1
Damaged/Missing Items--Checked Baggage					1								1
Screening							1			2			3
Lengthy Lines							1			2			3
2017	1	2	1				1	1	2	2		1	11
Customer Service			1										1
TSO			1										1
Identification (ID) Requirements									1				1
Minors Domestic									1				1
Locks		1											1
General		1											1
Mishandling of Passenger Property	1	1						1		1			4
Damaged/Missing Items--Checked Baggage		1						1		1			3
Damaged/Missing Items--Unspecified Luggag	1												1
Persons w/ Disabilities (PWD)										1			1
Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling							1		1				2
Missing Items - Checked							1		1				2
Screening												1	1
Inconsistency												1	1
2018		4		2				1	1				8
Mishandling of Passenger Property		1											1
Damaged/Missing Items--Checked Baggage		1											1
Patdown									1				1
Flyer									1				1
Persons w/ Disabilities (PWD)		1											1
Breast Cancer		1											1
Property - Special Handling				1									1
Missing Items - Carry-On				1									1
Screening		2		1				1					4
Inconsistency		1											1
Procedures/Process		1		1				1					3
2019	2	1			1								4
Civil Rights					1								1
Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service		1											1
Others		1											1
Locks	1												1
Missing or Damaged Lock	1												1
Property - Special Handling	1												1
Damaged Items - Checked	1												1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>HVN</b>	<b>2</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>16</b>
<b>2015</b>							<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>5</b>
Customer Service												<b>1</b>	<b>1</b>
TSO												<b>1</b>	<b>1</b>
Mishandling of Passenger Property								<b>3</b>		<b>1</b>			<b>4</b>
Damaged/Missing Items--Carry-on Luggage								<b>2</b>					<b>2</b>
Damaged/Missing Items--Checked Baggage								<b>1</b>		<b>1</b>			<b>2</b>
<b>2016</b>	<b>1</b>									<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
Customer Service	<b>1</b>												<b>1</b>
TSO	<b>1</b>												<b>1</b>
Lost and Found										<b>1</b>			<b>1</b>
Airport/TSA										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD)												<b>1</b>	<b>1</b>
Prosthesis/Amputees and Casts												<b>1</b>	<b>1</b>
Prohibited & Permitted Items											<b>1</b>		<b>1</b>
Medication/Prescription/Medically Necessary Items											<b>1</b>		<b>1</b>
<b>2017</b>			<b>1</b>					<b>1</b>	<b>1</b>		<b>1</b>		<b>4</b>
Customer Service								<b>1</b>					<b>1</b>
TSO								<b>1</b>					<b>1</b>
Locks			<b>1</b>										<b>1</b>
Missing or Damaged Lock			<b>1</b>										<b>1</b>
Mishandling of Passenger Property											<b>1</b>		<b>1</b>
Damaged/Missing Items--Checked Baggage											<b>1</b>		<b>1</b>
Patdown									<b>1</b>				<b>1</b>
Flyer									<b>1</b>				<b>1</b>
<b>2018</b>		<b>1</b>					<b>1</b>						<b>2</b>
Customer Service							<b>1</b>						<b>1</b>
TSO							<b>1</b>						<b>1</b>
Property - Special Handling		<b>1</b>											<b>1</b>
Missing Items - Checked		<b>1</b>											<b>1</b>
<b>2019</b>	<b>1</b>												<b>1</b>
Screening	<b>1</b>												<b>1</b>
Procedures/Process	<b>1</b>												<b>1</b>

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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
HXD	7	6	2	5	4	8	5	7	7	5		7	63
2015				1	1		1	2	3	3		4	15
Customer Service				1									1
TSO				1									1
Mishandling of Passenger Property					1		1	2	3	2		3	12
Damaged/Missing Items Private Screening Contractor												1	1
Damaged/Missing Items--Carry-on Luggage										1			1
Damaged/Missing Items--Checked Baggage					1		1	2	3	1		2	10
Screening										1		1	2
Procedures/Process										1		1	2
2016	3	3		1		3	4	1	3	1		3	22
Customer Service	1											1	2
Others	1												1
TSO												1	1
Locks	1						1						2
Missing or Damaged Lock	1						1						2
Mishandling of Passenger Property	1	3		1		3	3	1	2	1		2	17
Damaged/Missing Items--Carry-on Luggage				1									1
Damaged/Missing Items--Checked Baggage	1	2				3	3	1	2	1		1	14
Disarrayed Items--Carry-on or Checked		1										1	2
Screening									1				1
Procedures/Process									1				1
2017			2	2		2		1					7
Mishandling of Passenger Property			2	1		2		1					6
Damaged/Missing Items--Carry-on Luggage						1							1
Damaged/Missing Items--Checked Baggage			2	1		1		1					5
Screening				1									1
Procedures/Process				1									1
2018	1	2		1		3		3	1	1			12
Customer Service						1							1
TSO						1							1
Locks								2					2
Missing or Damaged Lock								2					2
Mishandling of Passenger Property				1		1							2
Damaged/Missing Items--Carry-on Luggage				1									1
Disarrayed Items--Carry-on or Checked						1							1
Patdown								1		1			2
Flyer								1		1			2
Persons w/ Disabilities (PWD)		1							1				2
Wheelchair/ Scooter/ Segway		1							1				2
Property - Special Handling	1												1
Missing Items - Carry-On	1												1
Screening		1				1							2
Procedures/Process						1							1
Retrieving Abandoned/Confiscated Items		1											1
2019	3	1			3								7
Customer Service	1				1								2
TSO	1				1								2
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Patdown	1	1											2
Flyer	1	1											2
Property - Special Handling					1								1
Missing Items - Carry-On					1								1
Screening					1								1
Lengthy Lines					1								1



**TSA Contact Center Traveler Complaints Tool**

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

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>HYS</b>	<b>1</b>		<b>2</b>		<b>2</b>					<b>1</b>			<b>6</b>
<b>2016</b>	<b>1</b>									<b>1</b>			<b>2</b>
Mishandling of Passenger Property	1									1			2
Damaged/Missing Items--Checked Baggage	1									1			2
<b>2017</b>					<b>1</b>								<b>1</b>
Customer Service					1								1
TSO					1								1
<b>2018</b>			<b>1</b>		<b>1</b>								<b>2</b>
Mishandling of Passenger Property			1		1								2
Disarrayed Items--Carry-on or Checked			1		1								2
<b>2019</b>			<b>1</b>										<b>1</b>
Mishandling of Passenger Property			1										1
Damaged/Missing Items--Checked Baggage			1										1

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>IAD</b>	<b>286</b>	<b>250</b>	<b>262</b>	<b>322</b>	<b>185</b>	<b>207</b>	<b>201</b>	<b>266</b>	<b>257</b>	<b>313</b>	<b>294</b>	<b>269</b>	<b>3,112</b>
<b>2015</b>				<b>67</b>	<b>42</b>	<b>60</b>	<b>49</b>	<b>67</b>	<b>67</b>	<b>89</b>	<b>100</b>	<b>87</b>	<b>628</b>
Advanced Imaging Technology (AIT)						2							2
Flyer						2							2
Airline				1									1
Lost Baggage				1									1
Business, Suggestions, and Ideas										1			1
General										1			1
Civil Rights					1	2	1		1	2	3		10
Racial Profiling or Discrimination					1	2	1		1	2			7
Screening of Religious or Cultural Garments											3		3
Customer Service				1	2	2	3	7	5	6	11	11	48
CSM								1		1			2
Others								1			2	4	7
TSO				1	2	2	3	5	5	5	9	7	39
Expedited Passenger Screening Program				5			1	1					7
TSA Application Program				1									1
TSA PreCheck				4			1	1					6
Hazardous Materials Safety				1	1		1				1		4
General				1	1		1				1		4
Human Capital										1			1
Current Employee										1			1
Locks				4	3	3	5	6	7	10	13	7	58
General											2		2
Missing or Damaged Lock				4	3	3	5	6	7	10	11	7	56
Lost and Found					2						2		4
Airport/TSA					2						2		4
Mishandling of Passenger Property				45	29	51	36	49	47	58	55	57	427
Damaged/Missing Items--Carry-on Luggage						1	2	3		2	3	4	15
Damaged/Missing Items--Checked Baggage				43	28	45	32	40	44	52	48	49	381
Damaged/Missing Items--Unspecified Luggage				1	1							1	3
Disarrayed Items--Carry-on or Checked				1		5	2	6	3	4	4	3	28
Patdown				1						1	1	2	5
Flyer				1						1	1	2	5
Persons w/ Disabilities (PWD)								1		1	1	1	4
Breast Cancer												1	1
Medically Necessary Medication and Medical Supplies								1					1
Mobility Disability (Not Wheelchair or Scooter)										1			1
Wheelchair/ Scooter/ Segway											1		1
Screening				9	4		2	3	7	9	13	9	56
Crew Member or Airline Employee				1									1
Inconsistency				1	1				1		1		4
International Screening				1									1
Lengthy Lines				1				2	5	4	8	7	27
Procedures/Process				5	2		1		1	5	3	2	19
Retrieving Abandoned/Confiscated Items					1						1		2
Security Breach							1	1					2
<b>2016</b>	<b>88</b>	<b>82</b>	<b>78</b>	<b>88</b>	<b>52</b>	<b>60</b>	<b>56</b>	<b>69</b>	<b>63</b>	<b>59</b>	<b>82</b>	<b>78</b>	<b>855</b>
Civil Rights				1	1	1	4	4			1		12
Constitutional Rights							1	1					2
Headwear								1					1
National Origin							1	1					2
Racial Profiling or Discrimination				1	1	1		1			1		5
Sex/Gender/Gender Identity- Not Transgender							1						1
Transgender Screening							1						1
Customer Service	7	6	10	4	4	11	3	9	8	5	11	7	85
CSM		1						1			1		3
Others	3	3	3		1	1	1	3	2	2	1	1	21
TSO	4	2	7	4	3	10	2	5	6	3	9	6	61
Locks	7	9	6	10	8	5	7	8	4	8	8	12	92
General				1								1	2
Missing or Damaged Lock	7	9	6	9	8	5	7	8	4	8	8	11	90
Lost and Found										1			1
Airport/TSA										1			1
Mishandling of Passenger Property	58	60	56	62	33	39	34	34	39	41	57	47	560
Damaged/Missing Items--Carry-on Luggage		4	3	3	4	4	2	3	3	2	5	1	34
Damaged/Missing Items--Checked Baggage	49	49	51	54	25	31	29	26	30	36	48	42	470
Damaged/Missing Items--Unspecified Luggage					2	1					1		4
Disarrayed Items--Carry-on or Checked	9	7	2	5	2	3	3	5	6	3	3	4	52
Patdown		1	1	3	1	2	3		2		1	4	18
Flyer		1		3	1	2	3		2		1	3	16
Flyer as Observer													1
General			1										1
Persons w/ Disabilities (PWD)		1		1	2	1		3	1		1	2	12
Assistive Technology								1					1
Diabetes								1					1
General									1			1	2
Hearing Impairment					1								1
Internal Medical Devices								1					1
Mobility Disability (Not Wheelchair or Scooter)											1		1
Ostomy/Ostomates					1								1
Prosthesis/Amputees and Casts		1		1									2
Wheelchair/ Scooter/ Segway						1						1	2
Prohibited & Permitted Items										1			1
Knives/Tools/Razors/Sharp Objects										1			1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Request for Assistance										1			1
Other										1			1
Screening	16	5	5	7	3	1	5	11	9	2	3	6	73
Inconsistency		1	1					2					4
Lengthy Lines	11	2	1	1	1		1	4	3		1	2	27
Procedures/Process	5	2	3	4	1	1	4	5	3	2	2	4	36
Retrieving Abandoned/Confiscated Items				2	1				2				5
Security Breach									1				1
<b>2017</b>	<b>64</b>	<b>58</b>	<b>58</b>	<b>64</b>	<b>39</b>	<b>39</b>	<b>44</b>	<b>59</b>	<b>60</b>	<b>87</b>	<b>60</b>	<b>59</b>	<b>691</b>
Advanced Imaging Technology (AIT)	1												1
General	1												1
Civil Rights	1				1	1	2	1	1	1	2	2	12
Constitutional Rights							1						1
Hair Patdowns								1					1
National Origin											1		1
Perceived Religion							1						1
Racial Profiling or Discrimination	1					1			1	1	1	2	7
Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	9	6	5	5	2	4	3	4	3	13	5	8	67
Others	3		1			1			1	1			7
TSO	6	6	4	5	2	3	3	4	2	12	5	8	60
Locks	10	12	7	8	9	7	5	11	6	9	7	8	99
General	1						1	2		1	2		7
Missing or Damaged Lock	9	12	7	8	9	7	4	9	6	8	5	8	92
Lost and Found			2								1		3
Airport/TSA			2								1		3
Mishandling of Passenger Property	36	29	31	46	20	23	19	26	23	34	22	21	330
Damaged/Missing Items--Carry-on Luggage	5	1	2	2	1			2	1	2	1		17
Damaged/Missing Items--Checked Baggage	23	27	27	42	15	20	15	18	18	29	20	14	268
Damaged/Missing Items--Unspecified Luggage								1					1
Disarrayed Items--Carry-on or Checked	8	1	2	2	4	3	4	5	4	3	1	7	44
Patdown	3	2	2	1	1	1	5	1	1	3			20
Flyer	3	2	2	1	1	1	4	1	1	3			19
Non-Flyer							1						1
Persons w/ Disabilities (PWD)	1		3	1	1		1	1	3		1	1	13
Cancer (general) Not Breast Cancer			1										1
Cognitive /Developmental /Mental Disability									1				1
Diabetes			1								1		2
Hearing Impairment				1									1
Internal Medical Devices									1				1
Medical Devices - Attached to the Body					1		1						2
Metal Implants (joint)	1											1	2
Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items			1	1		1				1		1	5
Chemical/Household Products				1									1
Firearm/Ammunition						1							1
General												1	1
Knives/Tools/Razors/Sharp Objects			1										1
Sporting Goods										1			1
Property - Special Handling							7	11	16	16	11	9	70
Damaged Items - Carry-On								2		1		1	4
Damaged Items - Checked							2	4	4	7	2		19
Missing Items - Carry-On							1	1	2	1	2		7
Missing Items - Checked							4	4	10	7	7	8	40
Request for Assistance		1									1		2
Other											1		1
Wounded Warrior (MSIJSOC)		1											1
Screening	3	8	7	2	5	2	2	4	7	10	9	9	68
Children											1		1
Crew Member or Airline Employee			1							1			2
Inconsistency		2			1	1	1	1		1		1	8
Lengthy Lines	1		1	2				1	1	2	2	2	12
Procedures/Process	2	6	4		3	1	1	2	5	4	5	5	38
Retrieving Abandoned/Confiscated Items			1		1				1	2	1	1	7
SIDA (Security Identification Display Area)											1		1
General											1		1
<b>2018</b>	<b>70</b>	<b>49</b>	<b>71</b>	<b>61</b>	<b>32</b>	<b>48</b>	<b>52</b>	<b>71</b>	<b>67</b>	<b>78</b>	<b>52</b>	<b>45</b>	<b>696</b>
Advanced Imaging Technology (AIT)	1									1			2
Flyer	1									1			2
Civil Rights	1	3	1	2	1		2			1	2		13
Constitutional Rights	1			1									2
Hair Patdowns		1											1
Headwear			1										1
National Origin				1						1	1		3
Racial Profiling or Discrimination					1		2						3
Sex/Gender/Gender Identity- Not Transgender		2											2
Transgender Screening											1		1
Customer Service	11	9	9	5	1	7	7	9	5	4	3	6	76
Others	1	1					1	1					4
TSO	10	8	9	5	1	7	6	8	5	4	3	6	72
Locks	4	8	8	12	3	3	3	10	8	13	6	2	80
General			1					2					3
Missing or Damaged Lock	4	8	7	12	3	3	3	8	8	13	6	2	77
Lost and Found					1	1	1		3	1	1	1	9

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport/TSA					1	1	1		3	1	1	1	9
Mishandling of Passenger Property	29	13	27	21	9	14	8	18	17	28	23	17	224
Damaged/Missing Items--Carry-on Luggage			2	1	1		1	2		1	1		9
Damaged/Missing Items--Checked Baggage	23	11	19	13	5	10	5	14	14	23	16	15	168
Damaged/Missing Items--Unspecified Luggage			1		1				1			1	4
Disarrayed Items--Carry-on or Checked	6	2	5	7	2	4	2	2	2	4	6	1	43
Patdown		2			2	1	3	3		4	3	1	19
Flyer		2			2	1	3	1		4	2	1	16
Flyer as Observer								1					1
Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)	1	1	1	1		1	3	1	3	3		1	16
Cognitive /Developmental /Mental Disability										1			1
Diabetes							1						1
Diapers/Garments/Dressings/Masks										1			1
General				1					1				2
Medical Devices - Attached to the Body										1			1
Medically Necessary Medication and Medical Supplies		1											1
Mobility Disability (Not Wheelchair or Scooter)	1						1						2
Prosthesis/Amputees and Casts												1	1
Touch Aversion (pain/trauma)			1					1					2
Wheelchair/ Scooter/ Segway						1	1		2				4
Property - Special Handling	11	3	15	12	8	12	13	11	12	16	7	11	131
Damaged Items - Carry-On	2					4	2		1	2			11
Damaged Items - Checked	3		2	3		2	1	4	4	4	2	5	30
Missing Items - Carry-On	1		1	2	2	2	3	1		1		1	14
Missing Items - Checked	5	3	12	7	6	4	7	6	7	9	5	5	76
Request for Assistance					1				1		1		3
Other					1				1		1		3
Screening	12	10	10	8	6	9	12	19	18	7	6	6	123
Crew Member or Airline Employee								1	1				2
Inconsistency	1		1	1		3		2	1	1			10
Lengthy Lines	4	4	3	1	6	3	5	11	10	4			51
Procedures/Process	7	6	4	5		3	7	5	6	2	6	6	57
Retrieving Abandoned/Confiscated Items			1	1									2
Security Breach			1										1
<b>2019</b>	<b>64</b>	<b>61</b>	<b>55</b>	<b>42</b>	<b>20</b>								<b>242</b>
Civil Rights	1	2	1		1								5
Hair Patdowns			1										1
Perceived Religion		1											1
Racial Profiling or Discrimination					1								1
Sex/Gender/Gender Identity- Not Transgender	1	1											2
Customer Service	5	6	7	4	2								24
Others	1	1	1										3
TSO	4	5	6	4	2								21
Locks	5	12	5	5	1								28
General		1		1									2
Missing or Damaged Lock	5	11	5	4	1								26
Lost and Found	1		2										3
Airport/TSA	1		2										3
Mishandling of Passenger Property	19	13	19	16	6								73
Damaged/Missing Items--Checked Baggage	13	11	15	13	6								58
Disarrayed Items--Carry-on or Checked	6	2	4	3									15
Patdown	6	3	2										11
Flyer	6	3	2										11
Persons w/ Disabilities (PWD)	2	2	3	1	1								9
Cognitive /Developmental /Mental Disability		1											1
Diabetes	1				1								2
General	1		1										2
Medically Necessary Medication and Medical Supplies				1									1
Mobility Disability (Not Wheelchair or Scooter)		1											1
Wheelchair/ Scooter/ Segway			2										2
Property - Special Handling	16	14	11	10	4								55
Damaged Items - Carry-On	1	2	2		1								6
Damaged Items - Checked	6		2	4									12
Missing Items - Carry-On	2	6	2	1									11
Missing Items - Checked	7	6	5	5	3								26
Request for Assistance	1												1
Other	1												1
Screening	8	9	5	6	5								33
Inconsistency	1			1	2								4
Lengthy Lines	2	4	1										7
Procedures/Process	5	4	4	3	3								19
Retrieving Abandoned/Confiscated Items		1		2									3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>IAG</b>	<b>5</b>	<b>1</b>			<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>		<b>5</b>	<b>4</b>	<b>5</b>	<b>29</b>
<b>2015</b>					<b>2</b>	<b>2</b>				<b>1</b>			<b>5</b>
Civil Rights						2							2
Racial Profiling or Discrimination						2							2
Mishandling of Passenger Property					2					1			3
Damaged/Missing Items--Checked Baggage					2					1			3
<b>2016</b>	<b>2</b>										<b>1</b>	<b>1</b>	<b>4</b>
Mishandling of Passenger Property	2										1		3
Damaged/Missing Items--Checked Baggage	2										1		3
Patdown												1	1
Flyer as Observer												1	1
<b>2017</b>	<b>1</b>	<b>1</b>								<b>2</b>	<b>3</b>	<b>2</b>	<b>9</b>
Customer Service										1	1		2
Others										1			1
TSO											1		1
Mishandling of Passenger Property	1	1									1	1	4
Damaged/Missing Items--Checked Baggage	1	1									1	1	4
Persons w/ Disabilities (PWD)												1	1
Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling											1		1
Damaged Items - Checked											1		1
Screening										1			1
Inconsistency										1			1
<b>2018</b>	<b>1</b>					<b>1</b>	<b>2</b>	<b>2</b>		<b>2</b>		<b>2</b>	<b>10</b>
Customer Service								1		1			2
TSO								1		1			2
Mishandling of Passenger Property	1						1	1		1		1	5
Damaged/Missing Items--Carry-on Luggage							1	1					2
Damaged/Missing Items--Checked Baggage	1											1	2
Disarrayed Items--Carry-on or Checked										1			1
Patdown						1							1
Flyer						1							1
Property - Special Handling												1	1
Missing Items - Checked												1	1
Screening							1						1
Retrieving Abandoned/Confiscated Items							1						1
<b>2019</b>	<b>1</b>												<b>1</b>
Property - Special Handling	1												1
Missing Items - Carry-On	1												1

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
IAH		368	360	415	470	398	384	292	335	319	347	343	292	4,323
2015					55	42	65	49	65	72	64	80	66	558
	Airline				1									1
	Lost Baggage				1									1
	Civil Rights							2	1	6	2		4	15
	General Complaint and Discrimination								1	2			1	4
	Headwear									1				1
	Hostile Work Environment (TSA Employee)									1				1
	Racial Profiling or Discrimination							2			2		3	9
	Claims				1					2				1
	General				1									1
	Customer Service				2	2	6	6	4	8	9	9	13	59
	Others							2	1		2	5	4	14
	TSO				2	2	6	4	3	8	7	4	9	45
	Expedited Passenger Screening Program				2	2	3	2	1					10
	TSA PreCheck				2	2	3	2	1					10
	Hazardous Materials Safety				1	1	3							5
	General				1	1	3							5
	Locks					3	7	2	7		3	7	4	33
	General						1						1	2
	Missing or Damaged Lock					3	6	2	7		3	7	3	31
	Lost and Found				1		1	1		1	1	2		7
	Airport/TSA				1		1	1		1	1	2		7
	Mishandling of Passenger Property				38	30	43	33	47	51	43	47	36	368
	Damaged/Missing Items--Carry-on Luggage				6	4	3		8	7	3	7	3	41
	Damaged/Missing Items--Checked Baggage				28	26	35	29	36	41	36	38	32	301
	Disarrayed Items--Carry-on or Checked				4		5	4	3	3	4	2	1	26
	Patdown					1			1	1	1	2	3	9
	Flyer					1			1	1	1	2	2	8
	Flyer as Observer												1	1
	Persons w/ Disabilities (PWD)				2	1			1		2	2	1	9
	General											1		1
	Medically Necessary Medication and Medical Supplies				1									1
	Mobility Disability (Not Wheelchair or Scooter)				1	1					1		1	4
	Visual Impairment								1			1		2
	Wheelchair/ Scooter/ Segway										1			1
	Prohibited & Permitted Items				1				1					2
	Electronic Devices				1									1
	Liquids/Gels/Aerosols								1					1
	Screening				5	2	2	3	2	5	3	11	5	38
	Crew Member or Airline Employee												1	1
	Lengthy Lines				1		1	1	1	4	1	6	2	17
	Procedures/Process				2	2	1	2	1	1	2	5	2	18
	Retrieving Abandoned/Confiscated Items				1									1
	Security Breach				1									1
	TSA Contact Information				1									1
	General				1									1
2016		76	80	97	98	95	112	77	102	86	93	108	104	1,128
	Advanced Imaging Technology (AIT)				1									1
	Flyer				1									1
	Civil Rights	1			2	1	5	1	4	2	5	3	3	27
	Constitutional Rights										1			1
	General Complaint and Discrimination				1	1								2
	National Origin						2							2
	Racial Profiling or Discrimination	1			1		3	1	4	1	3	1	1	16
	Screening of Religious or Cultural Garments												1	1
	Sex/Gender/Gender Identity- Not Transgender										1	2	1	4
	Transgender Screening									1				1
	Customer Service	19	22	16	18	23	24	17	23	15	13	23	14	227
	CSM											1		1
	Others	5	7	9	4	10	11	6	5	3	1	4	1	66
	TSO	14	15	7	14	13	13	11	18	12	12	18	13	160
	Identification (ID) Requirements		1		1							1		3
	Domestic		1		1									2
	ID Matching Ticket and Boarding Pass Issues											1		1
	Locks	3	9	5	7	6	8	5	3	5	7	13	5	76
	General				1	1				1	1	1		5
	Missing or Damaged Lock	3	9	5	6	5	8	5	3	4	6	12	5	71
	Lost and Found		1	1	3		2	1					2	10
	Airport/TSA		1	1	3		2	1					2	10
	Mishandling of Passenger Property	44	36	55	49	51	58	38	47	48	54	57	53	590
	Damaged/Missing Items Private Screening Contractor							1						1
	Damaged/Missing Items--Carry-on Luggage	4	1	11	7	4	7	4	2	7	8	8	7	70
	Damaged/Missing Items--Checked Baggage	37	32	41	40	44	45	32	42	38	45	49	42	487
	Damaged/Missing Items--Unspecified Luggage								1				1	2
	Disarrayed Items--Carry-on or Checked	3	3	3	2	3	6	1	2	3	1		3	30
	Patdown		1	5	2	1	2	2	4	2	3	3	6	31
	Children						1							1
	Flyer		1	4	1	1	1	2	4	2	1	3	6	26
	Flyer as Observer			1							1			2
	General				1						1			2
	Persons w/ Disabilities (PWD)			3	2	1		3	1	3	3	5	3	24
	Autism Spectrum									1				1
	Breast Cancer													1
	Cognitive /Developmental /Mental Disability					1		1			2	1		5

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Diabetes				1				1					2
General			1				1						2
Hearing Impairment									1				1
Internal Medical Devices			1				1						2
Medically Necessary Medication and Medical Supplies				1						1		1	3
Metal Implants (joint)			1										1
Mobility Disability (Not Wheelchair or Scooter)									1			2	3
Service Animals											1		1
Wheelchair/ Scooter/ Segway											2		2
Screening	9	9	12	13	12	13	10	20	11	8	3	18	138
Crew Member or Airline Employee												1	1
Inconsistency	1	1	1	1		1			2	1		1	9
Lengthy Lines	4	3	5	8	3	7	6	8	3	3		3	53
Procedures/Process	3	5	5	4	7	4	3	10	4	4	3	12	64
Retrieving Abandoned/Confiscated Items					1			1				1	3
Security Breach	1		1		1	1	1	1	2				8
TSA Contact Information		1											1
General		1											1
<b>2017</b>	<b>111</b>	<b>97</b>	<b>131</b>	<b>139</b>	<b>93</b>	<b>101</b>	<b>82</b>	<b>84</b>	<b>84</b>	<b>108</b>	<b>75</b>	<b>58</b>	<b>1,163</b>
Advanced Imaging Technology (AIT)			1				1						2
Flyer			1				1						2
Civil Rights	5	1	4	2	5	1	1	1	1	5	2	1	29
Hair Patdowns										1			1
National Origin						1				2			3
Racial Profiling or Discrimination	4		2	1	5		1	1	1	2	2	1	20
Screening of Religious Cultural and Ceremonial Items	1		1										2
Sex/Gender/Gender Identity- Not Transgender				1									1
Sexual Orientation - Not Transgender			1										1
Transgender Screening		1											1
Customer Service	32	23	29	23	15	18	15	24	26	25	16	9	255
CSM			1	1									2
Others	2	2	1	1		1	1	3	5	1	2	1	20
TSO	30	21	27	21	15	17	14	21	21	24	14	8	233
Identification (ID) Requirements										1			1
Domestic										1			1
Locks	3	3	3	4	4	2	6	1		5	1	3	35
Missing or Damaged Lock	3	3	3	4	4	2	6	1		5	1	3	35
Lost and Found	2	2	2	2	2		1	3	1	4	1	2	22
Airport/TSA	2	2	2	2	2		1	3	1	4	1	2	22
Mishandling of Passenger Property	52	47	62	76	56	59	22	28	25	31	31	16	505
Damaged/Missing Items--Carry-on Luggage	3	6	7	10	6	8	3	1	1	1	4	1	51
Damaged/Missing Items--Checked Baggage	46	37	47	65	45	47	15	22	18	23	24	14	403
Damaged/Missing Items--Unspecified Luggage	1	1	1				1	1		1	1		7
Disarrayed Items--Carry-on or Checked	2	3	7	1	5	4	3	4	6	6	2	1	44
Patdown	7	8	9	9	2	9	9	3	1	8		4	69
Flyer	5	8	8	8	2	9	8	3		7		4	62
Flyer as Observer	2		1				1		1				5
Non-Flyer				1						1			2
Persons w/ Disabilities (PWD)	1	2		6	1	4	3	4	7	2	2	2	34
Autism Spectrum						1	1						2
Breast Cancer						1							1
Cancer (general) Not Breast Cancer								1	1				2
Cognitive /Developmental /Mental Disability		1											1
Diabetes								1				1	2
Internal Medical Devices									1				1
Medically Necessary Medication and Medical Supplies	1			2		1			1		1		6
Metal Implants (joint)				2							1		3
Mobility Disability (Not Wheelchair or Scooter)				1	1		2			1			5
Service Animals		1						2	1			1	5
Touch Aversion (pain/trauma)				1						1			2
Wheelchair/ Scooter/ Segway						1			3				4
Prohibited & Permitted Items				1				1					2
General				1				1					2
Property - Special Handling							19	14	16	19	14	17	99
Damaged Items - Carry-On							1	1	4	1		1	8
Damaged Items - Checked							8	2	3	4	3	3	23
Missing Items - Carry-On							4	3	1		1	3	12
Missing Items - Checked							6	8	8	14	10	10	56
Request for Assistance										1			1
Other										1			1
Screening	9	11	21	15	8	8	5	5	7	7	8	4	108
Crew Member or Airline Employee				1	1		1						3
Inconsistency	1			2									3
Lengthy Lines		2	1	1	3		1	4	1	1			14
Procedures/Process	8	8	18	11	4	8	3	1	5	4	8	4	82
Retrieving Abandoned/Confiscated Items			2							2			4
Security Breach		1							1				2
TSA Contact Information				1									1
General				1									1
<b>2018</b>	<b>96</b>	<b>92</b>	<b>101</b>	<b>96</b>	<b>110</b>	<b>106</b>	<b>84</b>	<b>84</b>	<b>77</b>	<b>82</b>	<b>80</b>	<b>64</b>	<b>1,072</b>
Advanced Imaging Technology (AIT)					1								1
Flyer					1								1
Civil Rights	2	2		2	3	6	1	4	1	2	2	3	28
Age										1			1
Constitutional Rights												1	1



Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Hair Patdowns						1							1
National Origin	1				1								2
Racial Profiling or Discrimination	1	2		2	1	5	1	3		1	1	1	18
Sex/Gender/Gender Identity- Not Transgender					1				1		1	1	4
Transgender Screening								1					1
Customer Service	22	19	26	25	32	26	26	23	22	21	19	18	279
Others	4	1	4	1	8	5	1	4		1		2	31
TSO	18	18	22	24	24	21	25	19	22	20	19	16	248
Identification (ID) Requirements				1									1
Domestic				1									1
Locks	3	4	5	6	3	3	5	1	1	8	5	4	48
General	1					1							2
Missing or Damaged Lock	2	4	5	6	3	2	5	1	1	8	5	4	46
Lost and Found	1	3	3	3	2	1		1	1	1			16
Airport/TSA	1	3	3	3	2	1		1	1	1			16
Mishandling of Passenger Property	21	30	31	30	27	25	22	28	20	17	25	23	299
Damaged/Missing Items Private Screening Co	1												1
Damaged/Missing Items--Carry-on Luggage		4	3	1	2	1		1	1	1	1	1	16
Damaged/Missing Items--Checked Baggage	18	25	22	25	22	19	19	22	17	13	19	16	237
Damaged/Missing Items--Unspecified Luggage				1	1		1			1			4
Disarrayed Items--Carry-on or Checked	2	1	6	3	2	5	2	5	2	2	5	6	41
Patdown	5	3	2		1	3		5	2	3	4	2	30
Flyer	5	3	2		1	3		4	1	3	3	2	27
Flyer as Observer								1	1		1		3
Persons w/ Disabilities (PWD)	5	3	5	2	2	5	3	2	3	3	2		35
Cognitive /Developmental /Mental Disability		1											1
Diabetes			1				1			1	1		4
General	2		2	1			1		1		1		8
Hearing Impairment										1			1
Medically Necessary Medication and Medical	1			1	1				1				4
Mobility Disability (Not Wheelchair or Scooter)		2			1	3		1		1			8
Ostomy/Ostomates	1												1
Prosthesis/Amputees and Casts								1					1
Respiratory and Inhaler Equipment						1			1				2
Service Animals	1												1
Wheelchair/ Scooter/ Segway			2			1	1						4
Prohibited & Permitted Items		1											1
Alcohol and Tobacco		1											1
Property - Special Handling	24	20	19	19	27	19	16	11	18	20	18	11	222
Damaged Items - Carry-On	7	1	3	2	2	5	2	1	2	1			26
Damaged Items - Checked	5	6	6	6	5	2	2	3	4	5	6	1	51
Missing Items - Carry-On	4	6	5	3	8	3	4	2	2	3	4	4	48
Missing Items - Checked	8	7	5	8	12	9	8	5	10	11	8	6	97
Request for Assistance						1							1
Other						1							1
Screening	13	7	10	8	12	17	11	9	9	7	5	3	111
Crew Member or Airline Employee								1	1				2
Inconsistency	2	2	1		1					1	1		8
Lengthy Lines	1	2	2	1	4	4	2	2	1	2	1		22
Procedures/Process	9	3	7	6	7	11	8	6	7	4	3	3	74
Retrieving Abandoned/Confiscated Items	1					1	1						3
Security Breach				1		1							2
<b>2019</b>	<b>85</b>	<b>91</b>	<b>86</b>	<b>82</b>	<b>58</b>								<b>402</b>
Civil Rights	2	2	4	2	4								14
Constitutional Rights				1	1								2
National Origin					1								1
Racial Profiling or Discrimination	2	1	1	1									5
Screening of Religious or Cultural Garments					1								1
Sex/Gender/Gender Identity- Not Transgender		1	3		1								5
Customer Service	20	18	24	10	15								87
Others	2	4											6
TSO	18	14	24	10	15								81
Locks	8	6	4	4	2								24
General	1												1
Missing or Damaged Lock	7	6	4	4	2								23
Lost and Found	1	1	3	4	3								12
Airport/TSA	1	1	3	4	3								12
Mishandling of Passenger Property	17	24	19	20	10								90
Damaged/Missing Items--Carry-on Luggage	1	2											3
Damaged/Missing Items--Checked Baggage	13	18	17	17	9								74
Damaged/Missing Items--Unspecified Luggage			2		1								3
Disarrayed Items--Carry-on or Checked	3	4		3									10
Patdown	5	2	3	3									13
Flyer	4	2	3	3									12
Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	3	3	4	3	3								16
Cognitive /Developmental /Mental Disability				1									1
Diapers/Garments/Dressings/Masks			1										1
General					1								1
Internal Medical Devices		1											1
Medically Necessary Medication and Medical Supplies					1								1
Mobility Disability (Not Wheelchair or Scooter)	2	1	1										4
Ostomy/Ostomates	1												1
Visual Impairment					1								1
Wheelchair/ Scooter/ Segway			2	2									4

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Wounded Warrior		1											1
Property - Special Handling	17	21	14	32	14								98
Damaged Items - Carry-On	1	1		3									5
Damaged Items - Checked	2	5	3	3	2								15
Missing Items - Carry-On	3	4	1	7	3								18
Missing Items - Checked	11	11	10	19	9								60
Request for Assistance		1	3										4
Other		1	2										3
Wounded Warrior (MSIJSOC)			1										1
Screening	12	13	8	4	7								44
Lengthy Lines	5	5	1	2	1								14
Procedures/Process	5	8	5	2	5								25
Retrieving Abandoned/Confiscated Items	2												2
Security Breach			2		1								3

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
ICT	32	24	21	21	19	16	21	21	14	17	19	16	241	
2015				3	6	2	1	5	1	2	6	3	29	
Claims								1					1	
General								1					1	
Customer Service										1	2	2	5	
Others											2	1	3	
TSO										1		1	2	
Mishandling of Passenger Property				1	5	2	1	2	1	1	4	1	18	
Damaged/Missing Items--Checked Baggage				1	5	2	1	2	1	1	4	1	18	
Screening				2	1			2					5	
Procedures/Process				1	1			2					4	
Security Breach				1									1	
2016	4	1	7	4	3	7	9	3	3	4	2	1	48	
Civil Rights						1							1	
National Origin						1							1	
Customer Service				1			1				1		3	
TSO				1			1				1		3	
Locks						1	1						2	
Missing or Damaged Lock						1	1						2	
Mishandling of Passenger Property	2	1	5	3	1	5	3	2	2	3	1	1	29	
Damaged/Missing Items--Carry-on Luggage		1	1			1				1			4	
Damaged/Missing Items--Checked Baggage	2		4	2	1	4	1	2	2	1	1	1	21	
Disarrayed Items--Carry-on or Checked				1			2			1			4	
Patdown	1				2								3	
Flyer	1				2								3	
Persons w/ Disabilities (PWD)			1				1						2	
Diabetes			1										1	
Medically Necessary Medication and Medical Supplies							1						1	
Screening	1		1				3	1	1	1			8	
Children									1				1	
Inconsistency										1			1	
Lengthy Lines			1				2						3	
Procedures/Process	1						1						2	
Security Breach								1					1	
2017	7	8	2	6	3	6	5	5	5	6	9	6	68	
Advanced Imaging Technology (AIT)											1	1	2	
Flyer											1	1	2	
Civil Rights	1										1		2	
Racial Profiling or Discrimination	1												1	
Sexual Orientation - Not Transgender											1		1	
Customer Service		1	1		1				2		1		6	
Others			1						1				2	
TSO		1			1				1		1		4	
Locks	2	1								1			4	
Missing or Damaged Lock	2	1								1			4	
Mishandling of Passenger Property	4	3	1	3	2	5	2	1	2	2	2	2	29	
Damaged/Missing Items--Carry-on Luggage					1	1				1			3	
Damaged/Missing Items--Checked Baggage	3	3	1	3	1	3	2	1	2	1	2	2	24	
Disarrayed Items--Carry-on or Checked	1					1							2	
Patdown		1		3		1		3		1		2	11	
Flyer		1		3		1		3		1		2	11	
Property - Special Handling							1	1	1	1			4	
Damaged Items - Carry-On									1				1	
Damaged Items - Checked								1					1	
Missing Items - Checked							1			1			2	
Screening		2					2			1	4	1	10	
Children										1			1	
Procedures/Process		1					2				4	1	8	
Security Breach		1											1	
2018	16	7	6	6	3	1	6	8	5	5	2	6	71	
Civil Rights									1				1	
Racial Profiling or Discrimination									1				1	
Customer Service	2	1	4	2	1			1	1	1		1	14	
TSO	2	1	4	2	1			1	1	1		1	14	
Locks	2		1				1						4	
Missing or Damaged Lock	2		1				1						4	
Mishandling of Passenger Property	1	1	1	1			1	2	2		1	2	12	
Damaged/Missing Items--Carry-on Luggage												1	1	
Damaged/Missing Items--Checked Baggage	1	1	1	1			1	1	2		1	1	10	
Disarrayed Items--Carry-on or Checked								1					1	
Patdown	2	3			1	1				1	1		9	
Flyer	2	3			1	1				1	1		9	
Persons w/ Disabilities (PWD)	1			1						1			3	
Diabetes				1									1	
Mobility Disability (Not Wheelchair or Scooter)										1			1	
Ostomy/Ostomates	1												1	
Property - Special Handling	3	1		1			1	1		1		1	9	
Damaged Items - Checked	2									1		1	4	
Missing Items - Checked	1	1		1			1	1					5	
Screening	5	1		1	1		3	4	1	1		2	19	
Inconsistency	1			1	1		2	1		1		1	8	
Lengthy Lines	1												1	
Procedures/Process	3	1						3	1			1	9	
Security Breach							1						1	
2019	5	8	6	2	4								25	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Civil Rights	1	1											2
Perceived Religion	1												1
Racial Profiling or Discrimination		1											1
Customer Service	1	1	1	1									4
CSM			1										1
Others		1											1
TSO	1			1									2
Locks	1		1										2
Missing or Damaged Lock	1		1										2
Mishandling of Passenger Property		1	2		2								5
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage			2		2								4
Patdown		2											2
Flyer		2											2
Persons w/ Disabilities (PWD)					1								1
Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling	1	1	1		1								4
Damaged Items - Carry-On		1											1
Damaged Items - Checked			1										1
Missing Items - Checked	1				1								2
Screening	1	2	1	1									5
Inconsistency		1											1
Lengthy Lines			1										1
Procedures/Process	1			1									2
Retrieving Abandoned/Confiscated Items		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>IDA</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>44</b>
<b>2015</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>			<b>3</b>		<b>7</b>
Customer Service								1					1
TSO								1					1
Identification (ID) Requirements						1							1
Domestic						1							1
Locks											1		1
Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1	1						1		3
Damaged/Missing Items--Checked Baggage				1	1						1		3
Screening											1		1
Lengthy Lines											1		1
<b>2016</b>	<b>2</b>		<b>1</b>			<b>2</b>	<b>3</b>			<b>2</b>	<b>1</b>	<b>3</b>	<b>14</b>
Customer Service							1			1			2
TSO							1			1			2
Locks												1	1
Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1					2					1	1	5
Damaged/Missing Items--Checked Baggage	1					2						1	4
Disarrayed Items--Carry-on or Checked											1		1
Patdown							1						1
Flyer							1						1
Persons w/ Disabilities (PWD)			1										1
General			1										1
Screening	1						1			1		1	4
Procedures/Process	1						1			1		1	4
<b>2017</b>		<b>2</b>				<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>6</b>
Customer Service								1					1
TSO								1					1
Locks		1											1
Missing or Damaged Lock		1											1
Mishandling of Passenger Property		1				1				1		1	4
Damaged/Missing Items--Checked Baggage		1				1				1		1	4
<b>2018</b>	<b>1</b>	<b>1</b>				<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>14</b>
Customer Service						1				1			2
TSO						1				1			2
Locks											1		1
Missing or Damaged Lock											1		1
Mishandling of Passenger Property						2	1		1		1	1	6
Damaged/Missing Items--Checked Baggage						2	1		1			1	5
Disarrayed Items--Carry-on or Checked											1		1
Patdown		1											1
Flyer		1											1
Property - Special Handling						1		1					2
Damaged Items - Carry-On						1							1
Damaged Items - Checked								1					1
Screening	1									1			2
Procedures/Process	1									1			2
<b>2019</b>				<b>2</b>	<b>1</b>								<b>3</b>
Civil Rights				1									1
Racial Profiling or Discrimination				1									1
Locks					1								1
Missing or Damaged Lock					1								1
Screening				1									1
Classified Materials				1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>IFP</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>10</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>45</b>
<b>2015</b>				<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>2</b>		<b>6</b>
Airline				1									1
Policy/Regulations/Service				1									1
Mishandling of Passenger Property					1				1		2		4
Damaged/Missing Items--Carry-on Luggage					1						1		2
Damaged/Missing Items--Checked Baggage									1		1		2
Persons w/ Disabilities (PWD)						1							1
Respiratory and Inhaler Equipment						1							1
<b>2016</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>12</b>
Customer Service								1					1
TSO								1					1
Locks				1				1					2
Missing or Damaged Lock				1				1					2
Mishandling of Passenger Property	1				1		1			1		1	5
Damaged/Missing Items--Checked Baggage	1				1		1			1		1	5
Patdown									1				1
Flyer									1				1
Persons w/ Disabilities (PWD)		1			1								2
Mobility Disability (Not Wheelchair or Scooter)		1			1								2
Screening							1						1
Procedures/Process							1						1
<b>2017</b>				<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>1</b>		<b>9</b>
Customer Service				1									1
TSO				1									1
Mishandling of Passenger Property				1	1						1		3
Damaged/Missing Items--Checked Baggage				1	1						1		3
Patdown					1								1
Flyer as Observer					1								1
Persons w/ Disabilities (PWD)								1					1
Touch Aversion (pain/trauma)								1					1
Property - Special Handling							1	1					2
Missing Items - Carry-On							1	1					2
Screening						1							1
Procedures/Process						1							1
<b>2018</b>	<b>1</b>		<b>2</b>		<b>3</b>	<b>4</b>					<b>1</b>		<b>11</b>
Customer Service											1		1
TSO											1		1
Locks			1										1
Missing or Damaged Lock			1										1
Mishandling of Passenger Property					1	3							4
Damaged/Missing Items--Checked Baggage					1	3							4
Patdown			1		1								2
Flyer			1		1								2
Persons w/ Disabilities (PWD)					1								1
Internal Medical Devices					1								1
Property - Special Handling	1												1
Missing Items - Checked	1												1
Screening						1							1
Procedures/Process						1							1
<b>2019</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>								<b>7</b>
Mishandling of Passenger Property		1			1								2
Damaged/Missing Items--Checked Baggage		1			1								2
Persons w/ Disabilities (PWD)				1	1								2
Visual Impairment					1								1
Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	2	1											3
Missing Items - Checked	2	1											3

		TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total		
IGM		1			1	1									3	
2015								1								1
Mishandling of Passenger Property								1								1
Damaged/Missing Items--Checked Baggage								1								1
2017						1									1	
Mishandling of Passenger Property						1									1	
Damaged/Missing Items--Unspecified Luggage						1									1	
2018		1												1		
Mishandling of Passenger Property		1												1		
Damaged/Missing Items--Checked Baggage		1												1		

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>ILG</b>	<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>						<b>4</b>
<b>2015</b>						<b>1</b>	<b>1</b>						<b>2</b>
Mishandling of Passenger Property						1	1						2
Damaged/Missing Items--Checked Baggage						1	1						2
<b>2017</b>			<b>1</b>										<b>1</b>
Lost and Found			1										1
Airport/TSA			1										1
<b>2018</b>	<b>1</b>												<b>1</b>
Screening	1												1
Lengthy Lines	1												1



TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category		9	9	12	3	13	10	4	15	11	6	11	10	113
<b>ILM</b>														
<b>2015</b>						1	1	1	2	1		2	3	11
Locks												1		1
Missing or Damaged Lock												1		1
Mishandling of Passenger Property						1	1	1	2			1	3	9
Damaged/Missing Items--Checked Baggage						1	1	1	2			1	3	9
Screening										1				1
Procedures/Process										1				1
<b>2016</b>		2		1	1	1	2		4		1	3	3	18
Locks											1	2		3
Missing or Damaged Lock											1	2		3
Mishandling of Passenger Property		2		1		1	2		2				2	10
Damaged/Missing Items--Checked Baggage		2		1		1	2		2				1	9
Disarrayed Items--Carry-on or Checked													1	1
Patdown					1				1					2
Flyer					1				1					2
Screening									1			1	1	3
Inconsistency									1					1
Lengthy Lines												1		1
Procedures/Process													1	1
<b>2017</b>		5	3	2	2	2	5	1	3	4	3	1	2	33
Customer Service		2							1	1	1			5
TSO		2							1	1	1			5
Locks						1								1
Missing or Damaged Lock						1								1
Mishandling of Passenger Property		2	3	1	1	1	5		1	2			2	18
Damaged/Missing Items--Carry-on Luggage		1			1									2
Damaged/Missing Items--Checked Baggage		1	1	1		1	4		1	2			1	12
Disarrayed Items--Carry-on or Checked			2				1						1	4
Patdown				1							1			2
Flyer				1							1			2
Persons w/ Disabilities (PWD)										1				1
Touch Aversion (pain/trauma)										1				1
Property - Special Handling									1			1		2
Damaged Items - Checked									1					1
Missing Items - Carry-On												1		1
Screening		1			1			1			1			4
Inconsistency					1									1
Procedures/Process		1						1			1			3
<b>2018</b>			2	6		5	2	2	6	6	2	5	2	38
Customer Service				1		1		1	2	2		2		9
Others								1	1					2
TSO				1		1			1	2		2		7
Mishandling of Passenger Property			1			1			4	1	1	1	1	10
Damaged/Missing Items--Carry-on Luggage									1			1		2
Damaged/Missing Items--Checked Baggage			1			1			3	1	1		1	8
Patdown							1	1				2	1	5
Flyer							1	1				2	1	5
Property - Special Handling				2		2				1				5
Missing Items - Carry-On						2								2
Missing Items - Checked				2						1				3
Screening			1	3		1	1			2	1			9
Inconsistency			1			1								2
Lengthy Lines										1	1			2
Procedures/Process				3			1			1				5
<b>2019</b>		2	4	3		4								13
Civil Rights		1				1								2
Racial Profiling or Discrimination		1				1								2
Customer Service		1		1										2
TSO		1		1										2
Mishandling of Passenger Property			1	1										2
Damaged/Missing Items--Checked Baggage				1										1
Disarrayed Items--Carry-on or Checked			1											1
Patdown			1											1
Flyer			1											1
Property - Special Handling						1								1
Damaged Items - Checked						1								1
Screening			2	1		2								5
Lengthy Lines			2	1										3
Procedures/Process						2								2

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

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
IND		77	57	88	66	57	61	69	68	91	69	84	69	856
2015					6	9	7	11	13	17	14	19	18	114
Airline					1									1
Lost Baggage					1									1
Civil Rights						1								1
Racial Profiling or Discrimination						1								1
Customer Service								1	1	4	2	1	2	11
CSM													1	1
Others											1			1
TSO								1	1	4	1	1	1	9
Expedited Passenger Screening Program					1		1		1					3
TSA PreCheck					1		1		1					3
Locks													1	1
Missing or Damaged Lock													1	1
Mishandling of Passenger Property					4	8	5	8	11	12	12	16	12	88
Damaged/Missing Items--Carry-on Luggage					1	1		1			3		2	8
Damaged/Missing Items--Checked Baggage					3	7	5	7	8	11	8	15	9	73
Disarrayed Items--Carry-on or Checked									3	1	1	1	1	7
Persons w/ Disabilities (PWD)								1						1
Respiratory and Inhaler Equipment								1						1
Screening							1	1		1		2	3	8
Inconsistency								1				1		2
Lengthy Lines							1							1
Procedures/Process										1		1	3	5
2016		15	11	23	16	10	20	26	20	22	15	21	16	215
Civil Rights				1					2	1	2	1		7
Constitutional Rights											1			1
Racial Profiling or Discrimination				1					2	1	1			5
Sex/Gender/Gender Identity- Not Transgender												1		1
Customer Service		1	3	4	4	1	3	8	5	3	4	5	5	46
Others		1		1	3		1	1	2		1	1	1	12
TSO			3	3	1	1	2	7	3	3	3	4	4	34
Identification (ID) Requirements									1					1
Domestic									1					1
Locks					3	1	2		1	1	1			9
Missing or Damaged Lock					3	1	2		1	1	1			9
Lost and Found								1						1
Airport/TSA								1						1
Mishandling of Passenger Property		10	7	15	7	6	13	9	7	10	6	12	8	110
Damaged/Missing Items--Carry-on Luggage							1	1				1		3
Damaged/Missing Items--Checked Baggage		6	6	13	6	5	9	7	6	7	6	11	8	90
Damaged/Missing Items--Unspecified Luggage		1								1				2
Disarrayed Items--Carry-on or Checked		3	1	2	1	1	3	1	1	2				15
Patdown							1	4	1	4		1		11
Flyer							1	3	1	4		1		10
Flyer as Observer								1						1
Persons w/ Disabilities (PWD)		3			1	2		1				1	2	10
Breast Cancer						1								1
Cognitive /Developmental /Mental Disability												1		1
General		1												1
Hearing Impairment						1								1
Internal Medical Devices					1			1						2
Medically Necessary Medication and Medical Supplies													1	1
Ostomy/Ostomates													1	1
Respiratory and Inhaler Equipment		1												1
Wheelchair/ Scooter/ Segway		1												1
Request for Assistance								1						1
Wounded Warrior (MSIJSOC)								1						1
Screening		1	1	3	1		1	2	3	3	2	1	1	19
Inconsistency				1					1					2
Lengthy Lines		1		1	1		1	1			2		1	8
Procedures/Process			1	1				1	2	1		1		7
Retrieving Abandoned/Confiscated Items										1				1
Security Breach										1				1
2017		27	16	23	18	17	21	14	17	27	25	25	22	252
Advanced Imaging Technology (AIT)					1									1
Non-Flyer					1									1
Civil Rights		1		2	1		1		1					6
Hair Patdowns									1					1
National Origin				1										1
Racial Profiling or Discrimination		1		1	1		1							4
Customer Service		6	2	2	2		5	3	4	5	4		3	36
Others		2	1										1	4
TSO		4	1	2	2		5	3	4	5	4		2	32
Identification (ID) Requirements											1			1
Minors Domestic											1			1
Locks		3	1	1	1	1	2		3	3		3	1	19
General										2				2
Missing or Damaged Lock		3	1	1	1	1	2		3	1		3	1	17
Lost and Found				1										1
Airport/TSA				1										1
Mishandling of Passenger Property		12	7	11	13	12	9	5	3	9	8	11	8	108
Damaged/Missing Items--Carry-on Luggage		1	2				1					1		5
Damaged/Missing Items--Checked Baggage		10	5	11	9	12	8	5	2	6	8	9	7	92
Damaged/Missing Items--Unspecified Luggage		1			1									2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Disarrayed Items--Carry-on or Checked				3				1	3		1	1	9
Patdown	3	1	2			2	2	1	2	2	2	3	20
Flyer	3	1	2			2	2	1	1	2	2	3	19
Flyer as Observer									1				1
Persons w/ Disabilities (PWD)		1	2		2		1	1	1		1		9
Diabetes											1		1
General			1		1								2
Medically Necessary Medication and Medical Supplies		1	1					1					3
Prosthesis/Amputees and Casts					1								1
Service Animals							1						1
Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items							1						1
Firearm/Ammunition							1						1
Property - Special Handling							1			3		2	16
Damaged Items - Checked								1	1		3		5
Missing Items - Carry-On								1	1		1		3
Missing Items - Checked							1	1	1	3		2	8
Screening	2	4	2		2	2	1	1	4	7	4	5	34
Inconsistency		2											2
Lengthy Lines							1			1			2
Procedures/Process	2	2	2		2	2		1	2	6	4	4	27
Security Breach									2			1	3
<b>2018</b>	<b>23</b>	<b>15</b>	<b>24</b>	<b>16</b>	<b>9</b>	<b>13</b>	<b>18</b>	<b>18</b>	<b>25</b>	<b>15</b>	<b>19</b>	<b>13</b>	<b>208</b>
Civil Rights	1					1	2		1			1	6
Racial Profiling or Discrimination	1						2		1			1	5
Transgender Screening						1							1
Customer Service	2	2	2	2	1	1	1	4	6	1	4	2	28
Others		1				1		1					3
TSO	2	1	2	2	1		1	3	6	1	4	2	25
Identification (ID) Requirements	1												1
Domestic	1												1
Locks				2		2	2		3	2	1		12
Missing or Damaged Lock				2		2	2		3	2	1		12
Mishandling of Passenger Property	9	3	7	4	3	4	6	8	5	5	6	4	64
Damaged/Missing Items--Carry-on Luggage	1				1					1			3
Damaged/Missing Items--Checked Baggage	6	2	6	3	2	3	6	8	4	4	5	4	53
Disarrayed Items--Carry-on or Checked	2	1	1	1		1			1		1		8
Patdown	2		2		1	1		2	1	1			10
Flyer	2		2		1	1		1	1	1			9
Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1	1	4						1	1	1		9
Autism Spectrum			2										2
Breast Cancer			1										1
Cancer (general) Not Breast Cancer										1			1
Cognitive /Developmental /Mental Disability									1				1
Diabetes		1											1
Mobility Disability (Not Wheelchair or Scooter)	1										1		2
Service Animals			1										1
Property - Special Handling	4	5	7	4	1	2	2		5	2	2	4	38
Damaged Items - Carry-On		1							1				2
Damaged Items - Checked	2	3	3						1		1	1	11
Missing Items - Carry-On	1			2			1						4
Missing Items - Checked	1	1	4	2	1	2	1		3	2	1	3	21
Request for Assistance									1				1
Other									1				1
Screening	3	4	2	4	3	2	5	4	2	3	5	2	39
Inconsistency									1				1
Lengthy Lines	1				2		1	1					5
Procedures/Process	2	2	2	4	1	2	4	2	1	2	4	2	28
Retrieving Abandoned/Confiscated Items		1								1	1		3
Security Breach		1						1					2
<b>2019</b>	<b>12</b>	<b>15</b>	<b>18</b>	<b>10</b>	<b>12</b>								<b>67</b>
Civil Rights	1		1										2
Racial Profiling or Discrimination	1												1
Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service		2	1	2	1								6
Others		1											1
TSO		1	1	2	1								5
Locks					4								4
Missing or Damaged Lock					4								4
Mishandling of Passenger Property	7	3	6	3	4								23
Damaged/Missing Items--Checked Baggage	7	2	6	2	3								20
Disarrayed Items--Carry-on or Checked		1		1	1								3
Persons w/ Disabilities (PWD)		1	1	1									3
Breast Cancer		1											1
Internal Medical Devices				1									1
Touch Aversion (pain/trauma)			1										1
Property - Special Handling	2	7	8	4	2								23
Damaged Items - Checked		1	3	1									5
Missing Items - Carry-On	1	2	1		1								5
Missing Items - Checked	1	4	4	3	1								13
Screening	2	2	1		1								6
Procedures/Process	2	2	1		1								6

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>INL</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>				<b>5</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>35</b>
<b>2015</b>					<b>1</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>6</b>
Mishandling of Passenger Property					1				1	1	2	1	6
Damaged/Missing Items--Checked Baggage					1				1	1	2		5
Disarrayed Items--Carry-on or Checked												1	1
<b>2016</b>				<b>1</b>							<b>2</b>	<b>1</b>	<b>4</b>
Mishandling of Passenger Property				1							2	1	4
Damaged/Missing Items--Checked Baggage				1							2	1	4
<b>2017</b>			<b>1</b>						<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>
Locks										1			1
Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1						1			1	3
Damaged/Missing Items--Checked Baggage			1						1				2
Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling									1		2		3
Missing Items - Checked									1		2		3
<b>2018</b>		<b>3</b>			<b>1</b>				<b>2</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>15</b>
Customer Service		1											1
Others		1											1
Locks		1											1
Missing or Damaged Lock		1											1
Mishandling of Passenger Property					1				1	3	2	1	8
Damaged/Missing Items--Checked Baggage					1				1	2	2	1	7
Disarrayed Items--Carry-on or Checked										1			1
Prohibited & Permitted Items										1			1
Sporting Goods										1			1
Property - Special Handling		1							1	1		1	4
Damaged Items - Checked		1								1			2
Missing Items - Checked									1			1	2
<b>2019</b>	<b>1</b>		<b>2</b>										<b>3</b>
Mishandling of Passenger Property	1		2										3
Damaged/Missing Items--Checked Baggage	1		1										2
Disarrayed Items--Carry-on or Checked			1										1

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>IPL</b>					1				1			2	4
<b>2015</b>												1	1
Customer Service												1	1
TSO												1	1
<b>2017</b>												1	1
Screening												1	1
Procedures/Process												1	1
<b>2018</b>									1				1
Mishandling of Passenger Property									1				1
Damaged/Missing Items--Checked Baggage									1				1
<b>2019</b>					1								1
Property - Special Handling					1								1
Missing Items - Checked					1								1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>IPT</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>2</b>		<b>1</b>		<b>2</b>	<b>1</b>		<b>1</b>	<b>13</b>
<b>2015</b>									<b>2</b>				<b>2</b>
Mishandling of Passenger Property									2				2
Damaged/Missing Items--Checked Baggage									2				2
<b>2016</b>			<b>1</b>		<b>1</b>								<b>2</b>
Mishandling of Passenger Property			1										1
Damaged/Missing Items--Checked Baggage			1										1
Screening					1								1
Procedures/Process					1								1
<b>2017</b>					<b>1</b>		<b>1</b>			<b>1</b>			<b>3</b>
Mishandling of Passenger Property							1			1			2
Damaged/Missing Items--Checked Baggage							1						1
Disarrayed Items--Carry-on or Checked										1			1
Screening					1								1
Procedures/Process					1								1
<b>2018</b>	<b>1</b>		<b>2</b>									<b>1</b>	<b>4</b>
Mishandling of Passenger Property			2										2
Damaged/Missing Items--Checked Baggage			2										2
Patdown	1												1
Flyer	1												1
Property - Special Handling												1	1
Missing Items - Carry-On												1	1
<b>2019</b>				<b>2</b>									<b>2</b>
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1
Screening				1									1
Procedures/Process				1									1

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



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ISN	7	9	10	10	8	4	5	3	6	4	9	5	80
<b>2015</b>				3	3	1	3	2	3	1	2	1	19
Locks					1		1			1			3
General							1						1
Missing or Damaged Lock					1					1			2
Mishandling of Passenger Property				3	2	1	1	2	3		2	1	15
Damaged/Missing Items--Carry-on Luggage				1							1		2
Damaged/Missing Items--Checked Baggage				1	2	1	1	1	2			1	10
Disarrayed Items--Carry-on or Checked				1				1	1				3
Screening							1						1
Inconsistency							1						1
<b>2016</b>	1	2	5	2			1		2	1	1	2	17
Customer Service		1	1										2
Others		1											1
TSO			1										1
Mishandling of Passenger Property		1	4	2			1		2	1	1	1	13
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage		1	3	1					2	1	1	1	10
Disarrayed Items--Carry-on or Checked				1			1						2
Screening	1											1	2
Procedures/Process	1											1	2
<b>2017</b>	4	2	2	3	2	1	1			1	4	2	22
Mishandling of Passenger Property	4	2	1	2	1	1	1				2	1	15
Damaged/Missing Items--Carry-on Luggage		1		1									2
Damaged/Missing Items--Checked Baggage	3	1	1	1	1	1	1					1	10
Damaged/Missing Items--Unspecified Luggag	1												1
Disarrayed Items--Carry-on or Checked											2		2
Property - Special Handling										1	1	1	3
Damaged Items - Checked											1		1
Missing Items - Checked										1		1	2
Screening			1	1	1						1		4
Inconsistency											1		1
Procedures/Process			1	1	1								3
<b>2018</b>		4	2	1	2	2		1	1	1	2		16
Customer Service		1											1
TSO		1											1
Locks		1		1									2
Missing or Damaged Lock		1		1									2
Mishandling of Passenger Property		1	2		1	1		1	1		1		8
Damaged/Missing Items--Checked Baggage		1	2		1	1		1			1		7
Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling		1								1	1		3
Damaged Items - Checked										1			1
Missing Items - Checked		1									1		2
Screening					1	1							2
Inconsistency						1							1
Security Breach					1								1
<b>2019</b>	2	1	1	1	1								6
Customer Service				1									1
TSO				1									1
Mishandling of Passenger Property	1		1										2
Damaged/Missing Items--Checked Baggage	1		1										2
Screening	1	1			1								3
Procedures/Process	1	1			1								3

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
ISP	10	19	21	26	17	16	11	18	11	21	15	13	198	
2015				6		3	2	2	3	5	6	8	35	
Customer Service				2		1			1	1	2	1	8	
Others											2	1	3	
TSO				2		1			1	1			5	
Locks				1						1			2	
Missing or Damaged Lock				1						1			2	
Mishandling of Passenger Property				3		1	2	2	2	2	4	6	22	
Damaged/Missing Items--Carry-on Luggage						1	1		1		1		4	
Damaged/Missing Items--Checked Baggage				3			1	2	1	1	3	6	17	
Disarrayed Items--Carry-on or Checked										1			1	
Persons w/ Disabilities (PWD)										1			1	
Service Animals										1			1	
Screening						1						1	2	
Inconsistency						1						1	2	
2016		4	7	6	6	5	4	2	5	4	2	3	48	
Civil Rights		1											1	
Racial Profiling or Discrimination		1											1	
Customer Service				1	1					2			4	
Others				1						1			2	
TSO					1					1			2	
Locks			1	1				1		1			4	
Missing or Damaged Lock			1	1				1		1			4	
Mishandling of Passenger Property		3	5	1	3	4	3	1	4	1	2	3	30	
Damaged/Missing Items--Carry-on Luggage					1								1	
Damaged/Missing Items--Checked Baggage		3	5	1	2	3	3	1	4	1	2	3	28	
Damaged/Missing Items--Unspecified Luggage						1							1	
Patdown							1						1	
Flyer							1						1	
Persons w/ Disabilities (PWD)			1	3	1				1				6	
Mobility Disability (Not Wheelchair or Scooter)			1	1									2	
Ostomy/Ostomates				2									2	
Service Animals									1				1	
Wheelchair/ Scooter/ Segway					1								1	
Screening					1	1							2	
Procedures/Process					1	1							2	
2017	2	5	5	4	3	5	4	6	2	6	4	1	47	
Customer Service		2		1	1	1			1				6	
Others									1				1	
TSO		2		1	1	1							5	
Locks								1			1		2	
Missing or Damaged Lock								1			1		2	
Mishandling of Passenger Property		2	4	3	2	2	2	4	1	1	3		24	
Damaged/Missing Items--Carry-on Luggage			1	1									2	
Damaged/Missing Items--Checked Baggage		2	3	2	2		2	3	1	1	1		17	
Disarrayed Items--Carry-on or Checked						2		1			2		5	
Patdown			1			1				1			3	
Flyer			1			1				1			3	
Persons w/ Disabilities (PWD)	1									2			3	
Diapers/Garments/Dressings/Masks	1												1	
Service Animals										1			1	
Touch Aversion (pain/trauma)										1			1	
Prohibited & Permitted Items			1										1	
Lighters/Matches			1										1	
Property - Special Handling							2	1		1		1	5	
Missing Items - Carry-On							1	1					2	
Missing Items - Checked							1			1		1	3	
Screening	1					1				1			3	
Crew Member or Airline Employee						1							1	
Lengthy Lines										1			1	
Procedures/Process	1												1	
2018	6	3	5	4	4	3	1	8	1	6	3	1	45	
Customer Service	2		1	1	3	1	1	2		1			12	
Others						1	1						2	
TSO	2		1	1	3			2		1			10	
Locks	1	1											2	
Missing or Damaged Lock	1	1											2	
Mishandling of Passenger Property	2	1	2	1				3		3			12	
Damaged/Missing Items--Carry-on Luggage								1					1	
Damaged/Missing Items--Checked Baggage	2	1	2	1				1		3			10	
Disarrayed Items--Carry-on or Checked								1					1	
Patdown			1					1					2	
Flyer								1					1	
Non-Flyer			1										1	
Persons w/ Disabilities (PWD)										1		1	2	
Metal Implants (joint)												1	1	
Touch Aversion (pain/trauma)										1			1	
Property - Special Handling	1		1	1		2		2	1	1	1		10	
Damaged Items - Checked	1		1			1				1			4	
Missing Items - Carry-On											1		1	
Missing Items - Checked				1		1		2	1				5	
Screening		1		1	1						2		5	
Procedures/Process		1		1	1						2		5	
2019	2	7	4	6	4								23	
Civil Rights			1										1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Racial Profiling or Discrimination			1										1
Customer Service	1			1									2
TSO	1			1									2
Locks		1											1
General		1											1
Lost and Found					1								1
Airport/TSA					1								1
Mishandling of Passenger Property		3			2								5
Damaged/Missing Items--Checked Baggage		3			2								5
Patdown			1	1									2
Flyer			1	1									2
Persons w/ Disabilities (PWD)		1	1										2
Ostomy/Ostomates		1											1
Service Animals			1										1
Property - Special Handling	1		1	3	1								6
Damaged Items - Checked				1									1
Missing Items - Checked	1		1	2	1								5
Screening		2		1									3
Lengthy Lines		1											1
Procedures/Process		1		1									2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
ITH	1	1		3		1	1	2	1	1	4	1	16	
2015				1							1		2	
Expedited Passenger Screening Program				1									1	
TSA PreCheck				1									1	
Screening											1		1	
Procedures/Process											1		1	
2016		1					1		1				3	
Mishandling of Passenger Property		1					1		1				3	
Damaged/Missing Items--Checked Baggage		1					1		1				3	
2017				1				1				1	3	
Customer Service				1									1	
TSO				1									1	
Locks								1					1	
Missing or Damaged Lock								1					1	
Property - Special Handling												1	1	
Missing Items - Checked												1	1	
2018				1		1		1		1	3		7	
Customer Service				1									1	
TSO				1									1	
Mishandling of Passenger Property										1			1	
Disarrayed Items--Carry-on or Checked										1			1	
Patdown						1							1	
Flyer						1							1	
Persons w/ Disabilities (PWD)											1		1	
Mobility Disability (Not Wheelchair or Scooter)											1		1	
Screening								1			2		3	
Inconsistency											1		1	
Lengthy Lines								1					1	
Procedures/Process											1		1	
2019	1												1	
Screening	1												1	
Inconsistency	1												1	

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ITO		18	11	18	19	10	21	5	18	7	16	15	7	165
2015					3	2	12	2	5	4	3	4	4	39
Advanced Imaging Technology (AIT)							1							1
Flyer							1							1
Civil Rights						1	7							8
Racial Profiling or Discrimination						1	7							8
Customer Service										2	1			3
Others										2				2
TSO											1			1
Expedited Passenger Screening Program							1							1
TSA PreCheck							1							1
Locks								1	1			1	1	4
Missing or Damaged Lock								1	1			1	1	4
Mishandling of Passenger Property					2	1	2	1	4	2	2	3	3	20
Damaged/Missing Items--Carry-on Luggage							1		1					2
Damaged/Missing Items--Checked Baggage					2	1	1	1	3	2	1	3	2	16
Disarrayed Items--Carry-on or Checked											1		1	2
Patdown					1									1
Flyer					1									1
Screening							1							1
Procedures/Process							1							1
2016		4	1	4	2	4	5	2	6		4	3		35
Customer Service				1	1		1		1			1		5
Others												1		1
TSO				1	1		1		1					4
Identification (ID) Requirements		1												1
Domestic		1												1
Locks							1		1					2
Missing or Damaged Lock							1		1					2
Mishandling of Passenger Property		3		3	1	1	3	1	3		4	2		21
Damaged/Missing Items--Checked Baggage		2		3	1	1	3	1	3		3	1		18
Disarrayed Items--Carry-on or Checked		1									1	1		3
Patdown								1						1
Flyer								1						1
Screening			1			3			1					5
Children						1								1
Procedures/Process			1			2								3
Retrieving Abandoned/Confiscated Items									1					1
2017		6	4	6	3	2		1	2	1	6	5	1	37
Customer Service		2	1	1	1	1		1			2	1		10
Others		1	1											2
TSO		1		1	1	1		1			2	1		8
Locks						1								1
Missing or Damaged Lock						1								1
Mishandling of Passenger Property		4	3	4	2						1	3		17
Damaged/Missing Items--Checked Baggage		3	3	3	1						1	3		14
Disarrayed Items--Carry-on or Checked		1		1	1									3
Patdown				1						1	1		1	4
Flyer				1						1	1		1	4
Prohibited & Permitted Items											1			1
Food/Beverages											1			1
Property - Special Handling									2		1			3
Missing Items - Checked									2		1			3
Screening												1		1
Crew Member or Airline Employee												1		1
2018		4	5	3	7	1	4		5	2	3	3	2	39
Civil Rights		1	1										1	3
Constitutional Rights		1												1
Racial Profiling or Discrimination													1	1
Transgender Screening			1											1
Customer Service			1	1	1		1		3	2	1			10
Others										1	1			2
TSO			1	1	1		1		3	1				8
Mishandling of Passenger Property			1	1	2	1	1				2			8
Damaged/Missing Items--Carry-on Luggage				1							1			2
Damaged/Missing Items--Checked Baggage			1		2	1	1				1			6
Patdown							1					1	1	3
Flyer							1					1	1	3
Persons w/ Disabilities (PWD)		1												1
Mobility Disability (Not Wheelchair or Scooter		1												1
Property - Special Handling		1		1	1				2			1		6
Damaged Items - Checked									2			1		3
Missing Items - Checked		1		1	1									3
Screening		1	2		3		1					1		8
Procedures/Process		1	2		2		1							6
Retrieving Abandoned/Confiscated Items					1							1		2
2019		4	1	5	4	1								15
Customer Service		2			1									3
TSO		2			1									3
Locks				1	1									2
Missing or Damaged Lock				1	1									2
Mishandling of Passenger Property		1		2	1	1								5
Damaged/Missing Items--Carry-on Luggage				1										1
Damaged/Missing Items--Checked Baggage		1		1		1								3
Disarrayed Items--Carry-on or Checked					1									1

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
IWA	24	30	35	25	32	33	22	21	18	22	20	10	292	
2015				4	4	2	3			4	5		22	
Civil Rights					1								1	
General Complaint and Discrimination					1								1	
Customer Service				2	1						2		5	
TSO				2	1						2		5	
Locks							1						1	
Missing or Damaged Lock							1						1	
Mishandling of Passenger Property				2	2	2	2			4			12	
Damaged/Missing Items--Checked Baggage				2	2	2	2			3			11	
Disarrayed Items--Carry-on or Checked										1			1	
Patdown											2		2	
Flyer											2		2	
Screening											1		1	
Retrieving Abandoned/Confiscated Items											1		1	
2016	2	5	7	8	11	11	6	7	9	5	5	3	79	
Civil Rights				1	1		1	1					4	
General Complaint and Discrimination					1								1	
Racial Profiling or Discrimination				1			1	1					3	
Customer Service	2	1	2	3	3		1		5	2	1	2	22	
Others				1	2		1		4	1			9	
TSO	2	1	2	2	1				1	1	1	2	13	
Locks						1						1	2	
Missing or Damaged Lock						1						1	2	
Lost and Found			2		1								3	
Airport/TSA			2		1								3	
Mishandling of Passenger Property		3	2	4	2	5	3	2	1		3		25	
Damaged/Missing Items--Carry-on Luggage				1			2	1	1		1		6	
Damaged/Missing Items--Checked Baggage		3	2	3	2	5	1	1			2		19	
Patdown			1					1	1				3	
Flyer								1	1				2	
Flyer as Observer			1										1	
Persons w/ Disabilities (PWD)					1	1			1	2	1		6	
Cognitive /Developmental /Mental Disability					1								1	
Diabetes										1			1	
Internal Medical Devices											1		1	
Medically Necessary Medication and Medical Supplies						1							1	
Mobility Disability (Not Wheelchair or Scooter)										1			1	
Prosthesis/Amputees and Casts									1				1	
Screening		1			3	4	1	3	1	1			14	
Inconsistency					1								1	
Lengthy Lines					2	2	1	3	1				9	
Procedures/Process		1				2				1			4	
2017	8	4	5	7	6	12	8	6	6	9	5	4	80	
Civil Rights					1								1	
Sex/Gender/Gender Identity- Not Transgender					1								1	
Customer Service	2	1		2	1	5	3	3	1	4	3		25	
Others				2		1	1						4	
TSO	2	1			1	4	2	3	1	4	3		21	
Locks						1							1	
Missing or Damaged Lock						1							1	
Lost and Found											1		1	
Airport/TSA											1		1	
Mishandling of Passenger Property	3	1	2	3	2	2	3	1	3	1		3	24	
Damaged/Missing Items--Carry-on Luggage	1			1		1	1		1			1	6	
Damaged/Missing Items--Checked Baggage	2	1	2	2	2	1	2	1	2	1		1	17	
Damaged/Missing Items--Unspecified Luggage												1	1	
Patdown	1		1							2			4	
Flyer	1		1										2	
Flyer as Observer										1			1	
General										1			1	
Persons w/ Disabilities (PWD)	2		1	1		2		1					7	
Cancer (general) Not Breast Cancer			1										1	
Internal Medical Devices	2												2	
Medically Necessary Medication and Medical Supplies						1							1	
Mobility Disability (Not Wheelchair or Scooter)						1							1	
Prosthesis/Amputees and Casts								1					1	
Wheelchair/ Scooter/ Segway				1									1	
Property - Special Handling								1		1			2	
Missing Items - Checked								1		1			2	
Screening		2	1	1	2	2	2		2	1	1	1	15	
Children							1						1	
Lengthy Lines		1				1	1						3	
Procedures/Process		1	1	1	2	1			2	1	1	1	11	
2018	7	15	13	4	6	8	5	8	3	4	5	3	81	
Civil Rights			1										1	
Racial Profiling or Discrimination			1										1	
Customer Service	2	2	2	1		1	3	3			1		15	
Others											1		1	
TSO	2	2	2	1		1	3	3					14	
Locks								1					1	
Missing or Damaged Lock								1					1	
Lost and Found						1	1				1		3	
Airport/TSA						1	1				1		3	
Mishandling of Passenger Property		3	3	2	4	1			1	1	1	2	18	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged/Missing Items--Carry-on Luggage									1		1		2
Damaged/Missing Items--Checked Baggage		2	3	1	4	1				1		2	14
Disarrayed Items--Carry-on or Checked		1		1									2
Patdown			2			1				2			5
Flyer			2			1				2			5
Persons w/ Disabilities (PWD)	1	1	1				1	1	1				6
Cognitive /Developmental /Mental Disability		1											1
Hearing Impairment			1										1
Medically Necessary Medication and Medical	1												1
Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Wheelchair/ Scooter/ Segway							1						1
Prohibited & Permitted Items	1												1
Alcohol and Tobacco	1												1
Property - Special Handling	1	3	2	1	2	2		2			1		14
Damaged Items - Carry-On		1						1					2
Damaged Items - Checked			1	1		1					1		4
Missing Items - Carry-On		2			1	1		1					5
Missing Items - Checked	1		1		1								3
Request for Assistance			1										1
Wounded Warrior (MSIJSOC)			1										1
Screening	2	6	1			2		1	1	1	1	1	16
Inconsistency		1											1
Lengthy Lines		1							1				2
Procedures/Process	2	4	1			2		1		1	1	1	13
2019	7	6	10	2	5								30
Advanced Imaging Technology (AIT)	1												1
General	1												1
Civil Rights			1										1
Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	1	2	2		2								7
TSO	1	2	2		2								7
Locks			1										1
Missing or Damaged Lock			1										1
Lost and Found					1								1
Airport/TSA					1								1
Mishandling of Passenger Property	1	1	3		2								7
Damaged/Missing Items--Checked Baggage	1	1	2		2								6
Disarrayed Items--Carry-on or Checked			1										1
Property - Special Handling	3	2	3	2									10
Damaged Items - Carry-On	1		1										2
Damaged Items - Checked		2	1	1									4
Missing Items - Carry-On				1									1
Missing Items - Checked	2		1										3
Screening	1	1											2
Inconsistency	1												1
Procedures/Process		1											1



**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>IWD</b>	<b>1</b>							<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>6</b>
<b>2015</b>									<b>2</b>				<b>2</b>
Mishandling of Passenger Property									1				1
Damaged/Missing Items--Carry-on Luggage									1				1
Screening									1				1
Inconsistency									1				1
<b>2016</b>								<b>1</b>					<b>1</b>
Mishandling of Passenger Property								1					1
Damaged/Missing Items--Checked Baggage								1					1
<b>2017</b>	<b>1</b>											<b>1</b>	<b>2</b>
Customer Service												1	1
TSO												1	1
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
<b>2018</b>											<b>1</b>		<b>1</b>
Civil Rights											1		1
Racial Profiling or Discrimination											1		1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>JAC</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>49</b>
<b>2015</b>					<b>3</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>9</b>
Mishandling of Passenger Property					2	1	2				1			6
Damaged/Missing Items Private Screening Contractor						1								1
Damaged/Missing Items--Checked Baggage					2		2				1			5
Patdown													1	1
Flyer													1	1
Persons w/ Disabilities (PWD)									1					1
Internal Medical Devices									1					1
Screening					1									1
Procedures/Process					1									1
<b>2016</b>					<b>1</b>	<b>2</b>		<b>1</b>		<b>1</b>		<b>4</b>	<b>3</b>	<b>12</b>
Civil Rights						1						1		2
Constitutional Rights												1		1
Racial Profiling or Discrimination						1								1
Customer Service													1	1
TSO													1	1
Locks					1									1
Missing or Damaged Lock					1									1
Patdown													1	1
Flyer													1	1
Screening						1		1		1		3	1	7
Crew Member or Airline Employee												1		1
Inconsistency						1						1		2
Procedures/Process								1		1			1	3
Security Breach												1		1
<b>2017</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>16</b>
Customer Service								1			1		1	3
Others													1	1
TSO								1			1			2
Mishandling of Passenger Property		1			1		2							4
Damaged/Missing Items Private Screening Contractor		1					1							2
Damaged/Missing Items--Checked Baggage					1		1							2
Patdown				1				1	1		2			5
Flyer				1				1	1		2			5
Persons w/ Disabilities (PWD)						1								1
Service Animals						1								1
Property - Special Handling												1		1
Missing Items - Checked												1		1
Screening		1											1	2
Inconsistency		1											1	2
<b>2018</b>		<b>1</b>				<b>1</b>	<b>2</b>			<b>2</b>		<b>2</b>	<b>1</b>	<b>9</b>
Customer Service										1		1		2
Others												1		1
TSO										1				1
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property							2							2
Damaged/Missing Items Private Screening Contractor							1							1
Damaged/Missing Items--Checked Baggage							1							1
Patdown						1								1
Flyer						1								1
Persons w/ Disabilities (PWD)													1	1
Mobility Disability (Not Wheelchair or Scooter)													1	1
Screening										1		1		2
Procedures/Process										1		1		2
<b>2019</b>			<b>1</b>		<b>2</b>									<b>3</b>
Mishandling of Passenger Property					1									1
Damaged/Missing Items--Checked Baggage					1									1
Notice of Violation/Civil Penalties			1											1
General			1											1
Screening					1									1
Procedures/Process					1									1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
JAN	17	22	20	21	15	23	21	17	22	20	13	22	233	
2015				2	2	4	6	1	3	6	6	5	35	
Civil Rights										1	1		2	
General Complaint and Discrimination										1	1		2	
Customer Service					1							1	3	
TSO					1						1	1	3	
Mishandling of Passenger Property				2		3	6	1	2	5	3	4	26	
Damaged/Missing Items--Carry-on Luggage									1			1	2	
Damaged/Missing Items--Checked Baggage				2		3	6		1	5	1	3	21	
Disarrayed Items--Carry-on or Checked								1			2		3	
Patdown					1						1		2	
Flyer					1						1		2	
Screening						1			1				2	
Procedures/Process						1							1	
Security Breach									1				1	
2016	3	4	6	8	1	8	7	11	5	8	2	8	71	
Civil Rights			1				1		1	2			5	
Racial Profiling or Discrimination			1						1	2			4	
Sexual Orientation - Not Transgender							1						1	
Customer Service		1		2		2	1	2	1			1	10	
TSO		1		2		2	1	2	1			1	10	
Locks	1						1					1	3	
Missing or Damaged Lock	1						1					1	3	
Mishandling of Passenger Property	2	3	5	4		3	2	4	1	1	2	5	32	
Damaged/Missing Items--Carry-on Luggage												1	1	
Damaged/Missing Items--Checked Baggage	2	3	5	3		3	2	4		1	2	4	29	
Disarrayed Items--Carry-on or Checked				1					1				2	
Patdown								1		2			3	
Flyer								1		2			3	
Screening				2	1	3	2	4	2	3		1	18	
Crew Member or Airline Employee				1									1	
Inconsistency							1						1	
Lengthy Lines				1		3		1		1		1	7	
Procedures/Process					1		1	3	2	2			9	
2017	7	10	9	4	2	4	3	2	6	3	3	4	57	
Civil Rights		1	1										2	
Constitutional Rights			1										1	
Screening of Religious or Cultural Garments		1											1	
Customer Service	2	1	1	1		1	1	2	2	1		1	13	
TSO	2	1	1	1		1	1	2	2	1		1	13	
Identification (ID) Requirements		1											1	
Domestic		1											1	
Locks		1	1										2	
Missing or Damaged Lock		1	1										2	
Mishandling of Passenger Property	3	3	3	3	1	2	1		3	1	3		23	
Damaged/Missing Items--Carry-on Luggage	2										1		3	
Damaged/Missing Items--Checked Baggage	1	2	3	3	1	1	1		3	1	1		17	
Damaged/Missing Items--Unspecified Luggage		1											1	
Disarrayed Items--Carry-on or Checked						1					1		2	
Persons w/ Disabilities (PWD)									1				1	
General									1				1	
Property - Special Handling							1			1		3	5	
Damaged Items - Checked										1		1	2	
Missing Items - Checked							1					2	3	
Screening	2	3	3		1	1							10	
Lengthy Lines	1												1	
Military					1								1	
Procedures/Process	1	3	3			1							8	
2018	3	3	3	3	9	7	5	3	8	3	2	5	54	
Civil Rights				1									1	
Sex/Gender/Gender Identity- Not Transgender				1									1	
Customer Service	1			1	1	4	2		2	2		2	15	
Others										1			1	
TSO	1			1	1	4	2		2	1		2	14	
Mishandling of Passenger Property	1	1	1	1			1	1	3		1	3	13	
Damaged/Missing Items--Carry-on Luggage			1										1	
Damaged/Missing Items--Checked Baggage	1	1		1			1	1	2		1	3	11	
Disarrayed Items--Carry-on or Checked									1				1	
Patdown	1				2	1			1				5	
Flyer	1				1	1			1				4	
Flyer as Observer					1								1	
Persons w/ Disabilities (PWD)											1		1	
Cancer (general) Not Breast Cancer											1		1	
Property - Special Handling		1	1				1	2	2	1			8	
Damaged Items - Carry-On		1								1			2	
Missing Items - Carry-On							1		2				3	
Missing Items - Checked			1					2					3	
Screening		1	1		6	2	1						11	
Inconsistency			1										1	
Lengthy Lines					2	1							3	
Procedures/Process		1			4	1	1						7	
2019	4	5	2	4	1								16	
Civil Rights		1											1	
Racial Profiling or Discrimination		1											1	
Customer Service	1	2		1									4	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
TSO	1	2		1									4
Mishandling of Passenger Property	1	1	1										3
Damaged/Missing Items--Checked Baggage	1	1	1										3
Persons w/ Disabilities (PWD)	1												1
Diabetes	1												1
Property - Special Handling	1	1		1	1								4
Damaged Items - Checked					1								1
Missing Items - Carry-On		1		1									2
Missing Items - Checked	1												1
Screening			1	2									3
Lengthy Lines				1									1
Procedures/Process			1	1									2

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
JAX		59	84	76	80	56	68	61	80	72	53	84	50	823
2015					8	5	11	8	12	15	15	20	14	108
	Civil Rights				1									1
	Racial Profiling or Discrimination				1									1
	Customer Service							1				3		4
	TSO							1				3		4
	Hazardous Materials Safety				1									1
	General				1									1
	Identification (ID) Requirements				1									1
	Domestic				1									1
	Locks				2			2		2		1	1	10
	General										1			1
	Missing or Damaged Lock				2			2		2	1	1	1	9
	Lost and Found									2				2
	Airport/TSA									2				2
	Mishandling of Passenger Property				3	3	9	4	10	10	12	13	13	77
	Damaged/Missing Items--Carry-on Luggage						2				2	1	1	6
	Damaged/Missing Items--Checked Baggage				3	3	6	3	10	8	9	12	12	66
	Disarrayed Items--Carry-on or Checked						1	1		2	1			5
	Patdown								1					1
	Flyer								1					1
	Persons w/ Disabilities (PWD)										1			1
	Mobility Disability (Not Wheelchair or Scooter)										1			1
	Prohibited & Permitted Items					1								1
	Firearm/Ammunition					1								1
	Screening					1	2	1	1	1		3		9
	Procedures/Process					1	2		1	1		1		6
	Retrieving Abandoned/Confiscated Items							1						1
	Security Breach											2		2
2016		17	14	14	15	15	20	12	22	21	12	20	14	196
	Civil Rights	1	1		1				2			1	1	7
	Constitutional Rights								1					1
	General Complaint and Discrimination		1											1
	National Origin								1					1
	Racial Profiling or Discrimination	1			1							1		3
	Sex/Gender/Gender Identity- Not Transgender												1	1
	Customer Service	3		1	1	4	4	1	4	4	2	2		26
	CSM							1						1
	Others						1							1
	TSO	3		1	1	4	3		4	4	2	2		24
	Identification (ID) Requirements					1								1
	Domestic					1								1
	Locks	2	1				1		3	2	1	3		13
	Missing or Damaged Lock	2	1				1		3	2	1	3		13
	Lost and Found					1					2	1		4
	Airport/TSA					1					2	1		4
	Mishandling of Passenger Property	10	9	11	13	6	13	10	7	10	6	10	8	113
	Damaged/Missing Items--Carry-on Luggage	2	1		2	3	1	2		2	1	2		16
	Damaged/Missing Items--Checked Baggage	8	8	9	9	2	10	8	6	7	5	7	8	87
	Damaged/Missing Items--Unspecified Luggage				1									1
	Disarrayed Items--Carry-on or Checked			2	1	1	2		1	1		1		9
	Patdown		1			1			1					3
	Flyer		1			1			1					3
	Persons w/ Disabilities (PWD)		1					1				1	1	4
	Diabetes							1						1
	General												1	1
	Metal Implants (joint)											1		1
	Prosthesis/Amputees and Casts		1											1
	Screening	1	1	2		2	2		5	5	1	2	4	25
	Inconsistency		1			1	1			2			1	6
	Procedures/Process			1					5	2	1	2		11
	Retrieving Abandoned/Confiscated Items	1		1		1							2	5
	Security Breach						1			1			1	3
2017		16	18	22	23	10	22	20	25	16	16	16	10	214
	Civil Rights						1	2	1			1		5
	Hair Patdowns								1					1
	Racial Profiling or Discrimination						1					1		2
	Sex/Gender/Gender Identity- Not Transgender							2						2
	Customer Service	4	2	1	1	2	2	1	6		3	1	1	24
	TSO	4	2	1	1	2	2	1	6		3	1	1	24
	Locks	2	2		2	2	1		1	1	3	1	1	16
	General					1				1			1	3
	Missing or Damaged Lock	2	2		2	1	1		1		3	1		13
	Lost and Found						1							1
	Airport/TSA						1							1
	Mishandling of Passenger Property	8	11	18	14	6	14	8	10	9	7	4	4	113
	Damaged/Missing Items--Carry-on Luggage	2	4		1		1	2			1			11
	Damaged/Missing Items--Checked Baggage	6	6	17	13	5	12	5	7	8	5	3	2	89
	Damaged/Missing Items--Unspecified Luggage						1						1	2
	Disarrayed Items--Carry-on or Checked		1	1		1		1	3	1	1	1	1	11
	Patdown	1	1		1		1	1		1	1	2	1	10
	Flyer	1	1		1		1	1		1	1	1	1	9
	Non-Flyer											1		1
	Persons w/ Disabilities (PWD)		2	2	1		2	1						8
	Diabetes		1	1	1									3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Mobility Disability (Not Wheelchair or Scooter)			1				1						2
Prosthesis/Amputees and Casts						1							1
Service Animals		1											1
Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling							5	6	2	2	3	2	20
Damaged Items - Checked									1			2	3
Missing Items - Carry-On								1	1				2
Missing Items - Checked							5	5		2	3		15
Screening	1		1	4			2		3		4	1	16
Inconsistency							1		1		1	1	4
Procedures/Process			1	3					2		2		8
Retrieving Abandoned/Confiscated Items	1			1			1						3
Security Breach											1		1
TSA Contact Information								1					1
General								1					1
<b>2018</b>	<b>14</b>	<b>29</b>	<b>19</b>	<b>19</b>	<b>15</b>	<b>15</b>	<b>21</b>	<b>21</b>	<b>20</b>	<b>10</b>	<b>28</b>	<b>12</b>	<b>223</b>
Advanced Imaging Technology (AIT)			1										1
Flyer			1										1
Civil Rights				2			1		1		1	1	6
Age							1						1
Perceived Religion				1									1
Racial Profiling or Discrimination									1		1		2
Sex/Gender/Gender Identity- Not Transgender				1								1	2
Customer Service	2	3	1	2	3	3		1	3	4	3	5	30
TSO	2	3	1	2	3	3		1	3	4	3	5	30
Locks	2	1	3	1			2	3	1			1	14
Missing or Damaged Lock	2	1	3	1			2	3	1			1	14
Lost and Found	1								1				2
Airport/TSA	1								1				2
Mishandling of Passenger Property	6	9	6	7	7	3	9	3	7	1	10	3	71
Damaged/Missing Items--Carry-on Luggage		1	1			1	1		1				5
Damaged/Missing Items--Checked Baggage	4	8	5	5	6	1	7	2	6	1	8	3	56
Damaged/Missing Items--Unspecified Luggage				1							1		2
Disarrayed Items--Carry-on or Checked	2			1	1	1	1	1			1		8
Patdown	2	7	1	2			3	1		1	1		18
Flyer	2	5		1			3	1		1	1		14
Flyer as Observer		2											2
Non-Flyer			1	1									2
Persons w/ Disabilities (PWD)			1		3			1	2		1	1	9
Autism Spectrum											1		1
Diabetes								1				1	2
Diapers/Garments/Dressings/Masks					1								1
General			1										1
Internal Medical Devices									1				1
Metal Implants (joint)					1								1
Touch Aversion (pain/trauma)					1								1
Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1	5	4	3	1	8	2	6	2	3	8	1	44
Damaged Items - Carry-On				1		1					1		3
Damaged Items - Checked		3	2	1	1	2		3			4		16
Missing Items - Carry-On						2		3	1				6
Missing Items - Checked	1	2	2	1		3	2		1	3	3	1	19
Request for Assistance							1		1				2
Other							1		1				2
Screening		4	2	2	1	1	3	6	2	1	4		26
Children										1			1
Inconsistency							1				1		2
Lengthy Lines		1	1					1					3
Procedures/Process		2	1	1	1		2	5	1		2		15
Retrieving Abandoned/Confiscated Items		1		1					1				3
Security Breach						1					1		2
<b>2019</b>	<b>12</b>	<b>23</b>	<b>21</b>	<b>15</b>	<b>11</b>								<b>82</b>
Civil Rights	1	1	3	1									6
Racial Profiling or Discrimination	1	1	1	1									4
Screening of Religious Cultural and Ceremonial Items			1										1
Transgender Screening			1										1
Customer Service	3	2	4		1								10
TSO	3	2	4		1								10
Locks		1											1
Missing or Damaged Lock		1											1
Mishandling of Passenger Property		4	6	3	1								14
Damaged/Missing Items--Checked Baggage		4	6	3	1								14
Patdown		1			2								3
Flyer		1			2								3
Persons w/ Disabilities (PWD)		1		1									2
Internal Medical Devices				1									1
Respiratory and Inhaler Equipment		1											1
Property - Special Handling	7	7	7	6	4								31
Damaged Items - Carry-On	1			1	1								3
Damaged Items - Checked	1	1	3	1	1								7
Missing Items - Carry-On		2											2
Missing Items - Checked	5	4	4	4	2								19
Screening	1	6	1	4	3								15
Inconsistency		1		2									3
Lengthy Lines					1								1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Procedures/Process	1	4	1	2	2								10
Security Breach		1											1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
JFK	891	790	878	1,079	843	716	787	855	827	865	968	844	10,343	
2015				220	127	137	173	167	199	211	225	232	1,691	
Advanced Imaging Technology (AIT)							1						1	
Flyer							1						1	
Airline				6									6	
Lost Baggage				5									5	
Policy/Regulations/Service				1									1	
Cargo				1									1	
Known Shipper				1									1	
Civil Rights				1	2	3		3	1	4	2	3	19	
General Complaint and Discrimination					2	2			1		1	1	7	
Racial Profiling or Discrimination				1		1		3		3	1	1	10	
Transgender Screening										1		1	2	
Customer Service				15	13	18	19	12	30	18	24	41	190	
CSM				1	1					1	1		4	
Others							2	2	6	1	5	6	22	
TSO				14	12	18	17	10	24	16	18	35	164	
DHS TRIP				1									1	
General				1									1	
Expedited Passenger Screening Program				15	6	9	7	5	3	1			46	
TSA Application Program				1									1	
TSA PreCheck				14	6	9	7	5	3	1			45	
Hazardous Materials Safety				10	6	8	8	9	2	1	1		45	
General				10	6	8	8	9	2	1	1		45	
Identification (ID) Requirements				2						1	1		4	
Domestic				2						1			3	
International Travel											1		1	
Locks				13	12	4	11	13	20	17	19	30	139	
General					1		1			1			3	
Missing or Damaged Lock				13	11	4	10	13	20	16	19	30	136	
Lost and Found				7	7	1	6		4	9	12	7	53	
Airport/TSA				7	7	1	6		4	9	12	7	53	
Mishandling of Passenger Property				132	74	82	106	116	122	142	142	133	1,049	
Damaged/Missing Items--Carry-on Luggage				14	10	4	6	10	17	11	16	11	99	
Damaged/Missing Items--Checked Baggage				115	61	76	96	100	102	123	120	118	911	
Damaged/Missing Items--Unspecified Luggage						1	1		1	2	1	1	7	
Disarrayed Items--Carry-on or Checked				3	3	1	3	6	2	6	5	3	32	
Patdown				1		1		1	1	4	3	4	15	
Flyer				1		1				4	3	4	13	
Flyer as Observer								1					1	
Non-Flyer									1				1	
Persons w/ Disabilities (PWD)				2	1	2	1		1	3	6	1	17	
Autism Spectrum											1		1	
Breast Cancer							1						1	
General				1	1							1	3	
Internal Medical Devices											1		1	
Medically Necessary Medication and Medical Supplies											1		1	
Mobility Disability (Not Wheelchair or Scooter)						1			1		2		4	
Respiratory and Inhaler Equipment				1									1	
Service Animals						1					1		2	
Visual Impairment										2			2	
Wheelchair/ Scooter/ Segway										1			1	
Screening				14	6	9	14	8	15	11	15	13	105	
Inconsistency							2		1	1	2	4	10	
Lengthy Lines				3	3	2	6	4	4	1	2	3	28	
Procedures/Process				9	3	6	5	3	9	9	10	6	60	
Retrieving Abandoned/Confiscated Items				1		1	1	1	1				5	
Security Breach				1							1		2	
2016	234	195	224	234	178	207	233	216	186	212	215	207	2,541	
Advanced Imaging Technology (AIT)								1					1	
Flyer								1					1	
Animals					1								1	
Checked					1								1	
Civil Rights	5	3	4	6	8	3	8	5	6	6	9	1	64	
Civil Rights Violation (TSA Employee)				1									1	
Constitutional Rights											1		1	
General Complaint and Discrimination	2		2	1	2								7	
National Origin						1		2			1		4	
Perceived Religion							1						1	
Racial Profiling or Discrimination	3	2	2	3	6	2	5	2	3	6	6	1	41	
Screening of Religious Cultural and Ceremonial Items		1		1									2	
Screening of Religious or Cultural Garments								1					1	
Sex/Gender/Gender Identity- Not Transgender							2				1		4	
Sexual Orientation - Not Transgender									1				1	
Transgender Screening									1				1	
Customer Service	32	31	44	39	30	35	48	45	30	49	38	25	446	
CSM		1										1	2	
Others	8	7	10	8	9	4	12	7	6	3	4	2	80	
TCC						1							1	
TSO	24	23	34	31	21	30	36	38	24	46	34	22	363	
Identification (ID) Requirements		1				1							2	
Domestic		1				1							2	
Locks	30	22	20	18	10	17	15	18	21	19	26	33	249	
General			3			1		1		2	1	1	9	
Missing or Damaged Lock	30	22	17	18	10	16	15	17	21	17	25	32	240	



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Lost and Found	10	9	3	30	11	7	10	7	4	7	1		99
Airport/TSA	10	9	3	30	11	7	10	7	4	7	1		99
Mishandling of Passenger Property	140	113	135	113	98	116	120	95	99	104	124	115	1,372
Damaged/Missing Items--Carry-on Luggage	9	7	12	7	15	14	11	12	14	11	18	12	142
Damaged/Missing Items--Checked Baggage	126	102	122	100	80	95	108	81	79	87	98	100	1,178
Damaged/Missing Items--Unspecified Luggage		1				1				1	4		7
Disarrayed Items--Carry-on or Checked	5	3	1	6	3	6	1	2	6	5	4	3	45
Patdown	4	2		3	3			6	4	6	3	2	33
Flyer	3	2		3	3			6	3	6	3	2	31
Flyer as Observer	1												1
Non-Flyer									1				1
Persons w/ Disabilities (PWD)		2		4	1	6	3	6	2	2	3	4	33
Autism Spectrum						1				1			2
Cognitive /Developmental /Mental Disability				1									1
Diabetes				1				1					2
Diapers/Garments/Dressings/Masks								1					1
General						1				1			2
Hearing Impairment									1		1		2
Internal Medical Devices								1			1		2
Medically Necessary Medication and Medical Supplies		1		1		1	2	2			1		8
Metal Implants (joint)						1		1					2
Mobility Disability (Not Wheelchair or Scooter)					1	1						2	4
Prosthesis/Amputees and Casts												1	1
Wheelchair/ Scooter/ Segway				1		1			1			1	4
Wounded Warrior		1					1						2
Screening	13	12	18	21	16	22	29	33	20	19	11	26	240
Crew Member or Airline Employee					1	1			2			1	5
Inconsistency	3	3	3	3	1	3	2	3	1	2	2	4	30
Lengthy Lines	1	3	7	7	5	7	16	16	6	1		4	73
Procedures/Process	8	6	7	10	8	10	6	12	10	14	8	14	113
Retrieving Abandoned/Confiscated Items	1		1	1		1	4			1	1	1	11
Security Breach					1		1	2	1	1		2	8
TSA Contact Information												1	1
General												1	1
2017	210	182	200	227	169	178	188	201	191	226	268	216	2,456
Advanced Imaging Technology (AIT)												1	1
Flyer												1	1
Civil Rights	5	6	10	9		3	8	5	5	8	5	2	66
Constitutional Rights			2										2
National Origin	1	1				1	1		1				5
Perceived Religion		1	2	1		1					1		6
Racial Profiling or Discrimination	3	4	3	8		1	6	5	4	6	3	2	45
Screening of Religious Cultural and Ceremonial Items							1						1
Sex/Gender/Gender Identity- Not Transgender										1	1		2
Sexual Orientation - Not Transgender	1		1										2
Transgender Screening			2							1			3
Customer Service	36	29	36	39	19	31	28	45	47	47	60	57	474
CSM				1	1				1				3
Others	3	3	2	2	1	1	2		6	1	6	2	29
TSO	33	26	34	36	17	30	26	45	40	46	54	55	442
Identification (ID) Requirements			2			1				2			5
Domestic			2							2			4
Minors Domestic						1							1
Locks	27	13	13	20	16	15	22	17	16	22	22	21	224
General	1						1	2	1	1	1	3	10
Missing or Damaged Lock	26	13	13	20	16	15	21	15	15	21	21	18	214
Lost and Found	1	9	4	5	6	4	1	2		4		8	44
Airport/TSA	1	9	4	5	6	4	1	2		4		8	44
Mishandling of Passenger Property	128	93	110	122	101	98	65	68	58	73	85	54	1,055
Damaged/Missing Items--Carry-on Luggage	13	11	9	13	14	11	2	8	3	7	4	4	99
Damaged/Missing Items--Checked Baggage	106	77	96	109	81	84	55	56	42	60	73	46	885
Damaged/Missing Items--Unspecified Luggage	2	1	1		1				3	1	1	2	12
Disarrayed Items--Carry-on or Checked	7	4	4		5	3	8	4	10	5	7	2	59
Notice of Violation/Civil Penalties										1			1
General										1			1
Patdown	1	5	1	7	5	7	2	3	2	2	9	3	47
Flyer	1	5	1	7	4	7	2	3	1	2	8	3	44
General					1								1
Non-Flyer									1		1		2
Persons w/ Disabilities (PWD)	4	2	3	6	5	4	4	2	6	4	7	6	53
Autism Spectrum						1							1
Cancer (general) Not Breast Cancer							1						1
Cognitive /Developmental /Mental Disability										1			1
Diabetes	1						2	1	2		2		8
Diapers/Garments/Dressings/Masks										1			1
General	1		1		1					1	1	1	6
Internal Medical Devices				1									1
Medical Devices - Attached to the Body									1				1
Medically Necessary Medication and Medical	1			1	1	1		1					5
Metal Implants (joint)										1	1		2
Mobility Disability (Not Wheelchair or Scooter)			1	2					2			2	7
Ostomy/Ostomates			1										1
Prosthesis/Amputees and Casts				1					1		1		3
Service Animals		2										1	3
Touch Aversion (pain/trauma)	1					1					1		3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Visual Impairment					1								1
Wheelchair/ Scooter/ Segway				1	2	1	1					2	7
Wounded Warrior											1		1
Prohibited & Permitted Items		1							1	1	1		4
General		1							1	1			3
Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling							42	46	45	44	57	39	273
Damaged Items - Carry-On							2	1	2		5	6	16
Damaged Items - Checked							8	10	12	13	4	8	55
Missing Items - Carry-On							7	10	7	8	15	4	51
Missing Items - Checked							25	25	24	23	33	21	151
Request for Assistance										3			3
Other										3			3
Screening	8	24	21	18	17	15	16	13	11	15	22	25	205
Children										1			1
Crew Member or Airline Employee				2	1	3							6
Inconsistency		2	1	3	2	1	6	2	1	2	1	3	24
International Screening			1										1
Lengthy Lines	1	6	3	1	2		1	3	4	6	7	6	40
Procedures/Process	6	15	16	11	11	10	8	6	6	6	12	15	122
Retrieving Abandoned/Confiscated Items	1	1					1				2		5
Security Breach				1	1	1		2				1	6
TSA Contact Information				1									1
General				1									1
<b>2018</b>	<b>227</b>	<b>220</b>	<b>245</b>	<b>230</b>	<b>219</b>	<b>194</b>	<b>193</b>	<b>271</b>	<b>251</b>	<b>216</b>	<b>260</b>	<b>189</b>	<b>2,715</b>
Advanced Imaging Technology (AIT)				1			1						2
Flyer							1						1
Flyer as Observer				1									1
Civil Rights	3	8	6	6	4	10	11	7	11	3	12	6	87
Age		1						1	1			1	4
Constitutional Rights											1		1
Hair Patdowns							1						1
National Origin		1	1	1	1	3	2	1	2	1	1		14
Perceived Religion		1					1						2
Racial Profiling or Discrimination	3	3	4	3	2	2	4	3	6	1	5	4	40
Screening of Religious Cultural and Ceremonial Items		1					1				1		3
Sex/Gender/Gender Identity- Not Transgender		1	1	2	1	2	2	2	1		2	1	15
Sexual Orientation - Not Transgender						1					1		2
Transgender Screening						2			1	1	1		5
Customer Service	50	59	57	50	49	42	42	73	66	48	51	38	625
Others	4	2	4	2	2	7	3	8	6	1	2		41
TSO	46	57	53	48	47	35	39	65	60	47	49	38	584
Identification (ID) Requirements	1												1
Domestic	1												1
Locks	13	14	19	16	12	15	24	19	23	17	16	14	202
General			1				1			1			3
Missing or Damaged Lock	13	14	18	16	12	15	23	19	23	16	16	14	199
Lost and Found	5	1	3	2	4	2	2	3	2		3	3	30
Airport/TSA	5	1	3	2	4	2	2	3	2		3	3	30
Mishandling of Passenger Property	70	64	72	74	60	43	43	73	76	61	86	53	775
Damaged/Missing Items--Carry-on Luggage	3	3	10	11	8	4	3	9	10	2	7	2	72
Damaged/Missing Items--Checked Baggage	59	57	59	54	45	35	32	60	59	56	67	47	630
Damaged/Missing Items--Unspecified Luggage	2	2	1	2	2		1	1	1	1	1	1	15
Disarrayed Items--Carry-on or Checked	6	2	2	7	5	4	7	3	6	2	11	3	58
Patdown	3	7	3	5	5	6	7	8	9	4	6	7	70
Flyer	2	6	3	5	5	6	7	7	5	4	5	7	62
Flyer as Observer	1	1							4				6
Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)	9	3	5	6	8	2	5	12	3	6	10	8	77
Breast Cancer								1					1
Cognitive /Developmental /Mental Disability				1	1						2		4
Diabetes				1	1		1	1	1		1	1	7
Diapers/Garments/Dressings/Masks			1					1					2
General	1	1			1			1			1	1	6
Hearing Impairment										1		1	2
Internal Medical Devices			1									1	2
Medical Devices - Attached to the Body	1											3	4
Medically Necessary Medication and Medical	1	1		1	1	1				2	3		10
Metal Implants (joint)	1				1								2
Mobility Disability (Not Wheelchair or Scooter	3		1	1	2	1	3	2	1	2	1		17
Prosthesis/Amputees and Casts	1		1					1					3
Service Animals	1												1
Touch Aversion (pain/trauma)								1			2	1	4
Visual Impairment								1		1			2
Wheelchair/ Scooter/ Segway		1	1	2	1		1	2	1				9
Wounded Warrior								1					1
Prohibited & Permitted Items		1		1									2
General				1									1
Medication/Prescription/Medically Necessary Items		1											1
Property - Special Handling	52	31	57	43	45	42	33	46	46	54	56	45	550
Damaged Items - Carry-On	1		9	7	7	4	8	5	9	6	7	6	69
Damaged Items - Checked	16	9	8	5	8	11	5	8	4	11	8	11	104
Missing Items - Carry-On	3		8	4	10	11	3	9	12	10	11	5	86
Missing Items - Checked	32	22	32	27	20	16	17	24	21	27	30	23	291
Request for Assistance				1							1		2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Other				1							1		2
Screening	21	32	23	25	32	32	25	30	15	23	19	15	292
Inconsistency	1	1			1					2		1	6
International Screening					1								1
Lengthy Lines	7	14	8	5	11	8	7	8	1	1	2	3	75
Procedures/Process	13	16	14	14	16	23	17	21	14	19	15	10	192
Retrieving Abandoned/Confiscated Items			1	5	3		1	1				1	12
Security Breach		1		1		1				1	2		6
<b>2019</b>	<b>220</b>	<b>193</b>	<b>209</b>	<b>168</b>	<b>150</b>								<b>940</b>
Civil Rights	10	7	10	4	3								34
Age			1	1									2
Constitutional Rights		1											1
National Origin	5	3	1										9
Perceived Religion	1												1
Racial Profiling or Discrimination	2	1	4	3	2								12
Sex/Gender/Gender Identity- Not Transgender	2	1	4		1								8
Sexual Orientation - Not Transgender		1											1
Customer Service	50	52	40	30	31								203
Others	6	9	1		2								18
TSO	44	43	39	30	29								185
Identification (ID) Requirements				1									1
Domestic				1									1
Locks	10	14	18	16	15								73
Missing or Damaged Lock	10	14	18	16	15								73
Lost and Found	3	3	6	13	2								27
Airport/TSA	3	3	6	13	2								27
Mishandling of Passenger Property	52	43	49	44	45								233
Damaged/Missing Items--Carry-on Luggage	6	3	5	2	2								18
Damaged/Missing Items--Checked Baggage	35	37	40	36	43								191
Damaged/Missing Items--Unspecified Luggage	4												4
Disarrayed Items--Carry-on or Checked	7	3	4	6									20
Patdown	6	7	2		2								17
Flyer	6	7	2		1								16
Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	10	4	9	4	9								36
Autism Spectrum			1										1
Cognitive /Developmental /Mental Disability		1	1		1								3
Diabetes			1										1
General	1				2								3
Hearing Impairment			1	1									2
Medical Devices - Attached to the Body					1								1
Medically Necessary Medication and Medical	3	2		1									6
Metal Implants (joint)	2		2		1								5
Mobility Disability (Not Wheelchair or Scooter)	2	1	3	2	1								9
Prosthesis/Amputees and Casts	1												1
Service Animals					1								1
Touch Aversion (pain/trauma)					2								2
Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	58	48	58	42	29								235
Damaged Items - Carry-On	4	4	8	5	5								26
Damaged Items - Checked	15	10	11	7	8								51
Missing Items - Carry-On	14	10	13	10	7								54
Missing Items - Checked	25	24	26	20	9								104
Request for Assistance				1									1
Other				1									1
Screening	21	15	17	13	13								79
Inconsistency		1	1										2
Lengthy Lines	5	2	1	1	4								13
Procedures/Process	16	11	14	10	9								60
Retrieving Abandoned/Confiscated Items		1		1									2
Security Breach			1	1									2
TSA Contact Information					1								1
General					1								1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
JHM				4			1	1		1	1	1	9	
2016								1		1			2	
Customer Service										1			1	
TSO										1			1	
Identification (ID) Requirements								1					1	
Domestic								1					1	
2017				1							1		2	
Mishandling of Passenger Property											1		1	
Damaged/Missing Items--Checked Baggage											1		1	
Persons w/ Disabilities (PWD)				1									1	
Wheelchair/ Scooter/ Segway				1									1	
2018							1					1	2	
Customer Service							1						1	
TSO							1						1	
Property - Special Handling												1	1	
Missing Items - Carry-On												1	1	
2019				3									3	
Mishandling of Passenger Property				2									2	
Damaged/Missing Items--Checked Baggage				2									2	
Property - Special Handling				1									1	
Damaged Items - Checked				1									1	

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

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>JLN</b>	<b>3</b>	<b>3</b>				<b>3</b>	<b>4</b>	<b>2</b>			<b>2</b>	<b>2</b>	<b>19</b>
<b>2015</b>						<b>3</b>	<b>4</b>	<b>2</b>			<b>2</b>	<b>2</b>	<b>19</b>
Mishandling of Passenger Property							1				1	1	3
Damaged/Missing Items--Checked Baggage											1	1	2
Screening							1				1	1	2
Procedures/Process							1						1
<b>2016</b>	<b>1</b>	<b>2</b>				<b>2</b>	<b>2</b>	<b>1</b>					<b>8</b>
Locks							1						1
Missing or Damaged Lock							1						1
Mishandling of Passenger Property		2				2	1						5
Damaged/Missing Items--Checked Baggage		1				2							3
Disarrayed Items--Carry-on or Checked		1					1						2
Screening	1							1					2
Procedures/Process	1							1					2
<b>2017</b>	<b>1</b>	<b>1</b>					<b>1</b>	<b>1</b>			<b>1</b>		<b>5</b>
Customer Service								1					1
TSO								1					1
Mishandling of Passenger Property	1	1									1		3
Damaged/Missing Items--Checked Baggage											1		1
Damaged/Missing Items--Unspecified Luggage		1											1
Disarrayed Items--Carry-on or Checked	1												1
Property - Special Handling							1						1
Damaged Items - Checked							1						1
<b>2018</b>						<b>1</b>						<b>1</b>	<b>2</b>
Mishandling of Passenger Property						1							1
Disarrayed Items--Carry-on or Checked						1							1
Screening												1	1
Procedures/Process												1	1
<b>2019</b>	<b>1</b>												<b>1</b>
Property - Special Handling	1												1
Missing Items - Checked	1												1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>JMS</b>				<b>1</b>	<b>2</b>		<b>1</b>				<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>
<b>2015</b>													<b>1</b>	<b>1</b>
Mishandling of Passenger Property													<b>1</b>	<b>1</b>
Damaged/Missing Items--Checked Baggage													<b>1</b>	<b>1</b>
<b>2016</b>											<b>1</b>			<b>1</b>
Mishandling of Passenger Property											<b>1</b>			<b>1</b>
Damaged/Missing Items--Checked Baggage											<b>1</b>			<b>1</b>
<b>2017</b>											<b>1</b>			<b>1</b>
Prohibited & Permitted Items											<b>1</b>			<b>1</b>
Liquids/Gels/Aerosols											<b>1</b>			<b>1</b>
<b>2018</b>				<b>1</b>	<b>1</b>		<b>1</b>					<b>1</b>		<b>4</b>
Mishandling of Passenger Property							<b>1</b>							<b>1</b>
Disarrayed Items--Carry-on or Checked							<b>1</b>							<b>1</b>
Persons w/ Disabilities (PWD)					<b>1</b>									<b>1</b>
Diabetes					<b>1</b>									<b>1</b>
Property - Special Handling				<b>1</b>										<b>1</b>
Missing Items - Carry-On				<b>1</b>										<b>1</b>
Request for Assistance												<b>1</b>		<b>1</b>
Other												<b>1</b>		<b>1</b>
<b>2019</b>					<b>1</b>									<b>1</b>
Mishandling of Passenger Property					<b>1</b>									<b>1</b>
Damaged/Missing Items--Checked Baggage					<b>1</b>									<b>1</b>

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>JNU</b>		<b>10</b>	<b>7</b>	<b>15</b>	<b>10</b>	<b>6</b>	<b>11</b>	<b>11</b>	<b>8</b>	<b>18</b>	<b>20</b>	<b>20</b>	<b>16</b>	<b>152</b>
<b>2015</b>						<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>16</b>
Customer Service									1					1
TSO									1					1
Mishandling of Passenger Property						1	1	1	1	2	1	1	3	11
Damaged/Missing Items--Carry-on Luggage									1					1
Damaged/Missing Items--Checked Baggage						1	1	1			1	1	3	9
Disarrayed Items--Carry-on or Checked										1				1
Patdown													1	1
Flyer													1	1
Persons w/ Disabilities (PWD)													1	1
Mobility Disability (Not Wheelchair or Scooter)													1	1
Screening											1	1		2
Inconsistency												1		1
Lengthy Lines											1			1
<b>2016</b>		<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>7</b>		<b>32</b>
Civil Rights										1				1
Racial Profiling or Discrimination										1				1
Customer Service			1	1					1	1	1	3		8
TSO			1	1					1	1	1	3		8
Mishandling of Passenger Property		2		3	1	1	2				2	4		15
Damaged/Missing Items--Carry-on Luggage							1							1
Damaged/Missing Items--Checked Baggage		2		2		1	1				2	4		12
Disarrayed Items--Carry-on or Checked				1	1									2
Patdown				1		1			1					3
Flyer						1			1					2
Flyer as Observer				1										1
Persons w/ Disabilities (PWD)							1				1			2
Diabetes											1			1
Touch Aversion (pain/trauma)							1							1
Screening								3						3
Inconsistency								2						2
Procedures/Process								1						1
<b>2017</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>51</b>
Civil Rights									1			1	2	4
Constitutional Rights									1					1
Racial Profiling or Discrimination												1	1	2
Screening of Religious or Cultural Garments													1	1
Customer Service								1			2			5
Others										1				1
TSO								1		1	2			4
Mishandling of Passenger Property		2	1	1	1	1	2				2	1	2	13
Damaged/Missing Items--Checked Baggage		2	1	1	1	1	2				2		1	11
Disarrayed Items--Carry-on or Checked												1	1	2
Patdown			1				2			2	1	2	1	9
Flyer			1				2			2	1	2		8
Flyer as Observer													1	1
Persons w/ Disabilities (PWD)					1									1
Medically Necessary Medication and Medical Supplies					1									1
Property - Special Handling											4	2	1	7
Damaged Items - Carry-On											2			2
Damaged Items - Checked												1		1
Missing Items - Carry-On												1		1
Missing Items - Checked											2		1	3
Screening			1		2		1	1	1	1	1	1	3	12
Inconsistency								1						1
Lengthy Lines										1		1		2
Procedures/Process					2		1		1		1		3	8
Retrieving Abandoned/Confiscated Items			1											1
<b>2018</b>		<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>42</b>
Civil Rights							1	1	1			1		4
Constitutional Rights								1						1
Racial Profiling or Discrimination							1		1					2
Transgender Screening												1		1
Customer Service		1		1	1						1			4
TSO		1		1	1						1			4
Locks											1			1
Missing or Damaged Lock											1			1
Patdown			1	4	1			2	1	3	1	1	1	15
Flyer			1	4	1			2	1	3	1	1	1	15
Persons w/ Disabilities (PWD)										1			1	2
Diapers/Garments/Dressings/Masks													1	1
Touch Aversion (pain/trauma)										1				1
Property - Special Handling		1					1				1	1		4
Damaged Items - Carry-On											1			1
Damaged Items - Checked							1							1
Missing Items - Checked		1										1		2
Screening		1	1		1	1		2		5		1		12
Inconsistency		1				1								2
Lengthy Lines								1		4				5
Procedures/Process			1		1			1		1		1		5
<b>2019</b>		<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>								<b>11</b>
Advanced Imaging Technology (AIT)						1								1
Flyer						1								1
Civil Rights				1	1									2



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Constitutional Rights				1									1
Racial Profiling or Discrimination			1										1
Customer Service		1											1
Others		1											1
Mishandling of Passenger Property	1		1										2
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	1												1
Patdown			1										1
Flyer			1										1
Property - Special Handling	1			1									2
Missing Items - Carry-On				1									1
Missing Items - Checked	1												1
Screening	1		1										2
Procedures/Process	1		1										2

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

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>JST</b>	<b>2</b>			<b>2</b>				<b>1</b>					<b>5</b>
<b>2016</b>	<b>2</b>			<b>2</b>									<b>4</b>
Customer Service				1									1
Others				1									1
Locks				1									1
Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2												2
Damaged/Missing Items--Checked Baggage	2												2
<b>2018</b>								<b>1</b>					<b>1</b>
Mishandling of Passenger Property								1					1
Damaged/Missing Items--Checked Baggage								1					1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
KOA	34	46	61	51	65	60	63	51	42	43	47	48	611	
2015				4	8	10	7	7	9	11	8	6	70	
Civil Rights							1						1	
Racial Profiling or Discrimination							1						1	
Customer Service				1	2				2	1	1		7	
TSO				1	2				2	1	1		7	
Locks							1			2		1	4	
Missing or Damaged Lock							1			2		1	4	
Mishandling of Passenger Property				1	4	9	4	7	7	8	6	5	51	
Damaged/Missing Items--Carry-on Luggage					1	1							2	
Damaged/Missing Items--Checked Baggage				1	3	8	4	6	6	8	6	4	46	
Disarrayed Items--Carry-on or Checked								1	1			1	3	
Patdown					2								2	
Flyer					2								2	
Persons w/ Disabilities (PWD)				2									2	
Internal Medical Devices				2									2	
Screening						1	1				1		3	
Procedures/Process						1	1				1		3	
2016	8	12	11	13	17	13	16	9	8	14	17	12	150	
Civil Rights							1	1					2	
Racial Profiling or Discrimination								1					1	
Sex/Gender/Gender Identity- Not Transgender							1						1	
Customer Service		2	1	2		1	1	3	2	3	2		17	
Others				1					1				2	
TSO		2	1	1		1	1	3	1	3	2		15	
Locks	1	1		1		2	1			1	2	1	10	
Missing or Damaged Lock	1	1		1		2	1			1	2	1	10	
Lost and Found					1	1		1			1		4	
Airport/TSA					1	1		1			1		4	
Mishandling of Passenger Property	6	7	8	7	11	7	11	3	5	8	10	9	92	
Damaged/Missing Items--Carry-on Luggage			1	2						1		1	5	
Damaged/Missing Items--Checked Baggage	6	5	7	5	11	7	11	3	5	7	10	6	83	
Damaged/Missing Items--Unspecified Luggage		1										1	2	
Disarrayed Items--Carry-on or Checked		1										1	2	
Patdown				2	1		1			1	1	1	7	
Flyer				2	1		1				1	1	6	
Non-Flyer										1			1	
Persons w/ Disabilities (PWD)		1			1								2	
Cancer (general) Not Breast Cancer					1								1	
Wheelchair/ Scooter/ Segway		1											1	
Screening	1	1	2	1	3	2	1	1	1	1	1	1	16	
Children	1												1	
Inconsistency								1					1	
Lengthy Lines		1	1		2	2	1			1			8	
Procedures/Process			1	1					1		1	1	5	
Security Breach					1								1	
2017	10	11	22	11	11	11	13	17	16	12	15	16	165	
Civil Rights			2		1	1	1	1				2	8	
Civil Rights Violation (TSA Employee)						1							1	
National Origin							1						1	
Racial Profiling or Discrimination			2		1			1				2	6	
Customer Service	2	2	2		1		1	4	5	4	3	2	26	
Others										1			1	
TSO	2	2	2		1		1	4	5	3	3	2	25	
Human Capital												1	1	
Former Employee												1	1	
Identification (ID) Requirements							1						1	
Domestic							1						1	
Locks				2		1	2				1	1	7	
Missing or Damaged Lock				2		1	2				1	1	7	
Mishandling of Passenger Property	7	7	16	8	5	8	7	7	6	6	6	7	90	
Damaged/Missing Items--Carry-on Luggage			1							1			2	
Damaged/Missing Items--Checked Baggage	6	7	13	8	4	8	6	5	6	3	6	5	77	
Damaged/Missing Items--Unspecified Luggage			1										1	
Disarrayed Items--Carry-on or Checked	1		1		1		1	2		2		2	10	
Patdown	1			1	2			3	1			1	9	
Flyer					1			3	1			1	6	
Flyer as Observer					1								1	
General	1												1	
Non-Flyer				1									1	
Persons w/ Disabilities (PWD)		1								1			2	
Metal Implants (joint)										1			1	
Prosthesis/Amputees and Casts		1											1	
Prohibited & Permitted Items								1					1	
Lighters/Matches								1					1	
Property - Special Handling							1	1	2		2	1	7	
Damaged Items - Checked												1	1	
Missing Items - Carry-On									1				1	
Missing Items - Checked							1	1	1		2		5	
Screening		1	2		2	1			2	1	3	1	13	
Inconsistency											1		1	
Lengthy Lines			1		1				1		1		4	
Procedures/Process			1		1	1			1	1	1	1	8	
2018	11	11	13	12	20	26	27	18	9	6	7	14	174	
Civil Rights		1			1		2	1	1			1	7	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Racial Profiling or Discrimination		1			1		2	1	1				6
Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	3	2	2	6	5	9	7	1	1	1	2	3	42
Others			1				1						2
TSO	3	2	1	6	5	9	6	1	1	1	2	3	40
Locks		1	2			6	1						10
Missing or Damaged Lock		1	2			6	1						10
Mishandling of Passenger Property	4	5	3	4	6	6	4	8	3	2	1	5	51
Damaged/Missing Items--Carry-on Luggage					1			2					3
Damaged/Missing Items--Checked Baggage	4	4	3	3	5	5	4	4	2	1	1	4	40
Disarrayed Items--Carry-on or Checked		1		1		1		2	1	1		1	8
Patdown	2		2		1				1		1		7
Flyer	2		2		1						1		6
Flyer as Observer									1				1
Persons w/ Disabilities (PWD)			2				2		1				5
Medically Necessary Medication and Medical Supplies							1						1
Metal Implants (joint)							1						1
Wheelchair/ Scooter/ Segway			2						1				3
Property - Special Handling	2	1			2	1	2	4	2	2	1	2	19
Damaged Items - Carry-On								1		1			2
Damaged Items - Checked	1	1						2	1			1	6
Missing Items - Checked	1					1	2	1	1	1		1	11
Screening		1	2	2	5	4	9	4		1	2	3	33
Inconsistency					1						1	1	3
Lengthy Lines			1	1	2	1	6	2					13
Procedures/Process		1	1	1	1	3	3	2		1	1	2	16
Retrieving Abandoned/Confiscated Items					1								1
2019	5	12	15	11	9								52
Civil Rights	1	1	1		1								4
Hair Patdowns	1												1
Racial Profiling or Discrimination		1											1
Sex/Gender/Gender Identity- Not Transgender			1		1								2
Customer Service	1	5	1	1	3								11
Others					1								1
TSO	1	5	1	1	2								10
Locks	1		2										3
Missing or Damaged Lock	1		2										3
Lost and Found			1										1
Airport/TSA			1										1
Mishandling of Passenger Property	1	2	3	3	4								13
Damaged/Missing Items--Carry-on Luggage				1									1
Damaged/Missing Items--Checked Baggage	1	2	3	2	4								12
Patdown		1		2									3
Flyer		1		2									3
Persons w/ Disabilities (PWD)			2		1								3
Cancer (general) Not Breast Cancer			1										1
Metal Implants (joint)			1		1								2
Property - Special Handling	1	2	4	3									10
Damaged Items - Carry-On			1										1
Damaged Items - Checked			1										1
Missing Items - Carry-On		1	1										2
Missing Items - Checked	1	1	1	3									6
Screening		1	1	2									4
Procedures/Process		1	1										2
Retrieving Abandoned/Confiscated Items				2									2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
KTN	3	2	5		1	3	3	1	8	6	11	6	49	
2015									1		4	1	6	
Customer Service												1	1	
TSO												1	1	
Mishandling of Passenger Property									1		4		5	
Damaged/Missing Items--Carry-on Luggage											2		2	
Damaged/Missing Items--Checked Baggage									1		2		3	
2016	1	1	2		1	2			2	2	1	2	14	
Customer Service										1		1	2	
TSO										1		1	2	
Mishandling of Passenger Property	1		1			1			2	1			6	
Damaged/Missing Items--Checked Baggage	1					1			1	1			4	
Disarrayed Items--Carry-on or Checked			1						1				2	
Patdown					1							1	2	
Flyer					1							1	2	
Persons w/ Disabilities (PWD)						1							1	
Diabetes						1							1	
Screening		1	1								1		3	
Lengthy Lines											1		1	
Procedures/Process		1	1										2	
2017	1	1							3	2	4	1	12	
Customer Service									1		1		2	
TSO									1		1		2	
Mishandling of Passenger Property	1	1							1		1		4	
Damaged/Missing Items--Carry-on Luggage									1				1	
Damaged/Missing Items--Checked Baggage	1										1		2	
Disarrayed Items--Carry-on or Checked		1											1	
Patdown											2		2	
Flyer											1		1	
Flyer as Observer											1		1	
Property - Special Handling									1	1		1	3	
Damaged Items - Checked										1			1	
Missing Items - Checked									1			1	2	
Screening										1			1	
Procedures/Process										1			1	
2018			2			1	3	1	2	2	2	2	15	
Customer Service									1	1			2	
TSO									1	1			2	
Locks						1							1	
Missing or Damaged Lock						1							1	
Mishandling of Passenger Property							1			1		1	3	
Damaged/Missing Items--Checked Baggage							1			1		1	3	
Patdown							1						1	
Flyer							1						1	
Property - Special Handling							1		1			1	3	
Damaged Items - Carry-On												1	1	
Damaged Items - Checked													1	
Missing Items - Carry-On							1		1				1	
Screening			2					1			2		5	
Lengthy Lines			1										1	
Procedures/Process			1					1			2		4	
2019	1		1										2	
Mishandling of Passenger Property			1										1	
Damaged/Missing Items--Checked Baggage			1										1	
Property - Special Handling	1												1	
Missing Items - Carry-On	1												1	

		TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LAN		4	5	5	5	6	8	6	7	3	8	5	2	64	
2015					3		2	1	1	1		2	1	11	
	Civil Rights				1									1	
	Racial Profiling or Discrimination				1									1	
	Customer Service				2									2	
	TSO				2									2	
	Locks							1						1	
	Missing or Damaged Lock							1						1	
	Mishandling of Passenger Property						2		1	1		1		5	
	Damaged/Missing Items--Checked Baggage						1		1	1		1		4	
	Disarrayed Items--Carry-on or Checked						1							1	
	Patdown												1	1	
	Flyer												1	1	
	Screening											1		1	
	Procedures/Process											1		1	
2016		1	1			1	3	3	2	1	1	1		14	
	Customer Service	1						1						2	
	TSO	1						1						2	
	Mishandling of Passenger Property		1			1	3	1	2	1	1	1		11	
	Damaged/Missing Items--Carry-on Luggage		1											1	
	Damaged/Missing Items--Checked Baggage					1	1	1	1	1	1	1		7	
	Disarrayed Items--Carry-on or Checked						2		1					3	
	Persons w/ Disabilities (PWD)							1						1	
	Diabetes							1						1	
2017				1	1	3	1	2	2	1	4	1	1	17	
	Civil Rights			1										1	
	Racial Profiling or Discrimination			1										1	
	Customer Service										1			1	
	TSO										1			1	
	Mishandling of Passenger Property				1	2					1	1	1	6	
	Damaged/Missing Items--Carry-on Luggage				1									1	
	Damaged/Missing Items--Checked Baggage					2					1	1	1	5	
	Patdown						1							1	
	Flyer						1							1	
	Property - Special Handling							2	2	1	2			7	
	Damaged Items - Checked								1	1	1			3	
	Missing Items - Carry-On							1						1	
	Missing Items - Checked							1	1		1			3	
	Screening					1								1	
	Procedures/Process					1								1	
2018		1	1	2			2		2		3	1		12	
	Customer Service								1					1	
	TSO								1					1	
	Mishandling of Passenger Property	1									2	1		4	
	Damaged/Missing Items--Checked Baggage										1	1		2	
	Disarrayed Items--Carry-on or Checked	1									1			2	
	Property - Special Handling			2			2		1					5	
	Damaged Items - Checked			1										1	
	Missing Items - Carry-On			1					1					2	
	Missing Items - Checked						2							2	
	Screening		1								1			2	
	Inconsistency										1			1	
	Procedures/Process		1											1	
2019		2	3	2	1	2								10	
	Advanced Imaging Technology (AIT)					1								1	
	Flyer					1								1	
	Civil Rights			1										1	
	Racial Profiling or Discrimination			1										1	
	Customer Service	1	2		1									4	
	TSO	1	2		1									4	
	Mishandling of Passenger Property			1		1								2	
	Damaged/Missing Items--Checked Baggage			1		1								2	
	Persons w/ Disabilities (PWD)		1											1	
	Medical Devices - Attached to the Body		1											1	
	Screening	1												1	
	Procedures/Process	1												1	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>LAR</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>			<b>1</b>	<b>1</b>	<b>10</b>
<b>2016</b>	<b>1</b>		<b>1</b>					<b>1</b>					<b>3</b>
Mishandling of Passenger Property	1		1					1					3
Damaged/Missing Items--Checked Baggage	1		1					1					3
<b>2017</b>	<b>1</b>				<b>1</b>	<b>1</b>							<b>3</b>
Mishandling of Passenger Property	1				1	1							3
Damaged/Missing Items--Checked Baggage	1				1	1							3
<b>2018</b>				<b>1</b>				<b>1</b>			<b>1</b>	<b>1</b>	<b>4</b>
Civil Rights								1					1
Racial Profiling or Discrimination								1					1
Mishandling of Passenger Property				1								1	2
Damaged/Missing Items--Checked Baggage												1	1
Disarrayed Items--Carry-on or Checked				1									1
Property - Special Handling											1		1
Missing Items - Carry-On											1		1



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
LAS		631	557	596	691	659	568	580	544	526	546	599	522	7,019
2015					118	88	123	131	108	127	130	134	151	1,110
	Airline				1									1
	Policy/Regulations/Service				1									1
	Civil Rights				1		3	2	2		3	2	2	15
	General Complaint and Discrimination						3	1			1			5
	Racial Profiling or Discrimination				1			1	1		1	2	2	8
	Transgender Screening								1		1			2
	Claims				3						1			4
	General				3						1			4
	Customer Service				11	15	17	15	8	18	16	26	30	156
	CSM				1						2	1		4
	Others							1	2	2	1	4	5	15
	TSO				10	15	17	14	6	16	13	21	25	137
	Expedited Passenger Screening Program				6	2	3	1		1				13
	TSA Application Program				1									1
	TSA PreCheck				5	2	3	1		1				12
	Hazardous Materials Safety				1	2			1					4
	General				1	2			1					4
	Identification (ID) Requirements							2						2
	Domestic							1						1
	Minors Domestic							1						1
	Intranet/Internet Inquiries						1							1
	General						1							1
	Locks				6	7	8	11	3	8	7	9	11	70
	General				2								1	3
	Missing or Damaged Lock				4	7	8	11	3	8	7	9	10	67
	Lost and Found				1		1		2					4
	Airport/TSA				1		1		2					4
	Mishandling of Passenger Property				83	58	82	91	86	87	98	82	97	764
	Damaged/Missing Items--Carry-on Luggage				6	4	5	15	6	9	8	11	9	73
	Damaged/Missing Items--Checked Baggage				73	52	71	71	76	76	81	69	77	646
	Damaged/Missing Items--Unspecified Luggage				1				1		1		1	4
	Disarrayed Items--Carry-on or Checked				3	2	6	5	3	2	8	2	10	41
	Patdown					2		1		2		2	2	9
	Flyer					2		1		2		1	1	7
	General												1	1
	Non-Flyer											1		1
	Persons w/ Disabilities (PWD)						2	2		2	2	4	6	18
	Breast Cancer									1		1		2
	Cancer (general) Not Breast Cancer							1						1
	Cognitive /Developmental /Mental Disability							1				1	1	3
	Diabetes										1	2		3
	Internal Medical Devices									1				1
	Medically Necessary Medication and Medical Supplies												2	2
	Mobility Disability (Not Wheelchair or Scooter)												1	1
	Prosthesis/Amputees and Casts												1	1
	Wheelchair/ Scooter/ Segway						1				1		1	3
	Wounded Warrior						1							1
	Prohibited & Permitted Items				1		1							2
	Lighters/Matches				1		1							2
	Screening				4	2	5	6	6	9	3	9	3	47
	Inconsistency						2	1	1	2	1			7
	Lengthy Lines					1	1	1	3			3	1	10
	Procedures/Process				4		2	3	2	7	2	6	1	27
	Retrieving Abandoned/Confiscated Items							1					1	2
	Security Breach					1								1
2016		186	146	145	157	168	169	172	163	136	149	169	151	1,911
	Advanced Imaging Technology (AIT)							1						1
	Flyer							1						1
	Civil Rights	2	4	2	1	2	3	4	7	6	7	3		41
	Constitutional Rights							1						1
	General Complaint and Discrimination	1	1	2	1									5
	Headwear					1								1
	National Origin								1					1
	Racial Profiling or Discrimination	1	3			1	3	3	4	4	6	2		27
	Sex/Gender/Gender Identity- Not Transgender								1		1	1		3
	Transgender Screening								1	2				3
	Customer Service	27	24	34	33	39	28	29	38	21	29	22	28	352
	Others	3	5	5	8	6	3	2	7	2	3	3	2	49
	TSO	24	19	29	25	33	25	27	31	19	26	19	26	303
	Identification (ID) Requirements		1				2				1			4
	Domestic		1				2				1			4
	Locks	16	8	4	12	5	9	9	4	6	4	6	9	92
	General	1		1		1								3
	Missing or Damaged Lock	15	8	3	12	4	9	9	4	6	4	6	9	89
	Lost and Found		1	1	2		3	2		3		1	1	14
	Airport/TSA		1	1	2		3	2		3		1	1	14
	Mishandling of Passenger Property	118	80	88	88	91	94	104	81	82	82	107	86	1,101
	Damaged/Missing Items--Carry-on Luggage	12	5	9	9	6	6	15	11	11	10	11	9	114
	Damaged/Missing Items--Checked Baggage	102	69	72	69	78	80	85	66	64	68	92	68	913
	Damaged/Missing Items--Unspecified Luggag	1	1											2
	Disarrayed Items--Carry-on or Checked	3	5	7	10	7	8	4	4	7	4	4	9	72
	Patdown	2	3	2	6	7	5	6	11	3	5	10	11	71
	Flyer	2	3	2	6	7	5	5	10	2	4	8	10	64

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Flyer as Observer							1	1			1	1	4
Non-Flyer									1	1	1		3
Persons w/ Disabilities (PWD)	7	6		2	5	2	5	6	3	5	3	5	49
Breast Cancer	1								1			1	3
Cancer (general) Not Breast Cancer	1												1
Cognitive /Developmental /Mental Disability								1		1		1	3
Diabetes						1	2						3
General					1								1
Internal Medical Devices	1												1
Medical Devices - Attached to the Body							1						1
Medically Necessary Medication and Medical Supplies		1			1				1				3
Metal Implants (joint)					1								1
Mobility Disability (Not Wheelchair or Scooter)	3	1		1	2		1	2		1	1	1	13
Ostomy/Ostomates										1			1
Respiratory and Inhaler Equipment						1				1		1	3
Service Animals		1											1
Touch Aversion (pain/trauma)							1	1				1	3
Visual Impairment		1											1
Wheelchair/ Scooter/ Segway	1	2		1				2	1	1	2		10
Prohibited & Permitted Items											1		1
Firearm/Ammunition											1		1
Screening	14	19	14	13	19	23	12	16	12	16	16	11	185
Crew Member or Airline Employee					1						1		2
Inconsistency	1	3	1	2	3	2	2	1	2	3	4	1	25
Lengthy Lines	4	4	7	6	8	10	3	6			3	3	54
Procedures/Process	9	12	5	5	7	10	7	8	9	12	8	6	98
Retrieving Abandoned/Confiscated Items			1						1				2
Security Breach						1		1		1			3
Traveling with Cash												1	1
<b>2017</b>	<b>142</b>	<b>154</b>	<b>167</b>	<b>159</b>	<b>139</b>	<b>140</b>	<b>148</b>	<b>147</b>	<b>129</b>	<b>133</b>	<b>153</b>	<b>132</b>	<b>1,743</b>
Advanced Imaging Technology (AIT)						1			1				2
Flyer						1			1				2
Civil Rights	3	3	6	3	3	3	7	4	6	5	6	4	53
Constitutional Rights		1			1		1						3
Hair Patdowns						1			1			1	3
National Origin				1				2		1		3	7
Perceived Religion							1		1				2
Racial Profiling or Discrimination	2	1	5	1		2	4	2	3	4	3		27
Sex/Gender/Gender Identity- Not Transgender		1		1	2		1		1		2		8
Sexual Orientation - Not Transgender											1		1
Transgender Screening	1		1										2
Customer Service	31	22	34	30	23	19	29	41	33	28	38	33	361
CSM			1	1		1							3
Others	1		3		1	1	1	5		1	1		14
TSO	30	22	30	29	22	17	28	36	33	27	37	33	344
Identification (ID) Requirements		1								1			2
Domestic										1			1
ID Matching Ticket and Boarding Pass Issues		1											1
Locks	15	10	10	9	5	5	7	5	8	6	11	9	100
General						1		1	2	1	1	2	8
Missing or Damaged Lock	15	10	10	9	5	4	7	4	6	5	10	7	92
Lost and Found	1	3	3		1			1		1	2	1	13
Airport/TSA	1	3	3		1			1		1	2	1	13
Mishandling of Passenger Property	73	91	82	102	83	81	52	41	38	47	43	42	775
Damaged/Missing Items--Carry-on Luggage	8	11	9	9	11	11	2	3	6	1	6	2	79
Damaged/Missing Items--Checked Baggage	56	71	66	85	63	64	40	31	29	42	34	33	614
Damaged/Missing Items--Unspecified Luggage	1		1	1	1					1			5
Disarrayed Items--Carry-on or Checked	8	9	6	7	8	6	10	7	3	3	3	7	77
Patdown	6	6	13	8	6	9	9	9	9	3	9	6	93
Children		1											1
Flyer	5	5	13	8	6	7	7	9	9	3	9	4	85
Flyer as Observer						2	2					2	6
Non-Flyer	1												1
Persons w/ Disabilities (PWD)	6	3	3	4	2	7	6	3	5	2	7	2	50
Autism Spectrum			1						1				2
Breast Cancer			1						1	1			3
Cancer (general) Not Breast Cancer					1								1
Cognitive /Developmental /Mental Disability							1						1
Diabetes	2					2							4
General	1	1				1			1			1	5
Hearing Impairment						1							1
Internal Medical Devices				1							2		3
Medically Necessary Medication and Medical Supplies						1	1			1	1	1	5
Metal Implants (joint)		1		1			2						4
Mobility Disability (Not Wheelchair or Scooter)	1			1				1			1		4
Prosthesis/Amputees and Casts	1												1
Respiratory and Inhaler Equipment									1		1		2
Service Animals	1					1					1		3
Touch Aversion (pain/trauma)		1	1				1						3
Visual Impairment											1		1
Wheelchair/ Scooter/ Segway				1	1	1	1	2	1				7
Prohibited & Permitted Items		1											1
Liquids/Gels/Aerosols		1											1
Property - Special Handling							26	31	18	28	28	16	147
Damaged Items - Carry-On							2	1		2	4		9

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged Items - Checked							6	8	2	15	7	5	43
Missing Items - Carry-On							6	3	4	4	3	2	22
Missing Items - Checked							12	19	12	7	14	9	73
Request for Assistance					1								1
Wounded Warrior (MSIJSOC)					1								1
Screening	7	14	16	3	15	15	12	12	11	12	8	19	144
Crew Member or Airline Employee							1						1
Inconsistency			2	1	2	3	2	5	1	2	1	2	21
Lengthy Lines	1	2			1	3	1	2	2	2	1	1	16
Procedures/Process	5	12	13	2	12	9	6	5	8	8	4	15	99
Retrieving Abandoned/Confiscated Items	1						1				1		3
Security Breach							1				1	1	3
Traveling with Cash			1										1
TSA Contact Information													1
General											1		1
<b>2018</b>	<b>141</b>	<b>130</b>	<b>150</b>	<b>150</b>	<b>148</b>	<b>136</b>	<b>129</b>	<b>126</b>	<b>134</b>	<b>134</b>	<b>143</b>	<b>88</b>	<b>1,609</b>
Advanced Imaging Technology (AIT)			3										3
Flyer			1										1
Flyer as Observer			2										2
Civil Rights	3	2	3	5	1	5	5	5	2	7	2	4	44
Constitutional Rights	1	1						1					3
Hair Patdowns				1					1				2
National Origin		1				1							2
Racial Profiling or Discrimination	1		2	4	1	2	4	3	1	6	2	1	27
Sex/Gender/Gender Identity- Not Transgender	1		1				1			1		2	6
Transgender Screening						2		1				1	4
Customer Service	32	27	30	24	41	37	38	26	27	28	26	26	362
Others		2	3			4	1	2			1	3	16
TSO	32	25	27	24	41	33	37	24	27	28	25	23	346
Locks	12	7	11	9	8	5	8	10	6	7	7	6	96
General		1				1							2
Missing or Damaged Lock	12	6	11	9	8	4	8	10	6	7	7	6	94
Lost and Found	3	2	3	2	4		1	1		1			17
Airport/TSA	3	2	3	2	4		1	1		1			17
Mishandling of Passenger Property	52	39	37	57	41	46	32	36	41	32	48	25	486
Damaged/Missing Items--Carry-on Luggage	5			6	5	5	4	5	5	6	4	1	46
Damaged/Missing Items--Checked Baggage	41	35	30	48	29	34	23	24	28	20	35	18	365
Damaged/Missing Items--Unspecified Luggage						2				1	1		4
Disarrayed Items--Carry-on or Checked	6	4	7	3	7	5	5	7	8	5	8	6	71
Patdown	1	1	5	5	2	3	2	6	8	5	8	5	51
Children										1			1
Flyer	1	1	4	4	2	2	2	6	8	3	7	4	44
Flyer as Observer			1			1				1	1	1	5
Non-Flyer				1									1
Persons w/ Disabilities (PWD)	1	3	10	4	6	5	7	5	9	9	8	1	68
Breast Cancer											1		1
Cognitive /Developmental /Mental Disability			1								1		2
Diabetes				1						1	1		3
General		1			2				2	1			6
Hearing Impairment				1									1
Medically Necessary Medication and Medical Supplies		1								2			3
Metal Implants (joint)				1	1	1		1			2		6
Mobility Disability (Not Wheelchair or Scooter)			3		1		1	2		2	1		10
Prosthesis/Amputees and Casts		1											1
Respiratory and Inhaler Equipment	1						2			1			4
Service Animals			1				1			1			3
Touch Aversion (pain/trauma)							1						1
Visual Impairment			1						2				3
Wheelchair/ Scooter/ Segway			4	1	2	4	2	2	5	1	2	1	24
Property - Special Handling	27	32	27	31	26	18	21	25	27	28	26	13	301
Damaged Items - Carry-On	1	3	2	3	3	1	1	2	3	4	4	3	30
Damaged Items - Checked	9	10	2	8	10	6	4	8	4	5	9		75
Missing Items - Carry-On	3	3	8	10		5	2	3	6	4	5	4	53
Missing Items - Checked	14	16	15	10	13	6	14	12	14	15	8	6	143
Request for Assistance						1				2	2		5
Other						1				2	1		4
Wounded Warrior (MSIJSOC)											1		1
Screening	10	17	21	13	19	16	15	12	14	15	16	8	176
Crew Member or Airline Employee							1						1
Inconsistency	1	2	3		2	2		1	1	1		1	14
Lengthy Lines	1	3	2	2		2	2	2	2		1	1	18
Procedures/Process	8	9	13	7	15	12	12	9	10	11	14	5	125
Retrieving Abandoned/Confiscated Items			3	1	1					3	1		9
Security Breach		2		3	1				1			1	8
Shoe Screening		1											1
<b>2019</b>	<b>162</b>	<b>127</b>	<b>134</b>	<b>107</b>	<b>116</b>								<b>646</b>
Civil Rights	8	3	3	3	3								20
Age					1								1
Constitutional Rights	1				1								2
National Origin			1	1									2
Racial Profiling or Discrimination	3	2	2	1									8
Sex/Gender/Gender Identity- Not Transgender	2	1		1	1								5
Sexual Orientation - Not Transgender	2												2
Customer Service	39	29	37	22	26								153
Others	3	5	1		1								10

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
TSO	36	24	36	22	25								143
Identification (ID) Requirements			1										1
Domestic			1										1
Locks	10	8	7	3	6								34
Missing or Damaged Lock	10	8	7	3	6								34
Lost and Found	2	1	3	2	1								9
Airport/TSA	2	1	3	2	1								9
Mishandling of Passenger Property	42	37	31	36	27								173
Damaged/Missing Items--Carry-on Luggage	6	4	11	7	6								34
Damaged/Missing Items--Checked Baggage	25	29	15	24	18								111
Disarrayed Items--Carry-on or Checked	11	4	5	5	3								28
Patdown	4	2	5		7								18
Flyer	4	1	5		7								17
Non-Flyer		1											1
Persons w/ Disabilities (PWD)	4	7	4	7	12								34
Autism Spectrum			1	1									2
Breast Cancer	1	1											2
Cognitive /Developmental /Mental Disability		1		1									2
Diabetes					2								2
General			1	1	1								3
Hearing Impairment	1			1									2
Internal Medical Devices		1		1									2
Medically Necessary Medication and Medical Supplies					1								1
Mobility Disability (Not Wheelchair or Scooter)	1		1	1	4								7
Touch Aversion (pain/trauma)		1		1	1								3
Wheelchair/ Scooter/ Segway	1	3	1		3								8
Property - Special Handling	35	24	29	29	30								147
Damaged Items - Carry-On	4	3	6	8	5								26
Damaged Items - Checked	8	4	6	5	4								27
Missing Items - Carry-On	7	8	6	2	15								38
Missing Items - Checked	16	9	11	14	6								56
Screening	18	16	14	5	4								57
Inconsistency	1	2											3
Lengthy Lines	2	3	2										7
Procedures/Process	15	10	12	4	4								45
Retrieving Abandoned/Confiscated Items				1									1
Security Breach		1											1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LAW	2	2	1	1	1	2		3	2	4	3	3	24	
2015								1					1	
Customer Service								1					1	
TSO								1					1	
2016				1	1					1		1	4	
Customer Service					1					1			2	
TSO					1					1			2	
Mishandling of Passenger Property												1	1	
Damaged/Missing Items--Checked Baggage												1	1	
Screening				1									1	
Procedures/Process				1									1	
2017		1				2		1	1	1	2	1	9	
Customer Service									1				1	
TSO									1				1	
Mishandling of Passenger Property		1				1		1					3	
Damaged/Missing Items--Carry-on Luggage		1						1					2	
Damaged/Missing Items--Checked Baggage						1							1	
Patdown						1							1	
Flyer						1							1	
Property - Special Handling										1	1	1	3	
Damaged Items - Checked											1		1	
Missing Items - Checked										1		1	2	
Screening											1		1	
Procedures/Process											1		1	
2018	2		1					1	1	2	1	1	9	
Customer Service									1			1	2	
TSO									1			1	2	
Mishandling of Passenger Property	1							1			1		3	
Damaged/Missing Items--Checked Baggage	1							1			1		3	
Patdown	1									1			2	
Flyer	1									1			2	
Screening			1							1			2	
Procedures/Process			1							1			2	
2019		1											1	
Civil Rights		1											1	
Sex/Gender/Gender Identity- Not Transgender		1											1	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LAX	867	882	1,001	1,113	871	844	773	876	897	899	977	829	10,829	
2015				185	122	157	116	156	186	195	238	221	1,576	
Advanced Imaging Technology (AIT)							1						1	
Children							1						1	
Airline				10									10	
Lost Baggage				6									6	
Policy/Regulations/Service				4									4	
Civil Rights				3	3			4	2	1	2	1	16	
Civil Rights Violation (TSA Employee)					1								1	
General Complaint and Discrimination				3	1				2		2	1	9	
Racial Profiling or Discrimination					1			3		1			5	
Screening of Religious or Cultural Garments								1					1	
Claims													1	
General										1			1	
Customer Service				9	3	7	5	17	14	11	33	22	121	
CSM				2	1	1		1			1		6	
Others								2		1		7	10	
TSO				7	2	6	5	14	14	10	32	15	105	
DHS TRIP				1									1	
General				1									1	
Expedited Passenger Screening Program				8	3	4	1						16	
TSA Application Program				2									2	
TSA PreCheck				6	3	4	1						14	
Hazardous Materials Safety				7	1	3	2	3	1		1		18	
General				7	1	3	2	3	1		1		18	
Identification (ID) Requirements				2	2		1		1				6	
Domestic				1	1		1		1				4	
ID Matching Ticket and Boarding Pass Issues					1								1	
International Travel				1									1	
Locks				10	14	15	11	11	22	15	18	22	138	
General				2	1	2		1	1		1	2	10	
Missing or Damaged Lock				8	13	13	11	10	21	15	17	20	128	
Lost and Found				15	2	4	1	6	10	8	12	15	73	
Airport/TSA				15	2	4	1	6	10	8	12	15	73	
Mishandling of Passenger Property				110	85	112	81	107	118	135	146	141	1,035	
Damaged/Missing Items Private Screening Contractor					1								1	
Damaged/Missing Items--Carry-on Luggage				14	10	11	10	8	19	17	21	14	124	
Damaged/Missing Items--Checked Baggage				88	71	95	65	96	91	105	118	122	851	
Damaged/Missing Items--Unspecified Luggage				1			1	3	1	2	2	1	11	
Disarrayed Items--Carry-on or Checked				7	3	6	5		7	11	5	4	48	
Patdown				1		1	3	2	5	1	2	4	19	
Flyer						1	3	2	3	1	1	2	13	
Flyer as Observer												1	2	
General									1				1	
Non-Flyer				1					1			1	3	
Persons w/ Disabilities (PWD)				3	2	4	2	3	3	4	4	4	29	
Breast Cancer												1	1	
Cognitive /Developmental /Mental Disability								1					1	
General									1	1			2	
Internal Medical Devices											1		1	
Medically Necessary Medication and Medical Supplies						2	1					1	4	
Metal Implants (joint)				1							1		2	
Mobility Disability (Not Wheelchair or Scooter)				1	1	2			1	2	1	1	9	
Service Animals							1						1	
Visual Impairment				1									1	
Wheelchair/ Scooter/ Segway					1			2		1	1		5	
Wounded Warrior									1			1	2	
Prohibited & Permitted Items				2					1				3	
Breast Milk/Baby Formula/Breast Pump				1									1	
Firearm/Ammunition				1									1	
General									1				1	
Screening				4	6	7	8	3	9	19	19	12	87	
Inconsistency				1	1	1	1	1	1	1	5	3	15	
Lengthy Lines					1			1			2	2	6	
Procedures/Process				1	3	4	6	1	8	15	10	7	55	
Retrieving Abandoned/Confiscated Items				2	1	2	1				2		8	
Security Breach										3			3	
TSA Contact Information					1						1		2	
General					1						1		2	
2016	210	202	219	215	206	237	242	281	234	213	272	240	2,771	
Advanced Imaging Technology (AIT)				1									1	
Flyer				1									1	
Civil Rights	4	5	9	4	2	3	5	9	4	9	14	6	74	
Constitutional Rights							2	1		1			4	
General Complaint and Discrimination	1	1	2	2									6	
Headwear										1	1		2	
National Origin										1			1	
Perceived Religion						1					1	1	3	
Racial Profiling or Discrimination	2	3	6	2	2	1	3	6	3	5	11	4	48	
Screening of Religious or Cultural Garments		1	1										2	
Sex/Gender/Gender Identity- Not Transgender						1		1	1		1	1	5	
Transgender Screening	1							1		1			3	
Customer Service	27	24	34	29	19	31	44	56	42	37	44	52	439	
CSM	1					1	1		1			1	5	
Others	4	5	8	5		6	5	16	2	4	6	5	66	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TSO	22	19	26	24	19	24	38	40	39	33	38	46	368
Identification (ID) Requirements			1		2	2	1	1		1	1	1	10
Domestic			1		2	2	1	1				1	8
ID Matching Ticket and Boarding Pass Issues										1			1
International Travel											1		1
Locks	17	15	9	13	14	10	18	22	16	11	19	19	183
General							2	2	1	1		1	7
Missing or Damaged Lock	17	15	9	13	14	10	16	20	15	10	19	18	176
Lost and Found	16	14	9	9	16	17	9	14	9	9	22	15	159
Airport/TSA	16	14	9	9	16	17	9	14	9	9	22	15	159
Mishandling of Passenger Property	114	125	127	137	128	136	122	111	126	106	131	122	1,485
Damaged/Missing Items Private Screening Contractor				1									1
Damaged/Missing Items--Carry-on Luggage	9	15	16	16	10	17	18	25	15	16	26	19	202
Damaged/Missing Items--Checked Baggage	99	104	102	112	108	113	99	80	102	84	100	99	1,202
Damaged/Missing Items--Unspecified Luggage	1		1		1		1	1	2	1	1		9
Disarrayed Items--Carry-on or Checked	5	6	8	8	9	6	4	5	7	5	4	4	71
Patdown	9	6	5	2	6	4	9	18	6	8	9	7	89
Children							1						1
Flyer	8	6	5	2	6	3	9	16	4	7	9	7	82
Flyer as Observer	1							1	2	1			5
Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	6	8	6	5	8	8	9	5	8	5	10	83
Autism Spectrum	1						1						2
Breast Cancer						1							1
Cancer (general) Not Breast Cancer								1					1
Diabetes	1							1		3			5
Diapers/Garments/Dressings/Masks						1							1
General			1					1	2		1	2	7
Hearing Impairment								1		1			2
Internal Medical Devices		1			1		2						4
Medical Devices - Attached to the Body				1						1	1		3
Medically Necessary Medication and Medical	2	1	2	2		2		1		1	1	2	14
Metal Implants (joint)												1	1
Mobility Disability (Not Wheelchair or Scooter)		2	3			2	1	1			1	2	12
Ostomy/Ostomates												1	1
Prosthesis/Amputees and Casts		1				1		1					3
Service Animals	1									1			2
Touch Aversion (pain/trauma)		1		1				1			1	1	5
Visual Impairment					2								2
Wheelchair/ Scooter/ Segway			2	2	1		4	1	3	1		1	15
Wounded Warrior					1	1							2
Request for Assistance								1		1			2
Other								1					1
Wounded Warrior (MSIJSOC)										1			1
Screening	18	7	17	14	14	26	26	40	26	22	26	8	244
Children					1								1
Crew Member or Airline Employee				2									2
Inconsistency	4		2	1		4	3	1	4	2	4	1	26
International Screening						1							1
Lengthy Lines		1	1		2	2	8	17	4	3			38
Procedures/Process	13	4	14	9	11	16	14	22	16	16	20	7	162
Retrieving Abandoned/Confiscated Items		1		2		1			1				5
Security Breach	1	1				2	1		1	1	2		9
SIDA (Security Identification Display Area)											1		1
General											1		1
TSA Contact Information										1			1
General										1			1
2017	260	277	294	290	212	240	209	231	246	244	249	213	2,965
Advanced Imaging Technology (AIT)						1							1
Flyer						1							1
Civil Rights	6	5	7	7	7	9	7	9	4	7	7	5	80
Constitutional Rights				1	1							1	3
Hair Patdowns					1		1			1	1		4
Headwear		1		1		1							3
National Origin			3	1		2	1	1			1		9
Perceived Religion								1		1			2
Racial Profiling or Discrimination	5	3	3	3	3	5	4	7	2	5	5	2	47
Sex/Gender/Gender Identity- Not Transgender		1	1	1	2	1			1			1	8
Transgender Screening	1						1		1			1	4
Customer Service	54	43	45	36	31	34	37	55	47	52	42	33	509
CSM	1	2		2						1			6
Others	7	6	4	2	2	1	4	3	4	2	1	3	39
TSO	46	35	41	32	29	33	33	52	43	49	41	30	464
Identification (ID) Requirements			1				2						3
Domestic			1				2						3
Locks	19	19	9	22	13	12	15	10	16	16	20	18	189
General	1	1	1	3			1	1	4	3	1	1	17
Missing or Damaged Lock	18	18	8	19	13	12	14	9	12	13	19	17	172
Lost and Found	11	19	27	30	12	20	14	13	11	6	7	18	188
Airport/TSA	11	19	27	30	12	20	14	13	11	6	7	18	188
Mishandling of Passenger Property	118	141	159	162	117	122	65	64	89	84	73	61	1,255
Damaged/Missing Items--Carry-on Luggage	21	18	27	20	16	18	3	3	5	8	7	7	153
Damaged/Missing Items--Checked Baggage	90	115	120	126	90	97	52	52	71	68	58	44	983
Damaged/Missing Items--Unspecified Luggage			2	3		1	3		1	1	2	1	14
Disarrayed Items--Carry-on or Checked	7	8	10	13	11	6	7	9	12	7	6	9	105

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Patdown	10	13	14	6	14	17	10	18	12	12	10	9	145
Children		1					1		1				3
Flyer	10	12	14	6	13	15	9	14	9	11	7	8	128
Flyer as Observer						1		3	1	1	1		7
General								1			1		2
Non-Flyer					1	1			1		1	1	5
Persons w/ Disabilities (PWD)	8	9	8	4	4	7	7	5	9	5	13	12	91
Assistive Technology				1									1
Autism Spectrum									1			1	2
Breast Cancer	2	1	2										5
Cancer (general) Not Breast Cancer			1		1			2					4
Cognitive /Developmental /Mental Disability	2						1	1					4
Diabetes		1		1		1	1			1			5
General			1						1		2	2	6
Hearing Impairment					1							1	2
Internal Medical Devices		1					1						2
Medical Devices - Attached to the Body				1								1	2
Medically Necessary Medication and Medical Metal Implants (joint)	1	1	1			1				2	4	2	12
Mobility Disability (Not Wheelchair or Scooter)	3	2	1				2	1	3	1	2	2	19
Ostomy/Ostomates											1		1
Prosthesis/Amputees and Casts											1	2	3
Respiratory and Inhaler Equipment		1											1
Service Animals			1		1			1				1	4
Wheelchair/ Scooter/ Segway		2	1	1		3	2		3	1	1		14
Prohibited & Permitted Items		1		2				1		3	3		10
Alcohol and Tobacco		1								1	1		3
Breast Milk/Baby Formula/Breast Pump										1			1
Food/Beverages								1			1		2
General				1							1		2
Knives/Tools/Razors/Sharp Objects				1									1
Lighters/Matches										1			1
Property - Special Handling							33	46	41	41	51	33	245
Damaged Items - Carry-On							4	3	3	5	7	2	24
Damaged Items - Checked							6	11	15	11	17	10	70
Missing Items - Carry-On							8	6	6	6	8	6	40
Missing Items - Checked							15	26	17	19	19	15	111
Request for Assistance				1						1	1	1	4
Other				1						1	1		3
Wounded Warrior (MSIJSOC)									1				1
Screening	34	27	24	20	14	18	19	10	16	17	22	24	245
Crew Member or Airline Employee		1				1							2
Inconsistency	3		3	1	2	1		1	2	4	1	1	19
International Screening	1										1		2
Lengthy Lines	6	3	2			1	2	2	5	1	2	1	25
Procedures/Process	21	22	19	16	11	13	16	7	9	8	18	21	181
Retrieving Abandoned/Confiscated Items	1	1				2				2			6
Security Breach	2			3	1		1			2			9
Traveling with Cash												1	1
<b>2018</b>	<b>197</b>	<b>205</b>	<b>251</b>	<b>258</b>	<b>200</b>	<b>210</b>	<b>206</b>	<b>208</b>	<b>231</b>	<b>247</b>	<b>218</b>	<b>155</b>	<b>2,586</b>
Advanced Imaging Technology (AIT)		1	1										2
Flyer		1	1										2
Civil Rights	4	5	5	7	6	7	6	9	7	7	10	7	80
Age					1								1
Constitutional Rights											1		1
Hair Patdowns	2						1				1		4
Headwear								1	1				2
National Origin			1	1	1							2	5
Perceived Religion			1		1								2
Racial Profiling or Discrimination	2	5	3	5	1	5	4	7	6	3	6	4	51
Screening of Religious Cultural and Ceremonial Items						1							1
Screening of Religious or Cultural Garments				1									1
Sex/Gender/Gender Identity- Not Transgender					1					1	1		3
Sexual Orientation - Not Transgender					1					1			2
Transgender Screening						1	1	1		2	1	1	7
Customer Service	31	32	37	31	30	35	43	38	28	38	34	8	385
Others	2	4	2		2		1		1				12
TSO	29	28	35	31	28	35	42	38	27	38	34	8	373
Identification (ID) Requirements	1		1										2
Domestic	1		1										2
Locks	18	12	11	14	12	9	10	12	18	19	13	10	158
General	1		1		1								3
Missing or Damaged Lock	17	12	10	14	11	9	10	12	18	19	13	10	155
Lost and Found	11	8	12	9	11	10	2	5	11	7	6	5	97
Airport/TSA	11	8	12	9	11	10	2	5	11	7	6	5	97
Mishandling of Passenger Property	52	67	79	88	58	63	60	67	64	77	64	59	798
Damaged/Missing Items--Carry-on Luggage	2	4	4	4	5	5	7	4	2	9	8	3	57
Damaged/Missing Items--Checked Baggage	42	55	65	71	41	50	49	45	53	58	50	48	627
Damaged/Missing Items--Unspecified Luggage	1	1			2	3		2	1		2	1	13
Disarrayed Items--Carry-on or Checked	7	7	10	13	10	5	4	16	8	10	4	7	101
Patdown	7	8	5	4	8	9	5	5	11	11	2	6	81
Flyer	6	7	4	4	8	6	5	4	11	10	2	6	73
Flyer as Observer	1	1				1							3
General								1					1
Non-Flyer			1			2				1			4



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Persons w/ Disabilities (PWD)	7	11	13	9	4	7	12	7	9	10	10	3	102
Autism Spectrum				1			1		1	2	2		7
Breast Cancer											1		1
Cancer (general) Not Breast Cancer			2	1									3
Cognitive /Developmental /Mental Disability	1	2											3
Diabetes		1				2	1		1	1	1		7
Diapers/Garments/Dressings/Masks								1				1	2
General	1	1	3	3			1	1		1	1		12
Internal Medical Devices							1						1
Medical Devices - Attached to the Body		1							1				2
Medically Necessary Medication and Medical	2		2			2	2	2	3	1	2		16
Metal Implants (joint)	1			1			2				1		5
Mobility Disability (Not Wheelchair or Scooter)		3	3	2	2	1		2	2	1		1	17
Ostomy/Ostomates					1								1
Prosthesis/Amputees and Casts			1										1
Service Animals		1					1	1		1		1	5
Touch Aversion (pain/trauma)			2		1	1	1			1	1		7
Visual Impairment	1					1	1						3
Wheelchair/ Scooter/ Segway	1	2		1			1		1	2	1		9
Prohibited & Permitted Items		1		1									2
Knives/Tools/Razors/Sharp Objects		1		1									2
Property - Special Handling	41	32	58	77	45	37	45	40	58	53	52	39	577
Damaged Items - Carry-On	7	3	6	3		3	8	2		2	4	4	42
Damaged Items - Checked	12	15	15	29	15	14	13	10	16	16	19	9	183
Missing Items - Carry-On	2	5	13	8	9	8	7	7	8	9	9	7	92
Missing Items - Checked	20	9	24	37	21	12	17	21	34	26	20	19	260
Request for Assistance	1			1	1	1	1	1	1		1		8
Other	1			1	1	1	1	1	1		1		8
Screening	24	28	29	17	25	32	22	24	24	25	26	18	294
Children					1					1			2
Crew Member or Airline Employee		1	1		1	1						1	5
Inconsistency	2		3	2	3	1		3			2	1	17
Lengthy Lines	4	5	5	1		2	2	1		1	1	1	23
Procedures/Process	16	21	18	13	18	27	19	19	22	21	21	15	230
Retrieving Abandoned/Confiscated Items			2				1		2				5
Security Breach	2	1		1	2	1		1		2	2		12
<b>2019</b>	<b>200</b>	<b>198</b>	<b>237</b>	<b>165</b>	<b>131</b>								<b>931</b>
Advanced Imaging Technology (AIT)		1											1
Flyer		1											1
Civil Rights	7	9	10	7	4								37
Age	1	1	1										3
Headwear			1										1
National Origin	1			1									2
Racial Profiling or Discrimination	3	3	6	4	3								19
Sex/Gender/Gender Identity- Not Transgender	2	5	1	2	1								11
Transgender Screening			1										1
Customer Service	23	28	36	15	15								117
CSM		1											1
Others		2	1		2								5
TSO	23	25	35	15	13								111
Locks	7	12	12	9	9								49
General	1												1
Missing or Damaged Lock	6	12	12	9	9								48
Lost and Found	7	11	9	13	10								50
Airport/TSA	7	11	9	13	10								50
Mishandling of Passenger Property	61	36	72	58	36								263
Damaged/Missing Items--Carry-on Luggage	2	3	4	4	4								17
Damaged/Missing Items--Checked Baggage	47	29	60	47	27								210
Damaged/Missing Items--Unspecified Luggage		1	2										3
Disarrayed Items--Carry-on or Checked	12	3	6	7	5								33
Patdown	8	7	4	4	8								31
Flyer	8	5	3	4	8								28
Flyer as Observer		1	1										2
Non-Flyer		1											1
Persons w/ Disabilities (PWD)	13	5	9	5	3								35
Autism Spectrum			1										1
Cancer (general) Not Breast Cancer	1												1
Cognitive /Developmental /Mental Disability		1	1										2
Diabetes			1		1								2
General	4		2										6
Medical Devices - Attached to the Body	1												1
Medically Necessary Medication and Medical	1	1											2
Metal Implants (joint)	2	1	1										4
Mobility Disability (Not Wheelchair or Scooter)	2	2	2	4									10
Ostomy/Ostomates			1										1
Service Animals	1			1									2
Touch Aversion (pain/trauma)					1								1
Wheelchair/ Scooter/ Segway	1				1								2
Property - Special Handling	61	68	63	40	30								262
Damaged Items - Carry-On	9	11	6	3	2								31
Damaged Items - Checked	14	15	13	10	9								61
Missing Items - Carry-On	14	15	15	10	3								57
Missing Items - Checked	24	27	29	17	16								113
Request for Assistance		1	1										2
Other		1	1										2

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Screening	12	20	21	14	16								83
Crew Member or Airline Employee	1												1
Inconsistency	1	1	1										3
Lengthy Lines	1		1										2
Procedures/Process	8	14	16	12	16								66
Retrieving Abandoned/Confiscated Items		3	1										4
Security Breach	1	2	1	2									6
Shoe Screening			1										1
TSA Contact Information	1												1
General	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LBB	17	8	14	12	5	4	7	14	11	7	10	13	122	
2015				2			3	3	4	2	3	6	23	
Civil Rights							1						1	
Racial Profiling or Discrimination							1						1	
Customer Service												2	2	
TSO												2	2	
Locks												1	1	
Missing or Damaged Lock												1	1	
Mishandling of Passenger Property				2			1	3	3	2	3	1	15	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage				1				2	3	2	3		11	
Disarrayed Items--Carry-on or Checked							1	1				1	3	
Patdown									1				1	
General									1				1	
Persons w/ Disabilities (PWD)							1						1	
Wheelchair/ Scooter/ Segway							1						1	
Screening												2	2	
Procedures/Process												1	1	
Traveling with Cash												1	1	
2016	7	1	5	1	2	1	1	1	1	1	2	1	24	
Civil Rights	1	1				1			1				4	
Constitutional Rights									1				1	
General Complaint and Discrimination	1												1	
Racial Profiling or Discrimination		1				1							2	
Customer Service	2		1								1		4	
Others	1												1	
TSO	1		1								1		3	
Mishandling of Passenger Property	2		3	1	2		1				1		10	
Damaged/Missing Items--Checked Baggage	1		2	1	2		1				1		8	
Damaged/Missing Items--Unspecified Luggag	1												1	
Disarrayed Items--Carry-on or Checked			1										1	
Patdown			1					1		1			3	
Flyer								1					1	
Flyer as Observer			1							1			2	
Persons w/ Disabilities (PWD)												1	1	
Touch Aversion (pain/trauma)												1	1	
Screening	2												2	
Crew Member or Airline Employee	1												1	
Inconsistency	1												1	
2017	3	3	2	5		1	2	5		1	3	5	30	
Advanced Imaging Technology (AIT)												1	1	
Flyer												1	1	
Civil Rights				1									1	
Racial Profiling or Discrimination				1									1	
Customer Service	1			1			1	1		1		1	6	
TSO	1			1			1	1		1		1	6	
Identification (ID) Requirements	1												1	
Domestic	1												1	
Mishandling of Passenger Property	1	1	2	3		1		2			3		13	
Damaged/Missing Items--Carry-on Luggage		1		1							1		3	
Damaged/Missing Items--Checked Baggage	1		2	2		1		2			1		9	
Disarrayed Items--Carry-on or Checked											1		1	
Patdown							1	1					2	
Flyer								1					1	
Flyer as Observer							1						1	
Property - Special Handling								1				2	3	
Damaged Items - Carry-On												1	1	
Damaged Items - Checked												1	1	
Missing Items - Carry-On								1					1	
Screening		2										1	3	
Inconsistency		1											1	
Lengthy Lines												1	1	
Procedures/Process		1											1	
2018	3	2		1	3	2	1	5	6	3	2	1	29	
Advanced Imaging Technology (AIT)								1					1	
Flyer								1					1	
Civil Rights								2		1			3	
Hair Patdowns								1					1	
Racial Profiling or Discrimination										1			1	
Sex/Gender/Gender Identity- Not Transgender								1					1	
Customer Service	1	1		1		1	1			1	1	1	8	
Others	1												1	
TSO		1		1		1	1			1	1	1	7	
Mishandling of Passenger Property		1							1				2	
Damaged/Missing Items--Checked Baggage		1							1				2	
Patdown											1		1	
Flyer											1		1	
Persons w/ Disabilities (PWD)					1				1				2	
Medically Necessary Medication and Medical Supplies										1			1	
Metal Implants (joint)					1								1	
Property - Special Handling					1	1		2		1			5	
Damaged Items - Checked								1					1	
Missing Items - Checked						1	1	1		1			4	
Screening	2				1				4				7	
Inconsistency									1				1	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Procedures/Process	1				1				3				5
Retrieving Abandoned/Confiscated Items	1												1
<b>2019</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>3</b>									<b>16</b>
Customer Service			2	1									3
TSO			2	1									3
Mishandling of Passenger Property			1										1
Damaged/Missing Items--Unspecified Luggage			1										1
Patdown	1												1
Flyer	1												1
Persons w/ Disabilities (PWD)	1												1
Medically Necessary Medication and Medical	1												1
Property - Special Handling			1	1									2
Damaged Items - Checked			1										1
Missing Items - Checked				1									1
Screening	2	2	3	1									8
Inconsistency	1												1
Procedures/Process	1	2	1	1									5
Retrieving Abandoned/Confiscated Items			1										1
Security Breach			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>LBE</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>28</b>
<b>2015</b>						<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>
Civil Rights												<b>1</b>	<b>1</b>
Racial Profiling or Discrimination												<b>1</b>	<b>1</b>
Mishandling of Passenger Property								<b>1</b>	<b>2</b>	<b>1</b>			<b>4</b>
Damaged/Missing Items--Checked Baggage									<b>2</b>	<b>1</b>			<b>3</b>
Damaged/Missing Items--Unspecified Luggage								<b>1</b>					<b>1</b>
Screening						<b>1</b>					<b>1</b>		<b>2</b>
Procedures/Process						<b>1</b>					<b>1</b>		<b>2</b>
<b>2016</b>	<b>1</b>	<b>1</b>					<b>1</b>		<b>1</b>				<b>4</b>
Civil Rights									<b>1</b>				<b>1</b>
Racial Profiling or Discrimination									<b>1</b>				<b>1</b>
Mishandling of Passenger Property	<b>1</b>	<b>1</b>					<b>1</b>						<b>3</b>
Damaged/Missing Items--Checked Baggage	<b>1</b>	<b>1</b>					<b>1</b>						<b>3</b>
<b>2017</b>		<b>1</b>					<b>1</b>				<b>1</b>		<b>3</b>
Customer Service							<b>1</b>						<b>1</b>
TSO							<b>1</b>						<b>1</b>
Mishandling of Passenger Property											<b>1</b>		<b>1</b>
Damaged/Missing Items--Carry-on Luggage											<b>1</b>		<b>1</b>
Screening		<b>1</b>											<b>1</b>
Procedures/Process		<b>1</b>											<b>1</b>
<b>2018</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>				<b>11</b>
Civil Rights			<b>1</b>										<b>1</b>
Racial Profiling or Discrimination			<b>1</b>										<b>1</b>
Customer Service			<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>				<b>4</b>
Others		<b>1</b>											<b>1</b>
TSO					<b>1</b>		<b>1</b>		<b>1</b>				<b>3</b>
Mishandling of Passenger Property				<b>1</b>		<b>1</b>	<b>1</b>						<b>3</b>
Damaged/Missing Items--Checked Baggage				<b>1</b>		<b>1</b>	<b>1</b>						<b>3</b>
Property - Special Handling							<b>1</b>						<b>1</b>
Missing Items - Checked							<b>1</b>						<b>1</b>
Screening		<b>1</b>		<b>1</b>									<b>2</b>
Procedures/Process		<b>1</b>		<b>1</b>									<b>2</b>
<b>2019</b>			<b>2</b>		<b>1</b>								<b>3</b>
Property - Special Handling			<b>1</b>										<b>1</b>
Missing Items - Checked			<b>1</b>										<b>1</b>
Screening		<b>1</b>			<b>1</b>								<b>2</b>
Inconsistency			<b>1</b>										<b>1</b>
Retrieving Abandoned/Confiscated Items					<b>1</b>								<b>1</b>

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>LBF</b>				<b>1</b>		<b>1</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>7</b>
<b>2015</b>										<b>1</b>		<b>1</b>	<b>2</b>
Mishandling of Passenger Property										1		1	2
Damaged/Missing Items--Checked Baggage										1			1
Disarrayed Items--Carry-on or Checked												1	1
<b>2016</b>				<b>1</b>									<b>1</b>
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1
<b>2017</b>						<b>1</b>				<b>1</b>			<b>2</b>
Mishandling of Passenger Property						1				1			2
Damaged/Missing Items--Checked Baggage										1			1
Disarrayed Items--Carry-on or Checked						1							1
<b>2018</b>								<b>1</b>			<b>1</b>		<b>2</b>
Customer Service											1		1
TSO											1		1
Screening								1					1
Inconsistency								1					1

**TSA Contact Center Traveler Complaints Tool**

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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>LCH</b>	<b>2</b>	<b>2</b>		<b>2</b>		<b>3</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>		<b>22</b>
<b>2015</b>				<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>			<b>5</b>
Mishandling of Passenger Property				1		1	1	1		1			5
Damaged/Missing Items--Carry-on Luggage						1							1
Damaged/Missing Items--Checked Baggage				1			1	1		1			4
<b>2016</b>	<b>1</b>					<b>2</b>		<b>3</b>		<b>1</b>			<b>7</b>
Customer Service								2					2
TSO								2					2
Mishandling of Passenger Property	1					2				1			4
Damaged/Missing Items--Checked Baggage	1					2				1			4
Screening								1					1
Procedures/Process								1					1
<b>2017</b>		<b>1</b>					<b>1</b>			<b>1</b>			<b>3</b>
Civil Rights							1						1
Racial Profiling or Discrimination							1						1
Mishandling of Passenger Property		1											1
Damaged/Missing Items--Checked Baggage		1											1
Property - Special Handling										1			1
Damaged Items - Checked										1			1
<b>2018</b>	<b>1</b>			<b>1</b>					<b>2</b>		<b>2</b>		<b>6</b>
Customer Service	1												1
TSO	1												1
Mishandling of Passenger Property									1				1
Damaged/Missing Items--Checked Baggage									1				1
Patdown				1							1		2
Flyer				1							1		2
Property - Special Handling											1		1
Damaged Items - Checked											1		1
Screening									1				1
Procedures/Process									1				1
<b>2019</b>		<b>1</b>											<b>1</b>
Screening		1											1
Procedures/Process		1											1



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LCK	3	2	6	6	3	4	14	8	12	2	12	4	76	
2015				1	3		3	1	1	1	2		9	
Mishandling of Passenger Property				1			3	1	1	1	2		9	
Damaged/Missing Items--Checked Baggage				1			3	1	1	1	1		8	
Disarrayed Items--Carry-on or Checked											1		1	
2016	1			2	2	1	3	1	4		3	3	20	
Locks							1	1			2	1	5	
General												1	1	
Missing or Damaged Lock							1	1			2		4	
Mishandling of Passenger Property	1			2	2	1	2		4		1	2	15	
Damaged/Missing Items--Checked Baggage	1			2	2	1	2		3		1	1	13	
Disarrayed Items--Carry-on or Checked									1			1	2	
2017	2		4	2	1	3	5	5	5		2	1	30	
Customer Service											1	1	2	
TSO											1	1	2	
Locks					1	1			1				3	
Missing or Damaged Lock					1	1			1				3	
Mishandling of Passenger Property	2		3	2		2	2	2	3				16	
Damaged/Missing Items--Carry-on Luggage			1										1	
Damaged/Missing Items--Checked Baggage	1		2	2		1	2	2	2				12	
Disarrayed Items--Carry-on or Checked	1					1			1				3	
Property - Special Handling							3	2	1				6	
Damaged Items - Checked								1	1				2	
Missing Items - Carry-On							1						1	
Missing Items - Checked							2	1					3	
Screening			1					1			1		3	
Inconsistency			1										1	
Procedures/Process								1					1	
Retrieving Abandoned/Confiscated Items											1		1	
2018			1	1			3	1	2	1	5		14	
Civil Rights							1						1	
Age							1						1	
Customer Service				1			1		2				4	
TSO				1			1		2				4	
Mishandling of Passenger Property								1			1		2	
Damaged/Missing Items--Carry-on Luggage											1		1	
Damaged/Missing Items--Checked Baggage								1					1	
Persons w/ Disabilities (PWD)										1			1	
Wheelchair/ Scooter/ Segway										1			1	
Property - Special Handling											3		3	
Damaged Items - Checked											2		2	
Missing Items - Checked											1		1	
Screening			1				1				1		3	
Lengthy Lines			1										1	
Procedures/Process							1				1		2	
2019		2	1										3	
Mishandling of Passenger Property			1										1	
Damaged/Missing Items--Unspecified Luggage			1										1	
Patdown		1											1	
Flyer		1											1	
Property - Special Handling		1											1	
Missing Items - Carry-On		1											1	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LEB	1	1	3	4			1			2	1		13	
2015										1			1	
Screening										1			1	
Procedures/Process										1			1	
2016				1			1			1	1		4	
Customer Service				1									1	
TSO				1									1	
Mishandling of Passenger Property							1			1	1		3	
Damaged/Missing Items--Carry-on Luggage							1						1	
Damaged/Missing Items--Checked Baggage											1		1	
Disarrayed Items--Carry-on or Checked										1			1	
2017		1		2									3	
Mishandling of Passenger Property				2									2	
Damaged/Missing Items--Checked Baggage				2									2	
Persons w/ Disabilities (PWD)		1											1	
Medically Necessary Medication and Medical Supplies		1											1	
2018	1		2	1									4	
Mishandling of Passenger Property	1		1	1									3	
Damaged/Missing Items--Checked Baggage			1										1	
Disarrayed Items--Carry-on or Checked	1			1									2	
Property - Special Handling			1										1	
Missing Items - Checked			1										1	
2019			1										1	
Civil Rights			1										1	
Sex/Gender/Gender Identity- Not Transgender			1										1	

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
LEX		10	14	14	14	12	15	12	14	18	8	13	13	157
2015					4	2	2	1	4	2	2	4	6	27
	Customer Service											1		1
	TSO											1		1
	Expedited Passenger Screening Program				1	1								2
	TSA PreCheck				1	1								2
	Hazardous Materials Safety						1							1
	General						1							1
	Locks											1		1
	Missing or Damaged Lock											1		1
	Mishandling of Passenger Property				3	1	1	1	3		2	2	6	19
	Damaged/Missing Items--Carry-on Luggage												1	1
	Damaged/Missing Items--Checked Baggage				3	1	1	1	3		2	2	5	18
	Screening								1	2				3
	Inconsistency								1					1
	Procedures/Process									2				2
2016		1	2	4	1	1	5	1	5	5	1	1	2	29
	Civil Rights						1							1
	Constitutional Rights						1							1
	Customer Service	1							1				1	3
	TSO	1							1				1	3
	Mishandling of Passenger Property		1	4	1	1	4	1	3	1		1		17
	Damaged/Missing Items--Carry-on Luggage			2			1							3
	Damaged/Missing Items--Checked Baggage		1	2	1	1	3	1	2			1		12
	Damaged/Missing Items--Unspecified Luggage									1				1
	Disarrayed Items--Carry-on or Checked								1					1
	Patdown									1			1	2
	Flyer									1			1	2
	Persons w/ Disabilities (PWD)									1				1
	Wheelchair/ Scooter/ Segway									1				1
	Screening		1						1	2	1			5
	Procedures/Process		1						1	2	1			5
2017		3	6	4	3	5	3	6	2	4	3	4	3	46
	Civil Rights		1											1
	Racial Profiling or Discrimination		1											1
	Customer Service					1		2		1	3	1		8
	Others										1			1
	TSO					1		2		1	2	1		7
	Locks	1					1		1					3
	Missing or Damaged Lock	1					1		1					3
	Mishandling of Passenger Property	1	3	3		2	1		1	2		1	1	15
	Damaged/Missing Items--Carry-on Luggage			1		1								2
	Damaged/Missing Items--Checked Baggage	1	3	2		1				2		1	1	11
	Disarrayed Items--Carry-on or Checked						1		1					2
	Patdown	1	1	1	1					1		1		6
	Flyer	1	1	1	1					1		1		6
	Persons w/ Disabilities (PWD)		1			1		1						3
	Diabetes							1						1
	Medically Necessary Medication and Medical Supplies					1								1
	Wheelchair/ Scooter/ Segway		1											1
	Property - Special Handling							1				1	2	4
	Missing Items - Checked							1				1	2	4
	Screening				2	1	1	2						6
	Inconsistency						1							1
	Procedures/Process				1	1		2						4
	Retrieving Abandoned/Confiscated Items				1									1
2018		2	3	2	4	3	5	4	3	7	2	4	2	41
	Customer Service	2	1			2		2	2	3	2	1		15
	Others	1						1	1	2				5
	TSO	1	1			2		1	1	1	2	1		10
	Locks									1				1
	Missing or Damaged Lock									1				1
	Mishandling of Passenger Property			1	1		2			1		1		6
	Damaged/Missing Items--Checked Baggage			1	1		2			1				5
	Disarrayed Items--Carry-on or Checked											1		1
	Patdown				1		1	1	1				1	5
	Flyer				1		1	1	1				1	5
	Persons w/ Disabilities (PWD)									1				1
	Mobility Disability (Not Wheelchair or Scooter)									1				1
	Property - Special Handling		1				2	1		1		1	1	7
	Damaged Items - Checked						1	1					1	3
	Missing Items - Checked		1				1			1		1		4
	Screening		1	1	2	1						1		6
	Crew Member or Airline Employee					1								1
	Inconsistency											1		1
	Lengthy Lines			1										1
	Procedures/Process		1		1									2
	Retrieving Abandoned/Confiscated Items				1									1
2019		4	3	4	2	1								14
	Civil Rights	1			1									2
	Constitutional Rights				1									1
	Sex/Gender/Gender Identity- Not Transgender	1												1
	Customer Service	2		1		1								4
	Others			1										1
	TSO	2				1								3

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

		TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LFT		17	14	8	9	9	14	12	19	13	11	18	13	157	
2015					1	1	1	1	2	2	2	5	2	17	
	Customer Service								1			1	1	3	
	Others											1		1	
	TSO								1				1	2	
	Expedited Passenger Screening Program						1							1	
	TSA PreCheck						1							1	
	Mishandling of Passenger Property					1		1	1	2	1	1		7	
	Damaged/Missing Items--Carry-on Luggage									1				1	
	Damaged/Missing Items--Checked Baggage					1		1		1	1	1		5	
	Disarrayed Items--Carry-on or Checked								1					1	
	Persons w/ Disabilities (PWD)												1	1	
	Respiratory and Inhaler Equipment												1	1	
	Screening				1						1	3		5	
	Inconsistency				1									1	
	Lengthy Lines											2		2	
	Procedures/Process										1	1		2	
2016		3		1	2		3	5	5	3	3	4	7	36	
	Customer Service	2					1	3	1	1	2		1	11	
	TSO	2					1	3	1	1	2		1	11	
	Locks								1					1	
	Missing or Damaged Lock								1					1	
	Mishandling of Passenger Property						2	1				1	1	5	
	Damaged/Missing Items--Checked Baggage						2	1				1	1	5	
	Patdown				1								1	2	
	Flyer				1								1	2	
	Persons w/ Disabilities (PWD)										1			1	
	Diapers/Garments/Dressings/Masks										1			1	
	Screening	1			2			1	3	2		3	4	16	
	Crew Member or Airline Employee									1				1	
	Inconsistency								1			1		2	
	Lengthy Lines	1			2			1	1			1	4	10	
	Procedures/Process								1	1		1		3	
2017		4	8	4	2	4	5	3	1	2	3	3	2	41	
	Civil Rights	1				2	1					1		5	
	Racial Profiling or Discrimination	1				2	1					1		5	
	Customer Service	2	1	1		1	1	1	1	1	2	1	1	13	
	Others											1		1	
	TSO	2	1	1		1	1	1	1	1	2		1	12	
	Locks										1			1	
	Missing or Damaged Lock										1			1	
	Mishandling of Passenger Property			1	2	1	1	1				1		7	
	Damaged/Missing Items--Checked Baggage			1	2	1		1						5	
	Disarrayed Items--Carry-on or Checked						1					1		2	
	Patdown						1							1	
	Flyer						1							1	
	Persons w/ Disabilities (PWD)				1				1					2	
	Assistive Technology				1									1	
	Prosthesis/Amputees and Casts						1							1	
	Property - Special Handling												1	1	
	Missing Items - Checked												1	1	
	Screening	1	5	1	2			1		1				11	
	Children							1						1	
	Crew Member or Airline Employee			1										1	
	Inconsistency			1										1	
	Lengthy Lines			2		1								3	
	Procedures/Process	1	1	1	1					1				5	
2018		2	2		4	1	5	3	11	6	3	6	2	45	
	Customer Service				1	1	1					2	1	6	
	TSO				1	1	1					2	1	6	
	Locks			1		1								2	
	Missing or Damaged Lock			1		1								2	
	Mishandling of Passenger Property	2	1				1							4	
	Damaged/Missing Items--Checked Baggage	2												2	
	Disarrayed Items--Carry-on or Checked			1			1							2	
	Property - Special Handling				1		1							2	
	Missing Items - Checked				1		1							2	
	Screening				1		2	3	11	6	3	4	1	31	
	Inconsistency										1			1	
	Lengthy Lines							3	4	2	1	4	1	15	
	Procedures/Process				1		2		7	3	1			14	
	Security Breach									1				1	
2019		8	4	3		3								18	
	Customer Service	1		2										3	
	TSO	1		2										3	
	Screening	7	4	1		3								15	
	Inconsistency					1								1	
	Lengthy Lines	6	3	1		2								12	
	Procedures/Process	1	1											2	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LGA	311	297	439	314	253	276	267	328	290	320	352	274	3,721	
2015				36	21	32	29	40	66	62	65	66	417	
Advanced Imaging Technology (AIT)						1			1				2	
Flyer						1			1				2	
Airline				1									1	
Policy/Regulations/Service				1									1	
Civil Rights				1		1	1	1	2		1		7	
General Complaint and Discrimination								1	2				3	
Racial Profiling or Discrimination				1			1				1		3	
Screening of Religious or Cultural Garments						1							1	
Customer Service				2	3	6	5	6	14	6	16	10	68	
CSM									1	1			2	
Others									1		2	4	7	
TSO				2	3	6	5	6	12	5	14	6	59	
Expedited Passenger Screening Program				6	2								8	
TSA Application Program				1									1	
TSA PreCheck				5	2								7	
Identification (ID) Requirements				1			1					1	3	
Domestic				1			1					1	3	
Locks				2	1	2		5		3	3	5	21	
Missing or Damaged Lock				2	1	2		5		3	3	5	21	
Lost and Found				1		1	1					6	9	
Airport/TSA				1		1	1					6	9	
Mishandling of Passenger Property				17	13	17	17	26	39	51	34	31	245	
Damaged/Missing Items--Carry-on Luggage				2	6		5	2	5	4	4	4	32	
Damaged/Missing Items--Checked Baggage				15	7	16	12	23	32	46	29	24	204	
Disarrayed Items--Carry-on or Checked						1		1	2	1	1	3	9	
Patdown				1		1			3		4	1	10	
Flyer				1		1			2		3	1	8	
Flyer as Observer											1		1	
Non-Flyer									1				1	
Persons w/ Disabilities (PWD)				2			2		2		3	4	13	
Assistive Technology				1									1	
Autism Spectrum												1	1	
Cancer (general) Not Breast Cancer									1				1	
Diabetes							1						1	
Medically Necessary Medication and Medical Supplies											1		1	
Metal Implants (joint)									1				1	
Mobility Disability (Not Wheelchair or Scooter)				1							1		2	
Ostomy/Ostomates												1	1	
Prosthesis/Amputees and Casts												1	1	
Wheelchair/ Scooter/ Segway							1				1	1	3	
Screening				2	1	3	2	2	5	2	4	7	28	
Classified Materials									1				1	
Inconsistency					1							1	2	
Lengthy Lines						1		1		2		1	5	
Procedures/Process				2		2	1	1	4		4	5	19	
Retrieving Abandoned/Confiscated Items							1						1	
TSA Contact Information					1							1	2	
General					1							1	2	
2016	64	59	83	61	69	83	95	125	73	87	112	89	1,000	
Advanced Imaging Technology (AIT)										1			1	
Flyer										1			1	
Civil Rights	1	1		4	2	2	4	5	3	3	7	2	34	
Constitutional Rights									1				1	
General Complaint and Discrimination				1	2								3	
National Origin								2		1			3	
Perceived Religion						1							1	
Racial Profiling or Discrimination	1	1		3			1	3	2	2	5	2	20	
Sex/Gender/Gender Identity- Not Transgender						1	3				2		6	
Customer Service	22	10	17	10	12	24	41	48	26	25	35	22	292	
CSM	1		1	1				1					4	
Others	3	4	1		2	3	7	9	8	8	6	1	52	
TSO	18	6	15	9	10	21	34	38	18	17	29	21	236	
Identification (ID) Requirements						3	1			1	1		6	
Domestic						3	1			1	1		6	
Locks	3	3	5	3	9	6	2	8	5	3	11	6	64	
General						1		1			1		3	
Missing or Damaged Lock	3	3	5	3	9	5	2	7	5	3	10	6	61	
Lost and Found		2	10		1	12	1	7		4	5	1	43	
Airport/TSA		2	10		1	12	1	7		4	5	1	43	
Mishandling of Passenger Property	28	35	33	31	30	25	25	32	26	39	43	40	387	
Damaged/Missing Items--Carry-on Luggage	1	6	7	5	7	4	7	5	4	8	5	10	69	
Damaged/Missing Items--Checked Baggage	27	26	24	25	19	19	17	25	20	30	37	28	297	
Damaged/Missing Items--Unspecified Luggage				1					1				2	
Disarrayed Items--Carry-on or Checked		3	2		4	2	1	2	1	1	1	2	19	
Patdown	3	1	5	4	1	2	1	2	4	3	5	8	39	
Children							1						1	
Flyer	3	1	4	3	1	2		2	4	3	4	8	35	
General			1										1	
Non-Flyer				1									1	
Persons w/ Disabilities (PWD)	1	1	4	1	3	3	3	2	1	3	1	1	24	
Autism Spectrum							1		1				2	
Diabetes						1							1	
Medically Necessary Medication and Medical	1			1	1		1	1			1		6	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Metal Implants (joint)		1	2										3
Mobility Disability (Not Wheelchair or Scooter)			1		1	1	1					1	5
Service Animals					1			1					2
Wheelchair/ Scooter/ Segway			1			1				3			5
Prohibited & Permitted Items												1	1
Food/Beverages												1	1
Request for Assistance												1	1
Wounded Warrior (MSIJSOC)												1	1
Screening	6	6	9	8	11	6	17	21	8	5	4	7	108
Inconsistency	1	1		2	3	2	1	3		2	1	1	17
Lengthy Lines	3	1	1	3	4	3	14	8	1	1	1	2	42
Procedures/Process	2	3	6	2	4	1	2	6	6	2	2	4	40
Retrieving Abandoned/Confiscated Items			1	1									2
Security Breach		1	1					4	1				7
2017	78	82	190	86	65	77	49	80	69	79	87	72	1,014
Civil Rights	2	3	4	2		4	3	5	3	4	3	6	39
Constitutional Rights							1						1
Headwear								1					1
National Origin								1	1	2	1		5
Perceived Religion						1							1
Racial Profiling or Discrimination	1	2	3	1		3	1	2	2	1	1	5	22
Sex/Gender/Gender Identity- Not Transgender	1	1						1					3
Sexual Orientation - Not Transgender			1				1					1	3
Transgender Screening				1						1	1		3
Customer Service	30	32	114	17	10	16	12	23	19	24	22	21	340
Others	4	2			1	1		5			2		15
TSO	26	30	114	17	9	15	12	18	19	24	20	21	325
Identification (ID) Requirements		1	1					1					3
Domestic		1	1					1					3
Locks	4	8	2	7	2	3	1	4	5	2	3	3	44
General				1			1				1		3
Missing or Damaged Lock	4	8	2	6	2	3		4	5	2	2	3	41
Lost and Found	4	4	5	2	1	1	1	1	2	2	3	2	28
Airport/TSA	4	4	5	2	1	1	1	1	2	2	3	2	28
Mishandling of Passenger Property	25	20	44	34	36	33	16	17	13	18	23	12	291
Damaged/Missing Items--Carry-on Luggage	6	3	6	6	10	11	2	1	2	3	4	1	55
Damaged/Missing Items--Checked Baggage	18	16	34	24	24	21	11	12	10	13	16	9	208
Damaged/Missing Items--Unspecified Luggage	1	1		1						1	1		5
Disarrayed Items--Carry-on or Checked			4	3	2	1	3	4	1	1	2	2	23
Patdown	2	6	3	2	6	5	5	7	2	4	7	6	55
Flyer	2	6	3	2	6	5	5	7	2	2	5	5	50
Flyer as Observer											2		2
Non-Flyer										2		1	3
Persons w/ Disabilities (PWD)	2	3	6	1	3	3	1	5	6	2	6	1	39
Cognitive /Developmental /Mental Disability	1		1										2
Diabetes						1		1	1				3
Diapers/Garments/Dressings/Masks								1			1		2
General		1							1		1		3
Hearing Impairment										1			1
Internal Medical Devices		1											1
Medically Necessary Medication and Medical Supplies			3	1			1		1				6
Metal Implants (joint)	1				1				1				3
Mobility Disability (Not Wheelchair or Scooter)			1		1				1		2		5
Ostomy/Ostomates								2					2
Prosthesis/Amputees and Casts		1			1					1			3
Service Animals											1		1
Touch Aversion (pain/trauma)						2							2
Wheelchair/ Scooter/ Segway			1					1	1		1	1	5
Prohibited & Permitted Items											1		1
Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling							7	8	12	17	12	11	67
Damaged Items - Carry-On								1	2	2	4	1	10
Damaged Items - Checked							2	4	5	7	4	4	26
Missing Items - Carry-On							1	2	4	1	2	3	13
Missing Items - Checked							4	1	1	7	2	3	18
Request for Assistance			1										1
Wounded Warrior (MSIJSOC)			1										1
Screening	9	5	10	20	7	10	3	9	7	6	6	10	102
Crew Member or Airline Employee					1								1
Inconsistency	3	2	2	3		1		2		2		2	17
Lengthy Lines	1			1			1	2		1	1	4	11
Procedures/Process	3	3	6	15	6	9	2	4	6	3	5	4	66
Retrieving Abandoned/Confiscated Items	1			1				1	1				4
Security Breach	1		2										3
TSA Contact Information				1		2					1		4
General				1		2					1		4
2018	89	81	86	79	46	84	94	83	82	92	88	47	951
Advanced Imaging Technology (AIT)	2					1				1			4
Flyer	2					1				1			4
Civil Rights		3	3	2	1	3	3	9	2	3	5	3	37
Constitutional Rights											1		1
Hair Patdowns						1		1					2
Headwear								1	1	1			3
National Origin							1				1		2
Perceived Religion			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Racial Profiling or Discrimination		1	2	1		2	2	4	1	2	3	1	19
Sex/Gender/Gender Identity- Not Transgender		2		1	1			2				2	8
Transgender Screening								1					1
Customer Service	33	30	32	24	15	18	34	29	28	27	28	22	320
Others	7	8	2	1	2	8	9	2	7	2	3	1	52
TSO	26	22	30	23	13	10	25	27	21	25	25	21	268
Identification (ID) Requirements	1					1							2
Domestic	1					1							2
Locks	2	6	1		1	3		4	3	8	4	1	33
Missing or Damaged Lock	2	6	1		1	3		4	3	8	4	1	33
Lost and Found	1	3	5	1	1	5	3	2	4	4	9	1	39
Airport/TSA	1	3	5	1	1	5	3	2	4	4	9	1	39
Mishandling of Passenger Property	16	10	20	19	8	15	14	6	12	16	13	8	157
Damaged/Missing Items--Carry-on Luggage	3	3	2	5	1	2	3	1		2			22
Damaged/Missing Items--Checked Baggage	10	7	14	12	7	12	9	4	11	10	11	8	115
Damaged/Missing Items--Unspecified Luggage							1			1			2
Disarrayed Items--Carry-on or Checked	3		4	2		1	1	1	1	3	2		18
Patdown	6	3	4	5	2	5	6	4	8	7	1		51
Flyer	5	2	4	4	2	5	6	3	7	7	1		46
Flyer as Observer		1						1	1				3
Non-Flyer	1			1									2
Persons w/ Disabilities (PWD)	4	3	2	5	3	1	10	5	3	2	7	3	48
Autism Spectrum											1		1
Cognitive /Developmental /Mental Disability	1			1						1			3
Diabetes			1	1				1					3
Diapers/Garments/Dressings/Masks		1											1
General	2			1							1		4
Hearing Impairment											1		1
Internal Medical Devices			1										1
Medically Necessary Medication and Medical Supplies		1			1		1	1		1			5
Metal Implants (joint)								1					1
Mobility Disability (Not Wheelchair or Scooter)				1			3		1	1	2	1	9
Ostomy/Ostomates												1	1
Prosthesis/Amputees and Casts		1			1		1						3
Touch Aversion (pain/trauma)					1								1
Visual Impairment								1					1
Wheelchair/ Scooter/ Segway	1			1		1	4	1	2		1	1	12
Wounded Warrior							1						1
Property - Special Handling	10	13	6	13	13	13	11	13	10	17	11	4	134
Damaged Items - Carry-On		1	1	3	2	1	3				2		13
Damaged Items - Checked	4	3	1	1	2	3		4	2	3	3	1	27
Missing Items - Carry-On	1	4		2	4	3	6	4	3	6	2	1	36
Missing Items - Checked	5	5	4	7	5	6	2	5	5	8	4	2	58
Screening	14	10	13	10	2	19	13	11	12	7	10	5	126
Inconsistency	1		1			1	1	1	1				6
Lengthy Lines	7	2	2	2	1	6	3	2	2	1	2		30
Procedures/Process	6	8	10	8	1	9	9	8	9	6	8	4	86
Retrieving Abandoned/Confiscated Items						3							3
Security Breach												1	1
<b>2019</b>	<b>80</b>	<b>75</b>	<b>80</b>	<b>52</b>	<b>52</b>								<b>339</b>
Civil Rights	6	5	6	2	4								23
Age		1	1										2
Constitutional Rights			2		1								3
Headwear		1											1
National Origin	1												1
Racial Profiling or Discrimination	3	3	2	1	2								11
Sex/Gender/Gender Identity- Not Transgender	2			1	1								4
Transgender Screening			1										1
Customer Service	23	20	26	14	10								93
Others	1	3	4	1									9
TSO	22	17	22	13	10								84
Locks	1	1	3	5	1								11
Missing or Damaged Lock	1	1	3	5	1								11
Lost and Found	4	5	1	4	5								19
Airport/TSA	4	5	1	4	5								19
Mishandling of Passenger Property	11	14	14	5	7								51
Damaged/Missing Items--Carry-on Luggage	1	4	2	1	3								11
Damaged/Missing Items--Checked Baggage	8	8	11	3	3								33
Disarrayed Items--Carry-on or Checked	2	2	1	1	1								7
Patdown	4	6		1	2								13
Children					1								1
Flyer	3	6		1									10
Flyer as Observer	1												1
Non-Flyer					1								1
Persons w/ Disabilities (PWD)	5	6	6	3	3								23
Cancer (general) Not Breast Cancer	2												2
General	1		2		1								4
Hearing Impairment			1		1								2
Medically Necessary Medication and Medical Supplies					1								1
Metal Implants (joint)	1	1		1									3
Mobility Disability (Not Wheelchair or Scooter)		2		1									3
Prosthesis/Amputees and Casts			2	1									3
Touch Aversion (pain/trauma)			1										1
Visual Impairment		1											1
Wheelchair/ Scooter/ Segway	1	2											3



**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Property - Special Handling	13	9	11	12	8								53
Damaged Items - Carry-On	3	3		1	1								8
Damaged Items - Checked	2	3	2		2								9
Missing Items - Carry-On	4	1	2	6	2								15
Missing Items - Checked	4	2	7	5	3								21
Screening	13	9	13	6	12								53
Inconsistency	1	1		1									3
Lengthy Lines	1	2	5		1								9
Procedures/Process	11	6	8	5	10								40
Security Breach					1								1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LGB	32	33	35	17	30	25	31	29	23	24	23	32	334	
2015				5	5	2	6	7	5	5	4	4	43	
Claims										1			1	
General										1			1	
Customer Service				1					2		1	2	6	
CSM				1									1	
Others									1				1	
TSO									1		1	2	4	
Expedited Passenger Screening Program					1								1	
TSA PreCheck					1								1	
Locks								1					1	
Missing or Damaged Lock								1					1	
Lost and Found											1		1	
Airport/TSA											1		1	
Mishandling of Passenger Property				3	3	1	6	6	3	3	2	2	29	
Damaged/Missing Items--Carry-on Luggage					2			1	1				4	
Damaged/Missing Items--Checked Baggage				3	1	1	5	5	2	3	2	2	24	
Disarrayed Items--Carry-on or Checked							1						1	
Patdown						1							1	
Flyer						1							1	
Screening				1	1					1			3	
Procedures/Process				1	1					1			3	
2016	5	6	7	1	8	5	12	9	5	6	4	10	78	
Civil Rights					1							2	3	
Racial Profiling or Discrimination												2	2	
Transgender Screening					1								1	
Customer Service	1	1	1		1	4	4	4	3		1	3	23	
Others	1	1	1			2		1				1	7	
TSO					1	2	4	3	3		1	2	16	
Locks			1										1	
Missing or Damaged Lock			1										1	
Lost and Found			1					1			2		4	
Airport/TSA			1					1			2		4	
Mishandling of Passenger Property	2	4	3	1	3	1	7	4	1	6	1	3	36	
Damaged/Missing Items--Carry-on Luggage							1						1	
Damaged/Missing Items--Checked Baggage	2	4	3	1	3	1	5	4	1	5	1	3	33	
Disarrayed Items--Carry-on or Checked							1			1			2	
Patdown					1				1				2	
Flyer					1				1				2	
Persons w/ Disabilities (PWD)	1	1			2								4	
Medical Devices - Attached to the Body					1								1	
Ostomy/Ostomates					1								1	
Visual Impairment	1	1											2	
Screening	1		1				1					2	5	
Procedures/Process	1		1				1					2	5	
2017	11	13	7	5	3	6	4	5	3	1	9	9	76	
Civil Rights	1		2						1			1	5	
Racial Profiling or Discrimination	1		2						1			1	5	
Customer Service	3	4		2	2	2		2	2	1	2	3	23	
Others	2	1											3	
TSO	1	3		2	2	2		2	2	1	2	3	20	
Locks	1	1										1	3	
General												1	1	
Missing or Damaged Lock	1	1											2	
Lost and Found				1								1	2	
Airport/TSA				1								1	2	
Mishandling of Passenger Property	4	2	4	2		3	1	1			2	2	21	
Damaged/Missing Items--Carry-on Luggage	1	1											2	
Damaged/Missing Items--Checked Baggage	2	1	4	2		2	1	1			2	2	17	
Disarrayed Items--Carry-on or Checked	1					1							2	
Patdown	1	1						1			1		4	
Flyer	1	1						1					3	
Non-Flyer											1		1	
Persons w/ Disabilities (PWD)		1	1									1	3	
Internal Medical Devices		1										1	2	
Wheelchair/ Scooter/ Segway			1										1	
Property - Special Handling							2				2		4	
Damaged Items - Checked							1				1		2	
Missing Items - Checked							1				1		2	
Screening	1	4			1	1	1	1			2		11	
Inconsistency		1					1						2	
Lengthy Lines	1	1											2	
Procedures/Process		2				1		1			2		6	
Security Breach					1								1	
2018	7	7	11	3	9	12	9	8	10	12	6	9	103	
Civil Rights		1			1			1			1		4	
Racial Profiling or Discrimination		1						1			1		3	
Sex/Gender/Gender Identity- Not Transgender					1								1	
Customer Service	1	1	1	1	2	3	5	1	1	2		2	20	
TSO	1	1	1	1	2	3	5	1	1	2		2	20	
Locks	1	1	1							3			6	
Missing or Damaged Lock	1	1	1							3			6	
Lost and Found					1	1			1	1		1	5	
Airport/TSA					1	1			1	1		1	5	
Mishandling of Passenger Property	1	2	3		2	4	1	1	3	2		3	22	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged/Missing Items--Carry-on Luggage	1								1	1			3
Damaged/Missing Items--Checked Baggage		2	2		1	4	1	1	2	1		3	17
Disarrayed Items--Carry-on or Checked			1		1								2
Patdown			1	1	1		2	2	2	2			11
Flyer			1	1			2	2	2	2			10
Non-Flyer					1								1
Persons w/ Disabilities (PWD)	2	1	1		1	1	1				2		9
Cancer (general) Not Breast Cancer	1												1
Diabetes		1											1
General											1		1
Medically Necessary Medication and Medical Supplies			1		1								2
Metal Implants (joint)						1							1
Mobility Disability (Not Wheelchair or Scooter)											1		1
Wheelchair/ Scooter/ Segway	1						1						2
Property - Special Handling			2	1	1	2		2	2	1	2	2	15
Damaged Items - Carry-On						1		1					2
Damaged Items - Checked			2			1		1	1			1	6
Missing Items - Carry-On									1				1
Missing Items - Checked				1	1					1	2	1	6
Request for Assistance	1												1
Wounded Warrior (MSJSOC)	1												1
Screening	1	1	2			1		1	1	1		1	10
Inconsistency											1		1
Lengthy Lines	1	1	1										3
Procedures/Process			1					1	1	1		1	5
Security Breach						1							1
2019	9	7	10	3	5								34
Civil Rights	1			1									2
Racial Profiling or Discrimination	1			1									2
Customer Service	1		5		2								8
TSO	1		5		2								8
Mishandling of Passenger Property		4		1	2								7
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage		3		1	2								6
Patdown	1	2			1								4
Flyer	1	1			1								3
Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	2	1	2										5
Cognitive /Developmental /Mental Disability		1											1
Diabetes	1		1										2
Metal Implants (joint)			1										1
Mobility Disability (Not Wheelchair or Scooter)	1												1
Property - Special Handling			2	1									3
Damaged Items - Checked			1	1									2
Missing Items - Checked			1										1
Screening	4		1										5
Lengthy Lines	1												1
Procedures/Process	3		1										4

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LIH	43	34	27	34	37	45	32	42	29	32	32	25	412	
2015				5	6	9	4	9	4	9	10	4	60	
Civil Rights												1	1	
General Complaint and Discrimination												1	1	
Customer Service				1	1	1	2	1		1	2	1	10	
TSO				1	1	1	2	1		1	2	1	10	
Locks					1	1			1				3	
Missing or Damaged Lock					1	1			1				3	
Mishandling of Passenger Property				4	3	7	1	8	3	8	8	2	44	
Damaged/Missing Items--Carry-on Luggage										1			1	
Damaged/Missing Items--Checked Baggage				4	3	7	1	6	3	7	7	2	40	
Disarrayed Items--Carry-on or Checked								2			1		3	
Screening					1		1						2	
Procedures/Process					1		1						2	
2016	7	9	6	4	3	11	10	10	7	6	6	5	84	
Civil Rights	1							2			1		4	
Racial Profiling or Discrimination	1												1	
Sexual Orientation - Not Transgender											1		1	
Transgender Screening								2					2	
Customer Service		1		1		1	1	2	1		1	2	10	
Others								1	1		1		3	
TSO		1		1		1	1	1				2	7	
Locks		2					2	1	1		1	1	8	
Missing or Damaged Lock		2					2	1	1		1	1	8	
Mishandling of Passenger Property	5	6	6	2	3	8	4	4	2	5	2	1	48	
Damaged/Missing Items--Carry-on Luggage				1					1				2	
Damaged/Missing Items--Checked Baggage	5	6	5	1	3	8	4	4	1	5	2	1	45	
Disarrayed Items--Carry-on or Checked			1										1	
Patdown							1					1	2	
Flyer							1					1	2	
Persons w/ Disabilities (PWD)				1		1		1	1				4	
Cognitive /Developmental /Mental Disability				1									1	
Diapers/Garments/Dressings/Masks								1					1	
Medically Necessary Medication and Medical Supplies						1							1	
Wheelchair/ Scooter/ Segway									1				1	
Screening	1					1	2		2	1	1		8	
Inconsistency							1		1		1		3	
Lengthy Lines										1			1	
Procedures/Process	1					1	1		1				4	
2017	14	6	5	7	6	13	6	11	10	8	10	9	105	
Advanced Imaging Technology (AIT)								1					1	
Flyer as Observer								1					1	
Civil Rights						1	1						2	
Racial Profiling or Discrimination						1							1	
Sex/Gender/Gender Identity- Not Transgender							1						1	
Customer Service		2		1		1		2	1		1	1	9	
Others						1							1	
TSO		2		1				2	1		1	1	8	
Locks	2	1	1	3		1	1	1	1		1	3	15	
Missing or Damaged Lock	2	1	1	3		1	1	1	1		1	3	15	
Lost and Found									1				1	
Airport/TSA									1				1	
Mishandling of Passenger Property	10	3	3	2	6	9	3	5	4	3	5	4	57	
Damaged/Missing Items--Carry-on Luggage				1	1	1							3	
Damaged/Missing Items--Checked Baggage	9	3	2	1	5	7	2	4	4	2	5	4	48	
Disarrayed Items--Carry-on or Checked	1		1			1	1	1		1			6	
Patdown	1		1			1			1				4	
Flyer	1		1			1			1				4	
Persons w/ Disabilities (PWD)								1		1	1		3	
Medically Necessary Medication and Medical Supplies										1			1	
Wheelchair/ Scooter/ Segway								1			1		2	
Property - Special Handling							1	1	2	1	1	1	7	
Damaged Items - Checked							1		2		1		4	
Missing Items - Checked								1		1		1	3	
Screening	1			1						3	1		6	
Inconsistency				1									1	
Lengthy Lines											1		1	
Procedures/Process	1									2			3	
Retrieving Abandoned/Confiscated Items										1			1	
2018	10	7	10	11	12	12	12	12	8	9	6	7	116	
Customer Service	2		2	2	3	1	1	1	1	1	3		17	
Others											1		1	
TSO	2		2	2	3	1	1	1	1	1	2		16	
Locks		1	1		1	1	1		2			1	8	
Missing or Damaged Lock		1	1		1	1	1		2			1	8	
Mishandling of Passenger Property	5	4	4	3	1	4	6	5	1	5	2	1	41	
Damaged/Missing Items--Carry-on Luggage	1											1	2	
Damaged/Missing Items--Checked Baggage	3	4	3	3	1	3	6	2	1	5	2		33	
Disarrayed Items--Carry-on or Checked	1		1			1		3					6	
Patdown						2	1	2	1			1	7	
Flyer						2	1	1	1			1	6	
Flyer as Observer								1					1	
Persons w/ Disabilities (PWD)			1	1	1			1	1			1	6	
Medically Necessary Medication and Medical Supplies								1				1	2	
Wheelchair/ Scooter/ Segway			1	1	1				1				4	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Property - Special Handling	1	1	1	2	3	2	1		1	2	1	2	17
Damaged Items - Carry-On					1							1	2
Damaged Items - Checked	1	1		1	1		1						5
Missing Items - Carry-On				1	1					2		1	5
Missing Items - Checked			1			2			1		1		5
Screening	2	1	1	3	3	2	2	3	1	1		1	20
Crew Member or Airline Employee	1												1
Inconsistency					1							1	2
Lengthy Lines					2	1		1					4
Procedures/Process	1	1	1	3		1	2	2	1				12
Retrieving Abandoned/Confiscated Items										1			1
<b>2019</b>	<b>12</b>	<b>12</b>	<b>6</b>	<b>7</b>	<b>10</b>								<b>47</b>
Civil Rights				1	1								2
Racial Profiling or Discrimination				1	1								2
Customer Service	4	3	2		3								12
Others		2			1								3
TSO	4	1	2		2								9
Locks	1		1	1									3
Missing or Damaged Lock	1		1	1									3
Mishandling of Passenger Property	1	1		4	3								9
Damaged/Missing Items--Checked Baggage		1		4	2								7
Disarrayed Items--Carry-on or Checked	1				1								2
Patdown	1	1											2
Flyer	1	1											2
Persons w/ Disabilities (PWD)		1	1										2
Diabetes		1											1
Touch Aversion (pain/trauma)			1										1
Property - Special Handling	2	4			2								8
Damaged Items - Carry-On		1											1
Damaged Items - Checked		1											1
Missing Items - Carry-On					2								2
Missing Items - Checked	2	2											4
Screening	3	2	2	1	1								9
Lengthy Lines	2	1											3
Procedures/Process	1	1	2	1	1								6

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LIT	25	28	30	41	17	24	15	27	24	38	31	29	329	
2015				8		8	3	9	8	14	8	9	67	
Civil Rights												1	1	
General Complaint and Discrimination												1	1	
Customer Service				1		1		1	1	1	2	1	8	
Others											1		1	
TSO				1		1		1	1	1	1	1	7	
Expedited Passenger Screening Program				3									3	
TSA PreCheck				3									3	
Locks								1		2			3	
Missing or Damaged Lock								1		2			3	
Mishandling of Passenger Property				2		5	3	7	5	9	6	5	42	
Damaged/Missing Items--Carry-on Luggage												1	1	
Damaged/Missing Items--Checked Baggage				2		5	3	6	5	8	5	4	38	
Disarrayed Items--Carry-on or Checked								1		1	1		3	
Patdown									2				2	
Flyer									2				2	
Persons w/ Disabilities (PWD)										1			1	
Cognitive /Developmental /Mental Disability										1			1	
Screening				2		2				1		2	7	
Inconsistency										1			1	
Procedures/Process				1		2						2	5	
Security Breach				1									1	
2016	6	8	5	12	3	6	5	7	5	10	6	5	78	
Civil Rights				1						1			2	
General Complaint and Discrimination				1									1	
Racial Profiling or Discrimination										1			1	
Customer Service		2	1	2	1	3	1			1	1		12	
CSM				1									1	
Others						3							3	
TSO		2	1	1	1		1			1	1		8	
Locks				2									2	
Missing or Damaged Lock				2									2	
Mishandling of Passenger Property	6	5	1	6	2	3	2	5	3	7	5	3	48	
Damaged/Missing Items--Carry-on Luggage	1			1				2			1		5	
Damaged/Missing Items--Checked Baggage	5	5	1	3	2	2	2	3	3	7	4	3	40	
Disarrayed Items--Carry-on or Checked				2		1							3	
Patdown									1				1	
Flyer									1				1	
Persons w/ Disabilities (PWD)			1				1					1	3	
Diabetes							1						1	
Medically Necessary Medication and Medical Supplies			1									1	2	
Screening		1	2	1			1	2	1	1		1	10	
Inconsistency							1	1					2	
Procedures/Process		1	2	1				1	1	1		1	8	
2017	3	9	7	6	4	10	2	9	5	5	11	5	76	
Civil Rights						2							2	
Constitutional Rights						1							1	
Racial Profiling or Discrimination						1							1	
Customer Service		2	1	1				1		1		1	7	
TSO		2	1	1				1		1		1	7	
Locks				1				1			1	2	5	
Missing or Damaged Lock				1				1			1	2	5	
Mishandling of Passenger Property	3	6	1	3	2	7	2	4	2	3	9	1	43	
Damaged/Missing Items--Carry-on Luggage	1					1							2	
Damaged/Missing Items--Checked Baggage	2	5	1	3	1	5	2	3	2	3	6	1	34	
Damaged/Missing Items--Unspecified Luggage											1		1	
Disarrayed Items--Carry-on or Checked		1			1	1		1			2		6	
Patdown		1			1			1	1				4	
Flyer		1			1			1	1				4	
Persons w/ Disabilities (PWD)			1							1			2	
Breast Cancer										1			1	
Diabetes			1										1	
Property - Special Handling								2	2		1	1	6	
Damaged Items - Checked								1	1			1	3	
Missing Items - Checked								1	1		1		3	
Screening			4	1	1	1							7	
Procedures/Process			3	1	1	1							6	
Security Breach			1										1	
2018	8	4	10	9	7		5	2	6	9	6	10	76	
Advanced Imaging Technology (AIT)							1						1	
Flyer							1						1	
Civil Rights				1			1		1	1	1		5	
National Origin											1		1	
Racial Profiling or Discrimination				1			1		1				3	
Sex/Gender/Gender Identity- Not Transgender										1			1	
Customer Service				1	1				2		1	1	6	
TSO				1	1				2		1	1	6	
Locks											1	1	2	
Missing or Damaged Lock											1	1	2	
Mishandling of Passenger Property	1	3	2	3	1		2			3	1	3	19	
Damaged/Missing Items--Checked Baggage	1	3	1	2	1		1				1	2	12	
Disarrayed Items--Carry-on or Checked			1	1			1			3		1	7	
Patdown	2		3	1			1	1	1	1		1	11	
Flyer	2		3	1			1	1	1			1	11	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Non-Flyer										1			1
Persons w/ Disabilities (PWD)		1		1	1				1	1			5
Diapers/Garments/Dressings/Masks									1				1
Internal Medical Devices		1											1
Medically Necessary Medication and Medical Supplies				1	1								2
Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	3		2	2	2			1		3		3	16
Damaged Items - Checked	2		2	1						3		1	9
Missing Items - Carry-On				1	1								2
Missing Items - Checked	1				1			1				2	5
Screening	2		3		2				1		2	1	11
Lengthy Lines			3										3
Procedures/Process	2				2				1		2	1	8
<b>2019</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>3</b>								<b>32</b>
Civil Rights			1										1
Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1	1	1								3
TSO			1	1	1								3
Locks		1		1									2
Missing or Damaged Lock		1		1									2
Mishandling of Passenger Property	2	1	2	2									7
Damaged/Missing Items--Checked Baggage	2	1	2	2									7
Patdown		2	1										3
Flyer		1	1										2
Non-Flyer		1											1
Persons w/ Disabilities (PWD)	2			2									4
Cognitive /Developmental /Mental Disability				1									1
Medical Devices - Attached to the Body				1									1
Mobility Disability (Not Wheelchair or Scooter)	2												2
Property - Special Handling	2	1	1		2								6
Damaged Items - Carry-On					1								1
Damaged Items - Checked	2		1		1								4
Missing Items - Checked		1											1
Screening	2	2	2										6
Inconsistency	1												1
Lengthy Lines		1											1
Procedures/Process	1	1	2										4

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



		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
LNK		9	12	8	5	10	6	11	11	9	19	10	14	124
2015					2	3	2	5	5	3	9	1	5	35
	Customer Service							2						2
	TSO							2						2
	Locks						1				2			3
	General										2			2
	Missing or Damaged Lock						1							1
	Mishandling of Passenger Property				2	2	1	2	5	2	6	1	5	26
	Damaged/Missing Items--Checked Baggage				2	1	1	1	5	2	6	1	4	23
	Disarrayed Items--Carry-on or Checked					1		1					1	3
	Screening					1		1		1	1			4
	Procedures/Process					1		1		1	1			4
2016		4	3	3		2	1	1	5	2	6	5	4	36
	Customer Service			1					1			1		3
	CSM								1					1
	TSO			1								1		2
	Locks		1				1		1		1	1		5
	General						1							1
	Missing or Damaged Lock		1						1		1	1		4
	Mishandling of Passenger Property	4	2	2		2		1	2	2	4	3	4	26
	Damaged/Missing Items--Checked Baggage	3	1	2		2		1	2		3	2	4	20
	Disarrayed Items--Carry-on or Checked	1	1							2	1	1		6
	Screening								1		1			2
	Inconsistency										1			1
	Lengthy Lines								1					1
2017		4	3	2		3	1	2	1	3	4	2	5	30
	Customer Service	1									1		1	3
	TSO	1									1		1	3
	Locks	1	1											2
	Missing or Damaged Lock	1	1											2
	Mishandling of Passenger Property	2	2	2		3	1	2	1	3	3	1	1	21
	Damaged/Missing Items--Checked Baggage	1	2	2		3	1	1	1	3	2		1	17
	Disarrayed Items--Carry-on or Checked	1						1			1	1		4
	Patdown												1	1
	Flyer												1	1
	Property - Special Handling											1	1	2
	Missing Items - Checked											1	1	2
	Screening												1	1
	Procedures/Process												1	1
2018		1	5	1	1	1	2	3		1		2		17
	Customer Service		2	1	1							1		5
	TSO		2	1	1							1		5
	Mishandling of Passenger Property	1				1	1	1		1				5
	Damaged/Missing Items--Checked Baggage					1		1		1				3
	Disarrayed Items--Carry-on or Checked	1					1							2
	Patdown		1											1
	Non-Flyer		1											1
	Property - Special Handling		1				1	2						4
	Damaged Items - Checked		1				1	1						3
	Missing Items - Checked							1						1
	Screening		1									1		2
	Inconsistency		1									1		2
2019			1	2	2	1								6
	Locks		1											1
	Missing or Damaged Lock		1											1
	Mishandling of Passenger Property				1									1
	Damaged/Missing Items--Checked Baggage				1									1
	Persons w/ Disabilities (PWD)			2										2
	Mobility Disability (Not Wheelchair or Scooter)			1										1
	Service Animals			1										1
	Property - Special Handling					1								1
	Missing Items - Checked					1								1
	Screening				1									1
	Procedures/Process				1									1

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
LNY		3	2		1	2	2	2	2		1	3	1	19
2015												1	1	2
Customer Service													1	1
TSO													1	1
Patdown												1		1
General												1		1
2016			1			1	1	1			1	1		6
Customer Service											1			1
TSO											1			1
Mishandling of Passenger Property						1								1
Damaged/Missing Items--Checked Baggage						1								1
Patdown			1											1
Flyer			1											1
Persons w/ Disabilities (PWD)							1							1
Diabetes							1							1
Screening								1				1		2
Procedures/Process								1				1		2
2017		2							1					3
Mishandling of Passenger Property		2							1					3
Damaged/Missing Items--Checked Baggage		1							1					2
Damaged/Missing Items--Unspecified Luggag		1												1
2018		1	1		1		1	1	1			1		7
Customer Service			1				1					1		3
TSO			1				1					1		3
Mishandling of Passenger Property		1			1			1						3
Damaged/Missing Items--Checked Baggage		1			1			1						3
Screening									1					1
Inconsistency									1					1
2019						1								1
Property - Special Handling						1								1
Damaged Items - Checked						1								1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>LRD</b>	<b>4</b>	<b>4</b>		<b>2</b>	<b>2</b>	<b>4</b>		<b>2</b>	<b>1</b>	<b>6</b>			<b>25</b>
<b>2015</b>				<b>1</b>	<b>2</b>			<b>2</b>		<b>2</b>			<b>7</b>
Customer Service					1					1			2
TSO					1					1			2
Mishandling of Passenger Property				1	1			2		1			5
Damaged/Missing Items--Checked Baggage				1	1			1		1			4
Disarrayed Items--Carry-on or Checked								1					1
<b>2016</b>	<b>1</b>	<b>4</b>		<b>1</b>		<b>1</b>			<b>1</b>	<b>4</b>			<b>12</b>
Civil Rights										1			1
Racial Profiling or Discrimination										1			1
Customer Service	1					1				1			3
Others	1												1
TSO						1				1			2
Mishandling of Passenger Property		4								2			6
Damaged/Missing Items--Checked Baggage		4								2			6
Screening				1					1				2
Inconsistency				1									1
Procedures/Process									1				1
<b>2018</b>	<b>2</b>					<b>3</b>							<b>5</b>
Civil Rights	1												1
Racial Profiling or Discrimination	1												1
Patdown						1							1
Flyer						1							1
Property - Special Handling	1												1
Damaged Items - Carry-On	1												1
Screening						2							2
Procedures/Process						2							2
<b>2019</b>	<b>1</b>												<b>1</b>
Screening	1												1
Crew Member or Airline Employee	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LSE	2	3	3	1		2	1	2	1	4	2	4	25	
2015								1			1	1	3	
Mishandling of Passenger Property								1					1	
Damaged/Missing Items--Checked Baggage								1					1	
Screening											1	1	2	
Procedures/Process											1	1	2	
2016			2							1			3	
Mishandling of Passenger Property			2							1			3	
Damaged/Missing Items--Checked Baggage			2							1			3	
2017	2	1	1			1		1				1	7	
Civil Rights		1											1	
National Origin		1											1	
Mishandling of Passenger Property	1		1					1				1	4	
Damaged/Missing Items--Checked Baggage	1		1					1				1	4	
Patdown						1							1	
Flyer						1							1	
Screening	1												1	
Procedures/Process	1												1	
2018		1				1	1		1	3	1	2	10	
Customer Service						1							1	
TSO						1							1	
Mishandling of Passenger Property		1							1	1			3	
Damaged/Missing Items--Checked Baggage										1			1	
Disarrayed Items--Carry-on or Checked		1							1				2	
Property - Special Handling							1					1	2	
Damaged Items - Carry-On							1						1	
Missing Items - Checked												1	1	
Screening										2		1	4	
Lengthy Lines											1		1	
Procedures/Process										2			2	
Security Breach												1	1	
2019		1		1									2	
Customer Service		1											1	
TSO		1											1	
Locks				1									1	
Missing or Damaged Lock				1									1	

**TSA Contact Center Traveler Complaints Tool**

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
LWS	1	6	3	4	6	1	1	4	2	6	3	3	40	
2015							1	2		1	2		6	
Customer Service											1		1	
TSO											1		1	
Identification (ID) Requirements										1			1	
Domestic										1			1	
Lost and Found								1					1	
Airport/TSA								1					1	
Mishandling of Passenger Property							1	1			1		3	
Damaged/Missing Items--Carry-on Luggage							1						1	
Damaged/Missing Items--Checked Baggage								1			1		2	
2016		1		1	2					3			7	
Customer Service		1			1								2	
TSO		1			1								2	
Mishandling of Passenger Property				1	1					3			5	
Damaged/Missing Items--Carry-on Luggage										1			1	
Damaged/Missing Items--Checked Baggage				1	1					2			4	
2017		1	2	2	3			2		1		3	14	
Civil Rights					1								1	
Racial Profiling or Discrimination					1								1	
Customer Service				1									1	
TSO				1									1	
Mishandling of Passenger Property		1	1		1					1		3	7	
Damaged/Missing Items--Checked Baggage		1	1		1					1		3	7	
Patdown					1			1					2	
Flyer					1			1					2	
Screening			1	1				1					3	
Procedures/Process			1	1				1					3	
2018	1	3	1		1	1			2	1	1		11	
Customer Service	1				1				1				3	
TSO	1				1				1				3	
Patdown			1			1							2	
Flyer			1			1							2	
Persons w/ Disabilities (PWD)									1				1	
Metal Implants (joint)									1				1	
Screening		3								1	1		5	
Inconsistency		1											1	
Lengthy Lines		1											1	
Procedures/Process		1								1	1		3	
2019	1			1									2	
Customer Service		1											1	
TSO		1											1	
Mishandling of Passenger Property				1									1	
Damaged/Missing Items--Checked Baggage				1									1	

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
LYH		4	6	8	7	5	6	3	7	6	5	3	7	67
2015					2	1	2		1	2	1		2	11
Customer Service													1	1
TSO													1	1
Mishandling of Passenger Property					2	1	2		1	2	1		1	10
Damaged/Missing Items--Carry-on Luggage						1								1
Damaged/Missing Items--Checked Baggage					2		2		1	2	1			8
Disarrayed Items--Carry-on or Checked													1	1
2016				1		1	3	2	2		1	1	2	13
Customer Service													2	2
TSO													2	2
Locks							2	1						3
Missing or Damaged Lock							2	1						3
Mishandling of Passenger Property				1		1	1	1	2		1	1		8
Damaged/Missing Items--Checked Baggage				1		1	1	1	1		1	1		7
Damaged/Missing Items--Unspecified Luggage									1					1
2017		1		4	2	1	1		1	1	2		1	14
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property				4	1	1	1		1		2		1	11
Damaged/Missing Items--Checked Baggage				3		1	1		1		1		1	8
Disarrayed Items--Carry-on or Checked				1	1						1			3
Patdown					1									1
Non-Flyer					1									1
Screening										1				1
Procedures/Process										1				1
2018			4	3	3	2		1	3	3	1	2	2	24
Customer Service				1								1		2
TSO				1								1		2
Locks				1								1		2
Missing or Damaged Lock				1								1		2
Lost and Found									1					1
Airport/TSA									1					1
Mishandling of Passenger Property			2	1	2	2		1	2	3	1		1	15
Damaged/Missing Items--Checked Baggage			2	1	1			1	1	3	1		1	11
Disarrayed Items--Carry-on or Checked					1	2			1					4
Property - Special Handling			1										1	2
Damaged Items - Carry-On													1	1
Missing Items - Checked			1											1
Screening			1		1									2
Procedures/Process			1		1									2
2019		3	2											5
Civil Rights		1												1
Sex/Gender/Gender Identity- Not Transgender		1												1
Customer Service			1											1
TSO			1											1
Mishandling of Passenger Property		2												2
Damaged/Missing Items--Checked Baggage		2												2
Screening			1											1
Procedures/Process			1											1



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
MAF	6	12	12	8	8	11	8	8	12	12	11	11	119	
2015				1	1	2		2		3	2	1	12	
Mishandling of Passenger Property				1	1	2		2		3	2	1	12	
Damaged/Missing Items--Carry-on Luggage						1							1	
Damaged/Missing Items--Checked Baggage				1	1	1		1		2	2	1	9	
Disarrayed Items--Carry-on or Checked								1		1			2	
2016			1		2	2	5		4	2	3	1	20	
Civil Rights							1						1	
Racial Profiling or Discrimination							1						1	
Customer Service					1				1	1			3	
Others									1				1	
TSO					1					1			2	
Identification (ID) Requirements						1							1	
Domestic						1							1	
Mishandling of Passenger Property					1	1	4		3	1	2	1	13	
Damaged/Missing Items--Carry-on Luggage												1	1	
Damaged/Missing Items--Checked Baggage					1	1	3		3	1	2		11	
Damaged/Missing Items--Unspecified Luggage							1						1	
Screening			1								1		2	
Lengthy Lines			1										1	
Procedures/Process											1		1	
2017	2	4	2	4	1	2	1	2	5	1	4	5	33	
Civil Rights											1		1	
Racial Profiling or Discrimination											1		1	
Customer Service		2			1						2	1	6	
Others											2	1	3	
TSO		2			1								3	
Mishandling of Passenger Property	2	1	2	3		1		1	2				12	
Damaged/Missing Items--Carry-on Luggage									1				1	
Damaged/Missing Items--Checked Baggage	1	1	2	1		1		1					7	
Damaged/Missing Items--Unspecified Luggage									1				1	
Disarrayed Items--Carry-on or Checked	1			2									3	
Patdown				1		1	1					1	4	
Flyer				1		1	1					1	4	
Persons w/ Disabilities (PWD)		1							2	1			4	
Internal Medical Devices										1			1	
Wheelchair/ Scooter/ Segway		1							2				3	
Property - Special Handling								1			1	1	3	
Damaged Items - Checked								1				1	2	
Missing Items - Checked											1		1	
Screening									1			2	3	
Lengthy Lines									1			2	3	
2018	1	5	6	3	3	5	2	4	3	6	2	4	44	
Customer Service		1	2		1	2	2			1	2	1	12	
Others		1	1		1	1	2						6	
TSO			1			1				1	2	1	6	
Locks								1					1	
Missing or Damaged Lock								1					1	
Mishandling of Passenger Property		1	1	1	1					2			6	
Damaged/Missing Items--Checked Baggage		1	1	1									3	
Disarrayed Items--Carry-on or Checked					1					2			3	
Patdown		1						1		2		1	5	
Flyer								1		2		1	4	
Non-Flyer		1											1	
Persons w/ Disabilities (PWD)	1											1	2	
Breast Cancer												1	1	
General	1												1	
Property - Special Handling			1	2									3	
Damaged Items - Carry-On				1									1	
Damaged Items - Checked				1									1	
Missing Items - Checked			1										1	
Screening		2	2		1	3		2	3	1		1	15	
Lengthy Lines			1		1			1					3	
Procedures/Process		2	1			3		1	3	1		1	12	
2019	3	3	3		1								10	
Customer Service		1											1	
TSO		1											1	
Mishandling of Passenger Property	1												1	
Damaged/Missing Items--Checked Baggage	1												1	
Patdown					1								1	
Flyer					1								1	
Property - Special Handling	1	1	2										4	
Missing Items - Carry-On			1										1	
Missing Items - Checked	1	1	1										3	
Screening	1	1	1										3	
Procedures/Process	1		1										2	
Security Breach		1											1	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MBS</b>		<b>4</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>42</b>
<b>2015</b>								<b>1</b>		<b>1</b>	<b>4</b>		<b>3</b>	<b>9</b>
Locks											2			2
General											1			1
Missing or Damaged Lock											1			1
Mishandling of Passenger Property								1		1	2		3	7
Damaged/Missing Items--Checked Baggage								1		1	2		3	7
<b>2016</b>			<b>1</b>	<b>2</b>	<b>2</b>			<b>2</b>	<b>1</b>		<b>1</b>	<b>4</b>	<b>1</b>	<b>14</b>
Customer Service									1					1
TSO									1					1
Locks												1		1
Missing or Damaged Lock												1		1
Mishandling of Passenger Property			1	2	2			2			1	2	1	11
Damaged/Missing Items--Checked Baggage			1	2	1			1			1	2	1	9
Disarrayed Items--Carry-on or Checked					1			1						2
Screening												1		1
Retrieving Abandoned/Confiscated Items												1		1
<b>2017</b>		<b>3</b>			<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>			<b>7</b>
Customer Service		1												1
TSO		1												1
Lost and Found					1									1
Airport/TSA					1									1
Mishandling of Passenger Property		2								1	1			4
Damaged/Missing Items--Carry-on Luggage											1			1
Damaged/Missing Items--Checked Baggage		1												1
Disarrayed Items--Carry-on or Checked		1								1				2
Property - Special Handling									1					1
Missing Items - Checked									1					1
<b>2018</b>			<b>1</b>	<b>1</b>		<b>1</b>						<b>3</b>		<b>6</b>
Civil Rights												1		1
Racial Profiling or Discrimination												1		1
Locks												1		1
Missing or Damaged Lock												1		1
Mishandling of Passenger Property			1			1								2
Damaged/Missing Items--Checked Baggage			1			1								2
Patdown												1		1
Flyer												1		1
Property - Special Handling				1										1
Damaged Items - Checked				1										1
<b>2019</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>								<b>6</b>
Locks					1									1
Missing or Damaged Lock					1									1
Mishandling of Passenger Property			1		1	1								3
Damaged/Missing Items--Checked Baggage			1		1	1								3
Screening		1		1										2
Procedures/Process		1		1										2

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

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>MCI</b>		<b>81</b>	<b>64</b>	<b>70</b>	<b>79</b>	<b>49</b>	<b>70</b>	<b>54</b>	<b>69</b>	<b>79</b>	<b>70</b>	<b>72</b>	<b>57</b>	<b>814</b>
<b>2015</b>					<b>7</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>14</b>	<b>15</b>	<b>15</b>	<b>11</b>	<b>85</b>
Civil Rights								1		2		1		4
General Complaint and Discrimination												1		1
Racial Profiling or Discrimination								1		1				2
Sexual Harassment (TSA Employee)										1				1
Customer Service						1		2	2	2	3	4	3	17
Others									1					1
TSO						1		2	1	2	3	4	3	16
Locks				1	1						1			3
Missing or Damaged Lock				1	1						1			3
Lost and Found									1				1	2
Airport/TSA									1				1	2
Mishandling of Passenger Property					6	1	2	1	4	8	9	6	6	43
Damaged/Missing Items Private Screening Contractor					3	1			3	2	1	2	3	15
Damaged/Missing Items--Carry-on Luggage					1					3	1			5
Damaged/Missing Items--Checked Baggage					2		2	1	1	3	6	4	1	20
Disarrayed Items--Carry-on or Checked											1		2	3
Persons w/ Disabilities (PWD)							1			1	2			4
Medically Necessary Medication and Medical Supplies							1							1
Mobility Disability (Not Wheelchair or Scooter)										1				1
Ostomy/Ostomates											2			2
Screening							2	2	2	1		4	1	12
Inconsistency							1	1				1	1	4
Procedures/Process							1	1	2	1		3		8
<b>2016</b>		<b>21</b>	<b>7</b>	<b>21</b>	<b>14</b>	<b>13</b>	<b>21</b>	<b>12</b>	<b>17</b>	<b>21</b>	<b>13</b>	<b>18</b>	<b>21</b>	<b>199</b>
Advanced Imaging Technology (AIT)			1							1				2
Flyer			1							1				2
Civil Rights			1	1		1	1		1	3	1	1	1	11
Racial Profiling or Discrimination				1		1	1		1	3		1	1	9
Sex/Gender/Gender Identity- Not Transgender											1			1
Transgender Screening			1											1
Customer Service		5		8	5	2	5	2	8	4	5	8	3	55
CSM													1	1
Others		1		1	1	2		1	5	1				12
TSO		4		7	4		5	1	3	3	5	8	2	42
Identification (ID) Requirements							1				1			2
Domestic							1				1			2
Locks		3					4					1	1	9
Missing or Damaged Lock		3					4					1	1	9
Lost and Found				1				1						2
Airport/TSA				1				1						2
Mishandling of Passenger Property		5	1	5	8	7	4	4	3	3	6	1	7	54
Damaged/Missing Items Private Screening Contractor		3		2	3	2					1		1	12
Damaged/Missing Items--Carry-on Luggage		1			1		1	3		1	1	1	2	11
Damaged/Missing Items--Checked Baggage		1	1	3	4	5	3	1	3	2	3		3	29
Disarrayed Items--Carry-on or Checked											1		1	2
Patdown				1		1	2	2		2		1	1	10
Flyer				1		1	1	2		2			1	8
Flyer as Observer							1					1		2
Persons w/ Disabilities (PWD)		3	2		1		1	1	1	1		2		12
Breast Cancer		1												1
Diapers/Garments/Dressings/Masks												1		1
Medical Devices - Attached to the Body					1									1
Metal Implants (joint)								1						1
Mobility Disability (Not Wheelchair or Scooter)			1						1	1				3
Respiratory and Inhaler Equipment		1												1
Touch Aversion (pain/trauma)												1		1
Wheelchair/ Scooter/ Segway		1	1				1							3
Prohibited & Permitted Items				1										1
Medication/Prescription/Medically Necessary Items				1										1
Screening		5	2	4		2	3	2	4	7		4	8	41
Crew Member or Airline Employee							1					1		2
Inconsistency		2	1	3									1	7
Lengthy Lines				1		1								2
Procedures/Process		3	1			1	2	1	2	5		3	5	23
Retrieving Abandoned/Confiscated Items													2	2
Security Breach								1	2	2				5
<b>2017</b>		<b>17</b>	<b>23</b>	<b>26</b>	<b>22</b>	<b>15</b>	<b>25</b>	<b>19</b>	<b>25</b>	<b>21</b>	<b>20</b>	<b>21</b>	<b>13</b>	<b>247</b>
Civil Rights					1	1		1	2	2	3		1	11
Constitutional Rights					1									1
Perceived Religion										1				1
Racial Profiling or Discrimination						1			1	1	3		1	7
Transgender Screening								1	1					2
Customer Service		2	8	7	8		5	6	4	4	7	7	5	63
Others				2	2		1					1		6
TSO		2	8	5	6		4	6	4	4	7	6	5	57
Locks		1		1	1	1		1		2		2		9
Missing or Damaged Lock		1		1	1	1		1		2		2		9
Lost and Found			1	1										2
Airport/TSA			1	1										2
Mishandling of Passenger Property		6	8	10	5	3	8	4	4	5	4	1	3	61
Damaged/Missing Items Private Screening Contractor			2		3	1	4	3	3					16
Damaged/Missing Items--Carry-on Luggage		2		2	1									5
Damaged/Missing Items--Checked Baggage		3	6	8	1	1	4	1	1	5	2	1	3	36

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Disarrayed Items--Carry-on or Checked	1				1					2			4
Patdown	2	2	3	2	3	6	2		3		3		26
Children			1										1
Flyer	2	1	2	1	1	5	2		3		3		20
Flyer as Observer		1			1	1							3
Non-Flyer				1	1								2
Persons w/ Disabilities (PWD)	1	1			2			1	1	2	1	1	10
Autism Spectrum								1					1
General		1								2			3
Hearing Impairment											1		1
Internal Medical Devices					1								1
Metal Implants (joint)					1								1
Ostomy/Ostomates	1												1
Prosthesis/Amputees and Casts									1				1
Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items					1								1
Lighters/Matches					1								1
Property - Special Handling							1	2	1	3	3	2	12
Damaged Items - Carry-On										1	1		2
Damaged Items - Checked										1			1
Missing Items - Carry-On								1	1				2
Missing Items - Checked							1	1		1	2	2	7
Screening	5	3	4	5	4	6	4	12	3	1	4	1	52
Crew Member or Airline Employee		1											1
Inconsistency				1	1	1	1	4					8
Lengthy Lines			1	1		3	1	1	1			1	9
Procedures/Process	5	2	2	2	3	2	2	5	1	1	3		28
Retrieving Abandoned/Confiscated Items								1	1		1		3
Security Breach			1	1				1					3
<b>2018</b>	<b>23</b>	<b>17</b>	<b>17</b>	<b>19</b>	<b>12</b>	<b>19</b>	<b>17</b>	<b>18</b>	<b>23</b>	<b>22</b>	<b>18</b>	<b>12</b>	<b>217</b>
Civil Rights	2	1	1	1		1	2	1	1	1		2	13
Age				1									1
Hair Patdowns	1											1	2
Perceived Religion							1						1
Racial Profiling or Discrimination	1	1				1	1		1			1	6
Sex/Gender/Gender Identity- Not Transgender			1										1
Transgender Screening								1		1			2
Customer Service	3	4	7	6	1	4	2	4	7	8	4	1	51
CSM								1					1
Others			3					1	1				5
TSO	3	4	4	6	1	4	2	2	6	8	4	1	45
Locks	2	1			1	1		2				2	9
Missing or Damaged Lock	2	1			1	1		2				2	9
Mishandling of Passenger Property	5	4	3	2	5	2		1	2	4	4	4	36
Damaged/Missing Items Private Screening Contractor		1							1		2	1	5
Damaged/Missing Items--Carry-on Luggage	1										1		2
Damaged/Missing Items--Checked Baggage	4	3	1	2	4	2		1	1	4	1	2	25
Disarrayed Items--Carry-on or Checked			2		1							1	4
Patdown	2	1	1	4	2	4	3	1	3		1	1	23
Flyer	2		1	2	2	4	2	1	3				18
Flyer as Observer							1					1	2
Non-Flyer		1		2									3
Persons w/ Disabilities (PWD)	5	1		1		1	2	3	2		1	1	17
Breast Cancer	1												1
Cognitive /Developmental /Mental Disability		1											1
Hearing Impairment	1								1				2
Metal Implants (joint)	1												1
Mobility Disability (Not Wheelchair or Scooter)								1				1	2
Ostomy/Ostomates	1												1
Prosthesis/Amputees and Casts									1				1
Touch Aversion (pain/trauma)						1							1
Visual Impairment	1			1							1		3
Wheelchair/ Scooter/ Segway							2	2					4
Property - Special Handling	2	2	1		1	2	4	2		2	3		24
Damaged Items - Carry-On									3		2		5
Damaged Items - Checked		1					1	1		1			4
Missing Items - Carry-On					1	1	1						3
Missing Items - Checked	2	1	1	2		1	2	1		1	1		12
Screening	2	3	4	3	2	4	4	4	5	7	5	1	44
Children						1							1
Inconsistency		2				1				1	1	1	6
Lengthy Lines								1	3	2	2		8
Procedures/Process			4	3	2	1	4	3	2	3	2		24
Retrieving Abandoned/Confiscated Items		1											1
Security Breach	2					1							3
Shoe Screening										1			1
<b>2019</b>	<b>20</b>	<b>17</b>	<b>6</b>	<b>17</b>	<b>6</b>								<b>66</b>
Civil Rights	2	3	2	2	1								10
Perceived Religion	1												1
Racial Profiling or Discrimination	1		1	1	1								4
Sex/Gender/Gender Identity- Not Transgender		3	1										4
Sexual Orientation - Not Transgender				1									1
Customer Service	5	5	1	3	1								15
TSO	5	5	1	3	1								15
Mishandling of Passenger Property	3	2	1	3	1								10

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged/Missing Items Private Screening Co	2			2									4
Damaged/Missing Items--Carry-on Luggage					1								1
Damaged/Missing Items--Checked Baggage		2	1	1									4
Disarrayed Items--Carry-on or Checked	1												1
Patdown	3	1		4									8
Flyer	2	1		4									7
General	1												1
Persons w/ Disabilities (PWD)	2	2	1		1								6
Diabetes	1	1											2
Medical Devices - Attached to the Body			1										1
Touch Aversion (pain/trauma)		1											1
Wheelchair/ Scooter/ Segway	1				1								2
Property - Special Handling	1	1	1	1	1								5
Damaged Items - Checked	1												1
Missing Items - Checked		1	1	1	1								4
Screening	4	3		4	1								12
Inconsistency		1											1
Lengthy Lines	1												1
Procedures/Process	3	2		4	1								10

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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MCN</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>14</b>
<b>2017</b>											<b>1</b>	<b>1</b>	<b>2</b>
Mishandling of Passenger Property											1		1
Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling												1	1
Damaged Items - Checked												1	1
<b>2018</b>			<b>1</b>	<b>1</b>			<b>2</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>10</b>
Customer Service								1					1
TSO								1					1
Mishandling of Passenger Property			1	1			1	1		1		1	6
Damaged/Missing Items--Checked Baggage				1				1				1	4
Disarrayed Items--Carry-on or Checked			1				1						2
Screening							1			1	1		3
Procedures/Process							1			1			2
Shoe Screening											1		1
<b>2019</b>	<b>1</b>	<b>1</b>											<b>2</b>
Mishandling of Passenger Property	1	1											2
Damaged/Missing Items--Checked Baggage	1	1											2



		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
MCO		759	752	837	910	855	807	731	728	648	724	779	630	9,160
2015					104	79	115	110	102	145	176	183	171	1,185
	Advanced Imaging Technology (AIT)						1							1
	Flyer						1							1
	Airline				2									2
	Lost Baggage				2									2
	Civil Rights						1	1	2	2	5	3	4	18
	General Complaint and Discrimination							1	1	2	4		1	9
	Racial Profiling or Discrimination						1		1			3	2	7
	Screening of Religious or Cultural Garments										1			1
	Transgender Screening												1	1
	Claims				1									1
	General				1									1
	Customer Service				4	6	18	8	8	15	19	31	23	132
	CSM					1					1	2		4
	Others							1		1	1	3	2	8
	TSO				4	5	18	7	8	14	17	26	21	120
	Expedited Passenger Screening Program				4		1		2					7
	TSA Application Program				1									1
	TSA PreCheck				3		1		2					6
	Hazardous Materials Safety				1	2	1		1		1			6
	General				1	2	1		1		1			6
	Identification (ID) Requirements							1			1	1		3
	Domestic							1				1		2
	Minors Domestic										1			1
	Locks				8	8	10	14	12	7	10	16	11	96
	General					1		1	1	1				4
	Missing or Damaged Lock				8	7	10	13	11	6	10	16	11	92
	Lost and Found					2	1	5	1	1	2	2	3	17
	Airport/TSA					2	1	5	1	1	2	2	3	17
	Mishandling of Passenger Property				78	53	77	71	74	106	125	116	116	816
	Damaged/Missing Items Private Screening Contractor										1			1
	Damaged/Missing Items--Carry-on Luggage				6	7	8	8	6	10	16	20	8	89
	Damaged/Missing Items--Checked Baggage				68	42	65	62	64	90	104	92	101	688
	Damaged/Missing Items--Unspecified Luggage					1								1
	Disarrayed Items--Carry-on or Checked				4	3	4	1	4	6	4	4	7	37
	Patdown				1			2	1	1	3		1	9
	Flyer				1			2	1	1	3		1	9
	Persons w/ Disabilities (PWD)				3	2	2			2	3	3	3	18
	Autism Spectrum				1									1
	Diabetes						1				1	2		4
	General						1			2				3
	Hearing Impairment												1	1
	Internal Medical Devices										1			1
	Medically Necessary Medication and Medical Supplies					1							1	2
	Metal Implants (joint)												1	1
	Mobility Disability (Not Wheelchair or Scooter)				1	1						1		3
	Prosthesis/Amputees and Casts										1			1
	Wheelchair/ Scooter/ Segway				1									1
	Screening				2	6	3	7	1	11	7	11	10	58
	Inconsistency					1	1					1	1	4
	Lengthy Lines						1	1		2	2	4	1	11
	Procedures/Process				2	4	1	5	1	8	3	5	7	36
	Retrieving Abandoned/Confiscated Items					1				1	1	1		4
	Security Breach							1			1		1	3
	TSA Contact Information							1						1
	General							1						1
2016		158	150	211	200	197	268	235	232	156	173	221	198	2,399
	Advanced Imaging Technology (AIT)									1	1	1		3
	Flyer									1	1	1		3
	Civil Rights	1	4	2	1	3	4	5	4	3	1	4	3	35
	Constitutional Rights							1						1
	General Complaint and Discrimination			1		2								3
	National Origin									1		1	1	3
	Racial Profiling or Discrimination	1	3	2		1	2	2	3	2	1	3	2	22
	Transgender Screening				1		2	2	1					6
	Customer Service	14	26	32	27	26	44	44	46	21	24	21	25	350
	CSM	1										2		3
	Others		3	2	1		4	2	3	2		1		18
	TSO	13	23	30	26	26	40	42	43	19	24	18	25	329
	Identification (ID) Requirements						2				1		2	5
	Domestic						2				1		2	5
	Locks	18	12	17	18	13	20	12	17	13	18	22	25	205
	General		2			2	2		1	1	2	1	2	13
	Missing or Damaged Lock	18	10	17	18	11	18	12	16	12	16	21	23	192
	Lost and Found	1			3	6	12	12	7	2	7	6	5	61
	Airport/TSA	1			3	6	12	12	7	2	7	6	5	61
	Mishandling of Passenger Property	104	97	145	112	120	141	126	109	95	106	141	122	1,418
	Damaged/Missing Items--Carry-on Luggage	12	17	23	10	17	15	20	17	10	12	18	16	187
	Damaged/Missing Items--Checked Baggage	83	74	113	94	91	114	96	86	83	87	119	100	1,140
	Damaged/Missing Items--Unspecified Luggage		1	1			2	1			2			7
	Disarrayed Items--Carry-on or Checked	9	5	8	8	12	10	9	6	2	5	4	6	84
	Patdown	1	2	2		2	2	3	6	4	6	7	2	37
	Children			1					1		1			3
	Flyer	1	2	1		2	2	2	5	4	4	5	2	30

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
Flyer as Observer										1	1		2	
Non-Flyer							1				1		2	
Persons w/ Disabilities (PWD)	1		3	3	7	9	5	7	2	3	2	4	46	
Autism Spectrum					1				1				2	
Breast Cancer							2						2	
Cancer (general) Not Breast Cancer							1						1	
Cognitive /Developmental /Mental Disability				2		1							3	
Diabetes					2				1	2			5	
Diapers/Garments/Dressings/Masks												1	1	
General										1			1	
Internal Medical Devices								1					1	
Medical Devices - Attached to the Body							1						1	
Medically Necessary Medication and Medical	1				1	1	1	1			1	1	7	
Mobility Disability (Not Wheelchair or Scooter)			1	1	1	4		2			1	1	11	
Ostomy/Ostomates			1										1	
Respiratory and Inhaler Equipment								1					1	
Touch Aversion (pain/trauma)						1							1	
Visual Impairment					1								1	
Wheelchair/ Scooter/ Segway			1		1	2		2				1	7	
Request for Assistance										1	1	1	3	
Other										1	1	1	3	
Screening	18	9	10	36	20	34	28	35	15	5	16	9	235	
Children					1								1	
Crew Member or Airline Employee		1				2							3	
Inconsistency					2	2	1	3	2	2	3	1	16	
Lengthy Lines	10	2	8	24	4	15	15	19	1	2			98	
Procedures/Process	8	5	2	9	12	15	11	12	12	2	10	6	104	
Retrieving Abandoned/Confiscated Items					1		1			1			3	
Security Breach		1		3				1			3	2	10	
TSA Contact Information								1					1	
General								1					1	
2017	160	200	220	235	215	218	186	213	165	193	203	138	2,346	
Civil Rights		7	4	7	3	4	5	5	2	3	2	2	44	
Hair Patdowns							1						1	
Headwear									1				1	
National Origin							2						2	
Perceived Religion		1	1										2	
Racial Profiling or Discrimination		5	3	4	3	2	2	5		3	1	2	30	
Screening of Religious or Cultural Garments				1							1		2	
Sex/Gender/Gender Identity- Not Transgender		1		2		1			1				5	
Transgender Screening						1							1	
Customer Service	20	32	35	38	38	35	28	43	23	36	25	27	380	
CSM			1	1	1					1			4	
Others	1	1	2			1	3	1	2		1		12	
TSO	19	31	32	37	37	34	25	42	21	35	24	27	364	
Locks	14	17	16	15	15	20	18	17	18	14	17	9	190	
General	1		2	1	1	2	1		2	1		1	12	
Missing or Damaged Lock	13	17	14	14	14	18	17	17	16	13	17	8	178	
Lost and Found	5	4	7	7	7	10	8	6	7	6	5	3	75	
Airport/TSA	5	4	7	7	7	10	8	6	7	6	5	3	75	
Mishandling of Passenger Property	97	108	123	142	115	115	62	59	63	68	70	45	1,067	
Damaged/Missing Items--Carry-on Luggage	16	18	20	18	18	22	2	3	3	11	6	2	139	
Damaged/Missing Items--Checked Baggage	73	78	89	109	91	89	52	43	55	54	54	37	824	
Damaged/Missing Items--Unspecified Luggage	1		2		2			2		1		1	9	
Disarrayed Items--Carry-on or Checked	7	12	12	15	4	4	8	11	5	2	10	5	95	
Patdown	7	5	6	2	6	12	2	7	5	5	6	3	66	
Flyer	6	4	3	2	6	9	2	6	4	5	5	1	53	
Flyer as Observer		1	2			1		1			1		6	
Non-Flyer	1		1			2			1			2	7	
Persons w/ Disabilities (PWD)	8	11	4	5	13	4	9	11	7	8	11	7	98	
Autism Spectrum	1	1		1				1	1		1	1	7	
Cancer (general) Not Breast Cancer		1											1	
Cognitive /Developmental /Mental Disability	1				3		1	1		2			8	
Diabetes				1	1		1		1	2	2	1	9	
Diapers/Garments/Dressings/Masks								1					1	
General	1	1	1		1		1			1	2		8	
Hearing Impairment	1	1			1				1		1		5	
Internal Medical Devices		1	2					1					4	
Medical Devices - Attached to the Body									1				1	
Medically Necessary Medication and Medical	3		1	1				1	1	1		2	10	
Metal Implants (joint)		1					1	1		1	1		5	
Mobility Disability (Not Wheelchair or Scooter)		1		1	2	1		3		1	3		12	
Ostomy/Ostomates	1												1	
Prosthesis/Amputees and Casts					2			1			1	1	5	
Respiratory and Inhaler Equipment				1	1								2	
Service Animals							2		1				3	
Visual Impairment							1						1	
Wheelchair/ Scooter/ Segway		4			2	3	1	1	1			2	14	
Wounded Warrior							1						1	
Prohibited & Permitted Items										2			2	
Alcohol and Tobacco										1			1	
Firearm/Ammunition										1			1	
Property - Special Handling							41	50	29	33	46	21	220	
Damaged Items - Carry-On							3	7	1	2	3		16	
Damaged Items - Checked							5	9	10	11	15	5	55	

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Missing Items - Carry-On							7	11	2	4	6	7	37
Missing Items - Checked							26	23	16	16	22	9	112
Request for Assistance							1				3	1	5
Other							1				1	1	3
Wounded Warrior (MSIJSOC)											2		2
Screening	8	16	25	19	18	18	12	15	11	18	18	20	198
Children							1						1
Inconsistency		2	4	1	1		2	4		3		2	19
International Screening								1					1
Lengthy Lines	2	2	1	2	3	2	1	2	3	4	3	2	27
Procedures/Process	6	11	18	14	13	16	6	6	8	9	15	15	137
Retrieving Abandoned/Confiscated Items			2	1	1		1	1		1			7
Security Breach		1		1			1			1		1	5
Traveling with Cash								1					1
TSA Contact Information	1												1
General	1												1
<b>2018</b>	<b>263</b>	<b>224</b>	<b>219</b>	<b>224</b>	<b>197</b>	<b>206</b>	<b>200</b>	<b>181</b>	<b>182</b>	<b>182</b>	<b>172</b>	<b>123</b>	<b>2,373</b>
Advanced Imaging Technology (AIT)								2			2	1	5
Flyer								2			2	1	5
Civil Rights	3	4	4	3	1	3	6	5	10	7	6	6	58
Age			1				1						2
Constitutional Rights									2	1	1	1	5
Hair Patdowns		1					1	1	2		1	1	7
Headwear									1				1
National Origin				1		1		1	1	1			5
Perceived Religion				1						1			2
Racial Profiling or Discrimination	2	3	3	1	1	1	1	2	2	3	3	2	24
Screening of Religious Cultural and Ceremonial Items										1			1
Sex/Gender/Gender Identity- Not Transgender	1					1	1	1	2		1	2	9
Sexual Orientation - Not Transgender							2						2
Customer Service	60	39	39	36	27	27	27	21	24	35	24	14	373
CSM											1	1	2
Others	2	3	1			3	2	1	2				14
TSO	58	36	38	36	27	24	25	20	22	35	23	13	357
Identification (ID) Requirements						1							1
Domestic						1							1
Locks	12	11	13	11	4	17	14	17	17	12	7	7	142
General			2		1	1				1	1	1	7
Missing or Damaged Lock	12	11	11	11	3	16	14	17	17	11	6	6	135
Lost and Found	4	10	3	6	6	3	8	3	4		2		49
Airport/TSA	4	10	3	6	6	3	8	3	4		2		49
Mishandling of Passenger Property	57	64	64	74	59	53	63	45	47	41	53	36	656
Damaged/Missing Items--Carry-on Luggage	6	5	7	4	2	5	6	2	2	4	6	1	50
Damaged/Missing Items--Checked Baggage	46	52	50	65	45	35	48	29	39	33	41	30	513
Damaged/Missing Items--Unspecified Luggage		2					1				1		4
Disarrayed Items--Carry-on or Checked	5	5	7	5	12	13	8	14	6	4	5	5	89
Patdown	5	4	5	5	4	5	7	4	3	6	10	3	61
Children											1		1
Flyer	4	3	4	5	3	5	6	4	3	4	6	3	50
Flyer as Observer	1		1		1		1			1	1		6
Non-Flyer		1								1	2		4
Persons w/ Disabilities (PWD)	14	7	12	14	6	12	17	10	16	16	17	8	149
Autism Spectrum	1			1			1		2		1		6
Breast Cancer							1		1				2
Cancer (general) Not Breast Cancer			1			1						1	3
Cognitive /Developmental /Mental Disability		1	1			1	1			1		1	6
Diabetes	1	1	2		1	1	2	2		1	3	1	15
Diapers/Garments/Dressings/Masks			1								1		2
General		1	2	2	1	1	1			2	3	1	14
Hearing Impairment								1	1				2
Internal Medical Devices		1					1		1		1	1	5
Medical Devices - Attached to the Body								1		1			2
Medically Necessary Medication and Medical	1	1				4	3	1	1	3	2		16
Metal Implants (joint)									1				1
Mobility Disability (Not Wheelchair or Scooter	1	1		1		3	2	2	1	1	3		15
Ostomy/Ostomates			1	1			1						3
Prosthesis/Amputees and Casts				1	2		1						4
Respiratory and Inhaler Equipment					1				2		1		4
Service Animals								1	1	1			3
Touch Aversion (pain/trauma)	2	1		1				1					5
Visual Impairment						1			1	2			4
Wheelchair/ Scooter/ Segway	8		4	7	1		2	1	4	4	2	3	36
Wounded Warrior							1						1
Property - Special Handling	42	35	50	45	53	51	30	46	39	39	24	34	488
Damaged Items - Carry-On	2		3	5	5	6	2	4	3	4	2	2	38
Damaged Items - Checked	14	10	10	10	7	18	8	13	12	8	5	8	123
Missing Items - Carry-On	6	10	13	8	14	10	4	8	8	11	3	8	103
Missing Items - Checked	20	15	24	22	27	17	16	21	16	16	14	16	224
Request for Assistance	1					1	1	2		2			7
Other	1					1	1	2		2			7
Screening	65	50	29	30	37	33	27	26	22	24	27	14	384
Children		1				1				1			3
Crew Member or Airline Employee	1		1										2
Gate Pass		1											1
Inconsistency	4		2	2	1	1	1	2	1		3		17

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Lengthy Lines	19	14	8	8	11	8	9	6	3	3	2	2	93
Procedures/Process	41	31	17	19	24	23	16	16	16	20	20	10	253
Rail		1											1
Retrieving Abandoned/Confiscated Items		1	1	1	1		1	1	1		1		8
Security Breach		1						1	1		1	2	6
<b>2019</b>	<b>178</b>	<b>178</b>	<b>187</b>	<b>147</b>	<b>167</b>								<b>857</b>
Civil Rights	8	4	11	6									29
Constitutional Rights		1											1
Hair Patdowns	1		1										2
National Origin	1												1
Racial Profiling or Discrimination	4	1	6	4									15
Screening of Religious or Cultural Garments		1											1
Sex/Gender/Gender Identity- Not Transgender	2	1	2	2									7
Transgender Screening			2										2
Customer Service	27	23	30	20	29								129
Others	2	1	1	3	2								9
TSO	25	22	29	17	27								120
Locks	10	14	19	9	10								62
Missing or Damaged Lock	10	14	19	9	10								62
Lost and Found	3	2	2	1	7								15
Airport/TSA	3	2	2	1	7								15
Mishandling of Passenger Property	52	49	46	48	48								243
Damaged/Missing Items--Carry-on Luggage	5	3	7	2	6								23
Damaged/Missing Items--Checked Baggage	41	40	36	42	37								196
Damaged/Missing Items--Unspecified Luggage	1			1									2
Disarrayed Items--Carry-on or Checked	5	6	3	3	5								22
Patdown	5	6	4	2	2								19
Children		1											1
Flyer	5	1	3	2	2								13
Flyer as Observer		3	1										4
General		1											1
Persons w/ Disabilities (PWD)	10	11	14	6	8								49
Assistive Technology		1											1
Autism Spectrum		3			1								4
Cognitive /Developmental /Mental Disability					1								1
Diabetes	2	3		1									6
Diapers/Garments/Dressings/Masks			1										1
General	1	1	1	1	1								5
Hearing Impairment	1		1	1	1								4
Medically Necessary Medication and Medical Supplies		1	3		1								5
Metal Implants (joint)	1	1	1										3
Mobility Disability (Not Wheelchair or Scooter)	1		2		1								4
Prosthesis/Amputees and Casts					1								1
Respiratory and Inhaler Equipment				1									1
Service Animals	1												1
Visual Impairment	1												1
Wheelchair/ Scooter/ Segway	2	1	5	2	1								11
Prohibited & Permitted Items		1											1
Alcohol and Tobacco		1											1
Property - Special Handling	35	43	37	35	42								192
Damaged Items - Carry-On	2	2	1	4	1								10
Damaged Items - Checked	6	10	9	9	12								46
Missing Items - Carry-On	9	11	8	6	13								47
Missing Items - Checked	18	20	19	16	16								89
Request for Assistance	1	1	1	1									4
Other	1	1	1	1									4
Screening	27	24	22	19	21								113
Children	1												1
Inconsistency	3	2	1	1									7
Lengthy Lines	2	3	4	2	1								12
Procedures/Process	20	18	16	16	18								88
Retrieving Abandoned/Confiscated Items	1	1	1										3
Security Breach					2								2
TSA Contact Information			1										1
General			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MDT</b>	<b>25</b>	<b>23</b>	<b>30</b>	<b>20</b>	<b>31</b>	<b>15</b>	<b>26</b>	<b>17</b>	<b>12</b>	<b>25</b>	<b>20</b>	<b>20</b>	<b>264</b>
<b>2015</b>				<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>24</b>
Customer Service				1							1	1	3
TSO				1							1	1	3
Locks							1			1		1	3
Missing or Damaged Lock							1			1		1	3
Mishandling of Passenger Property				1	1	1	1	1	3	1	3	3	15
Damaged/Missing Items--Carry-on Luggage									1	1		1	3
Damaged/Missing Items--Checked Baggage				1	1	1	1	1	1		2	2	10
Disarrayed Items--Carry-on or Checked									1		1		2
Persons w/ Disabilities (PWD)								1					1
Mobility Disability (Not Wheelchair or Scooter)								1					1
Screening				1								1	2
Procedures/Process				1								1	2
<b>2016</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>58</b>
Civil Rights	1									1			2
Racial Profiling or Discrimination	1									1			2
Customer Service				4	1	2	2	1		1			12
Others		1			1		1						3
TSO				4		2	1	1		1			9
Locks		1							1	1			3
Missing or Damaged Lock		1							1	1			3
Mishandling of Passenger Property	4	4	3	2	2	2	5	1	2	3	1	2	31
Damaged/Missing Items--Carry-on Luggage	1	1	1				1						4
Damaged/Missing Items--Checked Baggage	3	3	2	2	1	2	4	1	2	3	1	1	25
Disarrayed Items--Carry-on or Checked					1							1	2
Patdown					2			1					3
Flyer					2			1					3
Persons w/ Disabilities (PWD)					1			1				1	3
General												1	1
Mobility Disability (Not Wheelchair or Scooter)					1			1					2
Screening							2	1		1			4
Inconsistency								1					1
Procedures/Process							2			1			3
<b>2017</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>57</b>
Civil Rights			2				1				1		4
Perceived Religion			1										1
Racial Profiling or Discrimination							1				1		2
Sexual Orientation - Not Transgender			1										1
Customer Service		1	2	1	1	1	2	2		1	3		14
Others			1	1									2
TSO		1	1		1	1	2	2		1	3		12
Identification (ID) Requirements											1		1
Domestic											1		1
Locks			1							1	1		3
General										1			1
Missing or Damaged Lock			1								1		2
Mishandling of Passenger Property	1	4	3		2		3		1	1	1	1	17
Damaged/Missing Items--Carry-on Luggage			1		1								2
Damaged/Missing Items--Checked Baggage	1	4	1		1		3		1	1	1	1	14
Damaged/Missing Items--Unspecified Luggage			1										1
Patdown					1					2	1	2	6
Flyer					1					1	1	2	5
Flyer as Observer										1			1
Property - Special Handling										1			1
Missing Items - Checked										1			1
Screening	2	2	1	2		1	1		1		1		11
Inconsistency			1	1		1							3
Procedures/Process	1	2		1			1		1		1		7
Security Breach	1												1
<b>2018</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>14</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>4</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>91</b>
Advanced Imaging Technology (AIT)											1		1
Flyer											1		1
Civil Rights									1				1
Racial Profiling or Discrimination									1				1
Customer Service	2		3	3	6	1	1	3		1	1	1	22
Others			1					1					2
TSO	2		2	3	6	1	1	2		1	1	1	20
Locks	1		1		1			1		1	1	1	7
Missing or Damaged Lock	1		1		1			1		1	1	1	7
Mishandling of Passenger Property	4	2					1	2	1	3	1	2	16
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage	3						1	1	1	3	1	2	12
Disarrayed Items--Carry-on or Checked	1	1						1					3
Patdown							1	1	1				3
Flyer							1	1	1				3
Persons w/ Disabilities (PWD)		1					1					2	4
Diabetes		1											1
Medically Necessary Medication and Medical Supplies												1	1
Metal Implants (joint)												1	1
Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling		1	3	1	3	2	2	1	1	3		1	18
Damaged Items - Carry-On					2		1	1					4
Damaged Items - Checked			1	1	1	1	1			1			6
Missing Items - Carry-On										1			1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Missing Items - Checked		1	2			1			1	1		1	7
Screening	1		1	1	4	5	2			2	2	1	19
Inconsistency											1		1
Lengthy Lines	1				2	2	1			1			7
Procedures/Process			1	1	2	3	1			1	1	1	11
2019	9	6	10	3	6								34
Customer Service	2	2	2		2								8
Others	2	1			1								4
TSO		1	2		1								4
Locks			1		1								2
Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property		1	1	1									3
Damaged/Missing Items--Checked Baggage				1									1
Disarrayed Items--Carry-on or Checked		1	1										2
Patdown		1											1
Flyer		1											1
Persons w/ Disabilities (PWD)	1												1
Metal Implants (joint)	1												1
Property - Special Handling	2	1	5	2	2								12
Damaged Items - Carry-On			1		1								2
Damaged Items - Checked	2	1											3
Missing Items - Carry-On			1										1
Missing Items - Checked			3	2	1								6
Screening	4	1	1		1								7
Crew Member or Airline Employee		1											1
Inconsistency					1								1
Procedures/Process	4		1										5

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
MDW	181	175	227	202	123	163	161	202	185	205	231	177	2,232	
2015				35	23	30	26	26	43	47	59	63	352	
Additional Information Required/Insufficient Information								1					1	
EMAIL ONLY								1					1	
Advanced Imaging Technology (AIT)							1						1	
Flyer							1						1	
Call Disconnect/Dropped/Wrong Number										1			1	
General										1			1	
Civil Rights							1		1	2		2	6	
General Complaint and Discrimination										1			1	
Racial Profiling or Discrimination							1		1	1		2	5	
Customer Service				1	1	3	3	1	6	10	13	12	50	
CSM											1		1	
Others				1			1			4	1	1	8	
TSO					1	3	2	1	6	6	11	11	41	
Expedited Passenger Screening Program						1							1	
TSA PreCheck						1							1	
Human Capital				1									1	
Former Employee				1									1	
Locks				2	1	2	1	1	2		5	3	17	
Missing or Damaged Lock				2	1	2	1	1	2		5	3	17	
Lost and Found				4	8	3		2	3	4	6	11	41	
Airport/TSA				4	8	3		2	3	4	6	11	41	
Mishandling of Passenger Property				25	12	20	15	16	26	29	28	28	199	
Damaged/Missing Items--Carry-on Luggage				7	4	7	1	3	2	4	4	5	37	
Damaged/Missing Items--Checked Baggage				17	7	10	12	11	20	24	22	20	143	
Damaged/Missing Items--Unspecified Luggage						1			1				2	
Disarrayed Items--Carry-on or Checked				1	1	2	2	2	3	1	2	3	17	
Patdown						1		2			2		5	
Flyer						1		1			2		4	
Non-Flyer								1					1	
Persons w/ Disabilities (PWD)							2	1	1		1	1	6	
Diabetes								1	1				2	
Medically Necessary Medication and Medical Supplies							1						1	
Ostomy/Ostomates							1						1	
Wheelchair/ Scooter/ Segway											1	1	2	
Screening				2	1		3	2	4	1	4	6	23	
Inconsistency								1	1				2	
International Screening				2									2	
Lengthy Lines							1				2	4	7	
Procedures/Process					1		2	1	3		2	2	11	
Retrieving Abandoned/Confiscated Items										1			1	
2016	38	26	39	38	27	33	50	84	48	42	71	56	552	
Civil Rights	2	1	2	1		3	1	3			2	1	16	
General Complaint and Discrimination	1		2	1									4	
National Origin						1							1	
Racial Profiling or Discrimination	1	1				2	1	2			1	1	9	
Sex/Gender/Gender Identity- Not Transgender								1			1		2	
Customer Service	6	5	8	9	4	7	10	16	12	7	12	12	108	
CSM									1	1		1	3	
Others			2		1	1	3	2	1	1			11	
TSO	6	5	6	9	3	6	7	14	10	5	12	11	94	
Identification (ID) Requirements								1			1	2	4	
Domestic								1			1	1	3	
ID Matching Ticket and Boarding Pass Issues												1	1	
Intranet/Internet Inquiries								1					1	
General								1					1	
Locks	3		1	3	1		3	4	1		2	3	21	
Missing or Damaged Lock	3		1	3	1		3	4	1		2	3	21	
Lost and Found					3		2	6	3	10	10	6	40	
Airport/TSA					3		2	6	3	10	10	6	40	
Mishandling of Passenger Property	21	17	22	21	15	12	16	14	21	21	30	27	237	
Damaged/Missing Items--Carry-on Luggage	1	3	3	2	3	3	3	5	5	8	5	5	46	
Damaged/Missing Items--Checked Baggage	20	13	18	18	12	9	13	7	15	13	25	21	184	
Disarrayed Items--Carry-on or Checked		1	1	1				2	1			1	7	
Patdown					1	3	2	3		2	2	2	15	
Flyer					1	3	2	2		2	1	2	13	
Flyer as Observer								1					1	
General											1		1	
Persons w/ Disabilities (PWD)	2	1		1	1	1	1	3	2		3		15	
Breast Cancer								1					1	
Cancer (general) Not Breast Cancer					1								1	
Diabetes						1							1	
Medically Necessary Medication and Medical Supplies								1			1		2	
Mobility Disability (Not Wheelchair or Scooter)	1							1	1		1		4	
Respiratory and Inhaler Equipment				1					1				2	
Service Animals							1						1	
Touch Aversion (pain/trauma)		1											1	
Wheelchair/ Scooter/ Segway	1										1		2	
Screening	4	2	6	3	2	7	15	33	9	2	8	3	94	
Inconsistency			1	1	1		1	1					5	
Lengthy Lines	1		1		1	5	8	24	5		1		46	
Procedures/Process	3	1	3	2		1	6	8	4	2	4	3	37	
Retrieving Abandoned/Confiscated Items											1		1	
Security Breach		1	1			1					2		5	

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
TSA Contact Information											1		1
General											1		1
2017	49	58	71	57	26	48	35	46	53	52	59	34	588
Advanced Imaging Technology (AIT)	1												1
Flyer	1												1
Civil Rights		1	2	1	2	2		1				1	10
Constitutional Rights			1										1
Hair Patdowns					1								1
Perceived Religion			1										1
Racial Profiling or Discrimination		1			1	2							4
Sex/Gender/Gender Identity- Not Transgender				1				1				1	3
Customer Service	9	13	18	11	5	11	7	13	12	17	11	15	142
CSM		1				1							2
Others		2	2						1	3			8
TSO	9	10	16	11	5	10	7	13	11	14	11	15	132
Locks	1		2	1	2	5	1	1	2	4			19
General									2				2
Missing or Damaged Lock	1		2	1	2	5	1	1		4			17
Lost and Found	6	13	15	8	2		5	4	4	2	2	1	62
Airport/TSA	6	13	15	8	2		5	4	4	2	2	1	62
Mishandling of Passenger Property	20	22	22	25	10	22	10	10	17	12	21	7	198
Damaged/Missing Items--Carry-on Luggage	7	5	3	6	3	6		1	3	2	3		39
Damaged/Missing Items--Checked Baggage	11	15	19	18	6	15	9	9	9	9	14	7	141
Damaged/Missing Items--Unspecified Luggage											1		1
Disarrayed Items--Carry-on or Checked	2	2		1	1	1	1		5	1	3		17
Patdown	4	1	2	4	2	2	2	2	2	4	3	4	32
Flyer	3	1	2	4	2	1	1	1	2	2	2	4	25
Flyer as Observer							1			1	1		3
Non-Flyer	1					1		1		1			4
Persons w/ Disabilities (PWD)	2	4	1	2		1	3	3	2	3	4	1	26
Autism Spectrum								1			1		2
Breast Cancer			1										1
Cognitive /Developmental /Mental Disability		1						1					2
Diabetes						1				1			2
General							1					1	2
Hearing Impairment	1			1									2
Medical Devices - Attached to the Body		1											1
Metal Implants (joint)		1								1			2
Mobility Disability (Not Wheelchair or Scooter)		1					1	1	1		2		6
Ostomy/Ostomates				1									1
Wheelchair/ Scooter/ Segway	1						1		1	1	1		5
Prohibited & Permitted Items										1			1
Food/Beverages										1			1
Property - Special Handling							2	4	7	4	8	2	27
Damaged Items - Checked								1	1	2	5	1	10
Missing Items - Carry-On							1	2	1		2		6
Missing Items - Checked							1	1	5	2	1	1	11
Request for Assistance										1	2		3
Other										1	2		3
Screening	6	4	9	5	3	5	5	8	7	4	8	3	67
Crew Member or Airline Employee	1												1
Inconsistency	2	1					2	1	1		2		9
Lengthy Lines	1				1			1	1	1			5
Procedures/Process	2	2	7	5	2	5	3	6	5	3	6	1	47
Retrieving Abandoned/Confiscated Items			2									2	4
Security Breach		1											1
2018	57	52	65	44	26	52	50	46	41	64	42	24	563
Advanced Imaging Technology (AIT)			1										1
Flyer			1										1
Civil Rights	4	2		1	2		1	3		2	2	2	19
Hair Patdowns										1	1		2
Perceived Religion				1									1
Racial Profiling or Discrimination	3	2			2		1	3		1	1		13
Sex/Gender/Gender Identity- Not Transgender	1											1	2
Sexual Orientation - Not Transgender												1	1
Customer Service	14	11	9	7	6	11	15	7	12	11	10	3	116
Others	1		1	1		2	1			3			9
TSO	13	11	8	6	6	9	14	7	12	8	10	3	107
Identification (ID) Requirements				1						1			2
Domestic				1						1			2
Locks	3		1	2	1	3	3		1	2	1	1	18
Missing or Damaged Lock	3		1	2	1	3	3		1	2	1	1	18
Lost and Found	1	1	7	1		3			3	3	1	1	21
Airport/TSA	1	1	7	1		3			3	3	1	1	21
Mishandling of Passenger Property	8	12	23	13	9	9	5	11	3	9	9	9	120
Damaged/Missing Items--Carry-on Luggage	2	2	1	2	1	1	2	1		1	2	1	16
Damaged/Missing Items--Checked Baggage	5	9	17	10	8	8	2	8	2	6	5	7	87
Damaged/Missing Items--Unspecified Luggage									1	1			2
Disarrayed Items--Carry-on or Checked	1	1	5	1			1	2		1	2	1	15
Patdown	3	4	3		1	4	2	5	5	7	5		39
Flyer	2	4	3		1	4	2	5	5	6	3		35
Flyer as Observer	1										2		3
Non-Flyer										1			1
Persons w/ Disabilities (PWD)	3	6	5	1	2	4	6	2	5	2		1	37
Autism Spectrum			1										1



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Cancer (general) Not Breast Cancer						1							1
Cognitive /Developmental /Mental Disability						1							1
Diabetes					1	1	1						3
Diapers/Garments/Dressings/Masks				1									1
General	2						2		1				5
Hearing Impairment									1				1
Medical Devices - Attached to the Body			1				1						3
Medically Necessary Medication and Medical Supplies		1					1	1					3
Metal Implants (joint)					1				1				2
Mobility Disability (Not Wheelchair or Scooter)	1	2	1										4
Prosthesis/Amputees and Casts							1			1			2
Respiratory and Inhaler Equipment			1							1			2
Wheelchair/ Scooter/ Segway		2	1			1		1	2			1	8
Property - Special Handling	5	4	9	7	2	5	8	10	9	15	9	3	86
Damaged Items - Carry-On						1				1			2
Damaged Items - Checked	2	1	2	1		1		1	1	3	1	1	14
Missing Items - Carry-On	1	2	5	3	1		2	5	4	8	2	1	34
Missing Items - Checked	2	1	2	3	1	3	6	4	4	3	6	1	36
Request for Assistance				1				1					2
Other				1									1
Wounded Warrior (MSIJSOC)								1					1
Screening	16	12	7	10	3	13	10	7	3	12	5	4	102
Crew Member or Airline Employee										1			1
Inconsistency		1					1	1		1	1	1	6
Lengthy Lines	3	4	2	2		5	1		2	3	3		25
Procedures/Process	13	7	2	7	3	6	8	5	1	6	1	3	62
Retrieving Abandoned/Confiscated Items			2			2				1			5
Security Breach			1	1				1					3
<b>2019</b>	<b>37</b>	<b>39</b>	<b>52</b>	<b>28</b>	<b>21</b>								<b>177</b>
Advanced Imaging Technology (AIT)	1												1
Flyer	1												1
Civil Rights	4	1	2										7
Constitutional Rights			1										1
Racial Profiling or Discrimination		1	1										2
Sex/Gender/Gender Identity- Not Transgender	4												4
Customer Service	12	9	14	2	5								42
Others	2												2
TSO	10	9	14	2	5								40
Identification (ID) Requirements		1											1
Domestic		1											1
Locks	1				1								2
Missing or Damaged Lock	1				1								2
Lost and Found	1	1	1	3	1								7
Airport/TSA	1	1	1	3	1								7
Mishandling of Passenger Property	6	3	7	7	4								27
Damaged/Missing Items--Carry-on Luggage	2	1		3									6
Damaged/Missing Items--Checked Baggage	4	2	5	4	4								19
Disarrayed Items--Carry-on or Checked			2										2
Patdown		1	1	1	2								5
Flyer		1	1	1	2								5
Persons w/ Disabilities (PWD)	1	6	4	3	2								16
Cognitive /Developmental /Mental Disability		1											1
Hearing Impairment			1										1
Medically Necessary Medication and Medical Supplies		1	1										2
Metal Implants (joint)		1											1
Mobility Disability (Not Wheelchair or Scooter)		2	1										3
Service Animals		1		1									2
Touch Aversion (pain/trauma)				1									1
Wheelchair/ Scooter/ Segway	1		1	1	2								5
Property - Special Handling	6	13	19	10	4								52
Damaged Items - Carry-On			2	1	1								4
Damaged Items - Checked	1	1	2	2									6
Missing Items - Carry-On	3	4	5	3	3								18
Missing Items - Checked	2	8	10	4									24
Request for Assistance			2										2
Other			2										2
Screening	5	4	2	2	2								15
Lengthy Lines	2												2
Procedures/Process	2	4	1	1	1								9
Retrieving Abandoned/Confiscated Items					1								1
Security Breach	1		1	1									3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MEI</b>	<b>2</b>	<b>2</b>	<b>3</b>		<b>2</b>	<b>2</b>	<b>4</b>		<b>7</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>27</b>
<b>2015</b>									<b>2</b>				<b>2</b>
Mishandling of Passenger Property									1				1
Damaged/Missing Items--Checked Baggage									1				1
Screening									1				1
Procedures/Process									1				1
<b>2016</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>				<b>7</b>
Locks			1										1
General			1										1
Mishandling of Passenger Property		2			1		1		1				5
Damaged/Missing Items--Checked Baggage		2			1		1		1				5
Patdown	1												1
Flyer	1												1
<b>2017</b>						<b>2</b>			<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>
Customer Service						1							1
TSO						1							1
Mishandling of Passenger Property						1				1	1	1	4
Damaged/Missing Items--Checked Baggage						1				1	1	1	4
Property - Special Handling									2	1			3
Damaged Items - Checked									1				1
Missing Items - Checked									1	1			2
<b>2018</b>	<b>1</b>		<b>2</b>		<b>1</b>		<b>3</b>		<b>2</b>		<b>1</b>		<b>10</b>
Mishandling of Passenger Property			1				1		2				4
Damaged/Missing Items--Checked Baggage			1				1		2				4
Patdown					1								1
Flyer					1								1
Property - Special Handling	1						1				1		3
Missing Items - Carry-On							1				1		2
Missing Items - Checked	1												1
Screening			1				1						2
Crew Member or Airline Employee							1						1
Procedures/Process			1										1

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
MEM		50	48	57	47	40	37	49	65	53	48	45	43	582
2015					6	2	6	12	13	10	8	9	14	80
	Civil Rights							1					1	2
	Civil Rights Violation (TSA Employee)												1	1
	Transgender Screening							1						1
	Customer Service						1	1	2		1	3	1	9
	CSM											1		1
	Others											1		1
	TSO						1	1	2		1	1	1	7
	Expedited Passenger Screening Program				1									1
	TSA PreCheck				1									1
	Locks				1			1				1	1	4
	Missing or Damaged Lock				1			1				1	1	4
	Lost and Found												2	2
	Airport/TSA												2	2
	Mishandling of Passenger Property				3	1	5	7	8	5	6	4	7	46
	Damaged/Missing Items--Carry-on Luggage									1	1	2	1	5
	Damaged/Missing Items--Checked Baggage				3	1	3	7	7	4	5	2	5	37
	Disarrayed Items--Carry-on or Checked						2		1				1	4
	Patdown				1							1		2
	Flyer				1							1		2
	Persons w/ Disabilities (PWD)							1					1	2
	Internal Medical Devices							1						1
	Respiratory and Inhaler Equipment												1	1
	Screening					1		1	3	5	1		1	12
	Inconsistency									1				1
	Lengthy Lines							1		1				2
	Procedures/Process					1			3	3			1	8
	Security Breach										1			1
2016		13	9	13	11	9	11	19	12	17	16	11	10	151
	Animals			1										1
	Carry-On			1										1
	Civil Rights				1		1		2					4
	General Complaint and Discrimination				1									1
	Racial Profiling or Discrimination						1		2					3
	Current Topic										3			3
	Current Topic										3			3
	Customer Service	4	1	5	1	2	1	5	3	7	2	1	1	33
	Others			1										1
	TSO	4	1	4	1	2	1	5	3	7	2	1	1	32
	Locks	1			2	3	1	1			1			9
	General						1							1
	Missing or Damaged Lock	1			2	3		1			1			8
	Lost and Found			1			2	1			2		1	7
	Airport/TSA			1			2	1			2		1	7
	Mishandling of Passenger Property	7	6	5	4	3	5	11	6	5	7	8	4	71
	Damaged/Missing Items--Carry-on Luggage			1			1	3	1				1	7
	Damaged/Missing Items--Checked Baggage	7	5	4	4	1	4	8	4	5	6	8	3	59
	Disarrayed Items--Carry-on or Checked		1			2			1		1			5
	Patdown				1			1			1		2	5
	Flyer				1								2	3
	Flyer as Observer										1			1
	General							1						1
	Persons w/ Disabilities (PWD)		1		1									2
	Medically Necessary Medication and Medical Supplies				1									1
	Respiratory and Inhaler Equipment		1											1
	Screening	1	1	1	1	1	1		1	3		2	2	14
	Crew Member or Airline Employee			1										1
	Inconsistency	1												1
	Lengthy Lines		1				1							2
	Procedures/Process				1	1			1	2		2	2	9
	Security Breach									1				1
	TSA Contact Information									2				2
	General									2				2
2017		7	11	17	14	8	11	13	22	14	13	12	8	150
	Civil Rights		1	1			2	1					1	6
	National Origin			1										1
	Racial Profiling or Discrimination		1				2	1						4
	Sexual Orientation - Not Transgender												1	1
	Customer Service	2	2	2		1	2	2	5	5	3	6		30
	Others										1			1
	TSO	2	2	2		1	2	2	5	5	2	6		29
	Locks				1	3		1	1	1				7
	Missing or Damaged Lock				1	3		1	1	1				7
	Lost and Found			1										1
	Airport/TSA			1										1
	Mishandling of Passenger Property	4	6	7	8	3	4	6	8	5	5	3	4	63
	Damaged/Missing Items--Carry-on Luggage		1	1		1		1			1			5
	Damaged/Missing Items--Checked Baggage	4	5	6	8	1	4	5	6	3	3	1	3	49
	Damaged/Missing Items--Unspecified Luggage										1			1
	Disarrayed Items--Carry-on or Checked					1			2	2		2	1	8
	Patdown			1	2	1	2		2		1			9
	Flyer				2	1	2		2		1			8
	Flyer as Observer			1										1
	Persons w/ Disabilities (PWD)				1					2	1	1	2	7

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Autism Spectrum												1	1
Cognitive /Developmental /Mental Disability				1									1
Hearing Impairment											1		1
Internal Medical Devices												1	1
Mobility Disability (Not Wheelchair or Scooter)										1			1
Prosthesis/Amputees and Casts									1				1
Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling							3	5	1	3	1	1	14
Damaged Items - Carry-On									1				1
Damaged Items - Checked							1	1		1			3
Missing Items - Carry-On							1						1
Missing Items - Checked							1	4		2	1	1	9
Request for Assistance			1										1
Other			1										1
Screening	1	2	3	2		1		1			1		11
Inconsistency		1		1				1					3
Procedures/Process	1	1	3	1		1					1		8
SIDA (Security Identification Display Area)			1										1
General			1										1
<b>2018</b>	<b>15</b>	<b>18</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>18</b>	<b>12</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>146</b>
Civil Rights		1						1	1	2			5
Headwear		1											1
Racial Profiling or Discrimination								1		1			2
Sex/Gender/Gender Identity- Not Transgender									1				1
Transgender Screening										1			1
Customer Service	4	4	3	3	2	4	4	5	3		3	1	36
Others								1					1
TSO	4	4	3	3	2	4	4	4	3		3	1	35
Locks		2								1	1		4
Missing or Damaged Lock		2								1	1		4
Lost and Found												1	1
Airport/TSA												1	1
Mishandling of Passenger Property	4	6	5	4	3	2		5	2	2	2	1	36
Damaged/Missing Items--Carry-on Luggage		1						2	1	1		1	6
Damaged/Missing Items--Checked Baggage	4	4	5	4	1	1		2	1	1	1		24
Damaged/Missing Items--Unspecified Luggage						1							1
Disarrayed Items--Carry-on or Checked		1			2			1			1		5
Patdown	1			1								2	4
Children												1	1
Flyer	1			1								1	3
Persons w/ Disabilities (PWD)								1					1
Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling	3	2	2	1	4	1	1	2	5	5	4	3	33
Damaged Items - Carry-On		1	1		1	1				1			5
Damaged Items - Checked	1		1					1	2		1	1	7
Missing Items - Carry-On				1			1			2	1		5
Missing Items - Checked	2	1			3			1	3	2	2	2	16
Screening	3	3	2	2	2	2		4	1	1	3	3	26
Inconsistency	1			1		1		1		1			5
Lengthy Lines			1			1		1			1		4
Procedures/Process	2	3	1	1	2			2	1		1	3	16
Security Breach											1		1
<b>2019</b>	<b>15</b>	<b>10</b>	<b>15</b>	<b>5</b>	<b>10</b>								<b>55</b>
Advanced Imaging Technology (AIT)					1								1
Flyer					1								1
Civil Rights					1								1
Racial Profiling or Discrimination					1								1
Customer Service	4	2	7	1	4								18
TSO	4	2	7	1	4								18
Locks	1												1
Missing or Damaged Lock	1												1
Mishandling of Passenger Property	4		4	2	2								12
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	4		2	2	1								9
Disarrayed Items--Carry-on or Checked			1		1								2
Patdown	1	1	1										3
Flyer	1	1	1										3
Persons w/ Disabilities (PWD)	2												2
Diabetes	1												1
Touch Aversion (pain/trauma)	1												1
Property - Special Handling	1	4	3	1									9
Damaged Items - Carry-On				1									1
Damaged Items - Checked	1	2	1										4
Missing Items - Carry-On		1	1										2
Missing Items - Checked		1	1										2
Screening	2	3		1	1								7
Inconsistency	1												1
Lengthy Lines		1											1
Procedures/Process	1	1		1									3
Retrieving Abandoned/Confiscated Items		1			1								2
TSA Contact Information					1								1
General					1								1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>MFE</b>		<b>10</b>	<b>12</b>	<b>7</b>	<b>14</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>16</b>	<b>4</b>	<b>4</b>	<b>94</b>
<b>2015</b>					<b>1</b>		<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>18</b>
Customer Service										2	3	1	1	7
Others										1	2	1	1	5
TSO										1	1			2
Mishandling of Passenger Property					1		2	1	3		3			10
Damaged/Missing Items--Carry-on Luggage									2					2
Damaged/Missing Items--Checked Baggage					1			1	1		2			5
Disarrayed Items--Carry-on or Checked							2				1			3
Screening												1		1
Procedures/Process												1		1
<b>2016</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>17</b>
Civil Rights					1					1				2
Racial Profiling or Discrimination					1					1				2
Customer Service			1			1	1							3
TSO			1			1	1							3
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property		1	1		1		1		1		3	1	1	10
Damaged/Missing Items--Checked Baggage		1	1		1		1		1		3	1	1	10
Screening				1										1
Inconsistency				1										1
<b>2017</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>		<b>2</b>	<b>28</b>
Customer Service		2												2
Others		1												1
TSO		1												1
Mishandling of Passenger Property		1	1		7	1				1	3			14
Damaged/Missing Items--Checked Baggage		1	1		7	1				1	3			14
Patdown				1					1	1				3
Flyer				1					1	1				3
Property - Special Handling								1	1	1	1		2	6
Damaged Items - Checked													1	1
Missing Items - Checked								1	1	1	1		1	5
Screening			1		2									3
Procedures/Process			1		1									2
Retrieving Abandoned/Confiscated Items					1									1
<b>2018</b>		<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>3</b>	<b>1</b>		<b>20</b>
Civil Rights				1				1						2
Age				1										1
Racial Profiling or Discrimination								1						1
Customer Service				1										1
TSO				1										1
Locks						1								1
Missing or Damaged Lock						1								1
Mishandling of Passenger Property		2	3		1			1						7
Damaged/Missing Items--Checked Baggage		1	3		1			1						6
Disarrayed Items--Carry-on or Checked		1												1
Patdown							1				1	1		3
Flyer							1				1	1		3
Property - Special Handling				1						1	1			3
Missing Items - Checked				1						1	1			3
Screening		1						1			1			3
Procedures/Process		1						1			1			3
<b>2019</b>		<b>2</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>1</b>								<b>11</b>
Civil Rights			1											1
Racial Profiling or Discrimination			1											1
Customer Service			1											1
TSO			1											1
Mishandling of Passenger Property		1	1	1										3
Damaged/Missing Items--Checked Baggage		1	1	1										3
Patdown					1									1
Flyer					1									1
Property - Special Handling			1	1		1								3
Damaged Items - Checked						1								1
Missing Items - Checked			1	1										2
Screening		1	1											2
Procedures/Process		1	1											2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
MFR	5	11	13	7	4	10	8	7	7	8	18	12	110	
2015				2	1	1	2	2	1	1	7	3	20	
Civil Rights									1				1	
Racial Profiling or Discrimination									1				1	
Customer Service												1	1	
Others											1		1	
Locks										1			1	
Missing or Damaged Lock										1			1	
Mishandling of Passenger Property				2	1	1	1	2			4	3	14	
Damaged/Missing Items--Carry-on Luggage												1	1	
Damaged/Missing Items--Checked Baggage				2	1	1	1	2			4	2	13	
Patdown											1		1	
Flyer											1		1	
Screening							1				1		2	
Inconsistency											1		1	
Procedures/Process							1						1	
2016	2	5	1	3		3	2	2	1	4	1	5	29	
Civil Rights	1									1			2	
Racial Profiling or Discrimination										1			1	
Transgender Screening	1												1	
Customer Service		1				2		1			1		5	
Others								1					1	
TSO		1				2					1		4	
Identification (ID) Requirements			1										1	
Domestic			1										1	
Mishandling of Passenger Property	1	4		3		1		1	1	2		3	16	
Damaged/Missing Items--Checked Baggage	1	4		3		1		1	1	1		3	15	
Disarrayed Items--Carry-on or Checked										1			1	
Persons w/ Disabilities (PWD)												1	1	
General												1	1	
Screening							2			1		1	4	
Inconsistency												1	1	
Procedures/Process							2			1			3	
2017	1	1	2		1	1	1	1	3	1	4	2	18	
Customer Service												1	1	
TSO												1	1	
Locks												1	1	
General												1	1	
Mishandling of Passenger Property	1		2			1		1	3		2		10	
Damaged/Missing Items--Carry-on Luggage									1				1	
Damaged/Missing Items--Checked Baggage	1		1			1		1	2		2		8	
Disarrayed Items--Carry-on or Checked			1										1	
Patdown		1					1			1			3	
Flyer		1								1			2	
Non-Flyer							1						1	
Property - Special Handling											1		1	
Missing Items - Checked											1		1	
Screening					1							1	2	
Procedures/Process					1						1		2	
2018	1	3	1	2	1	5	3	2	2	2	6	2	30	
Civil Rights							1					1	2	
Sex/Gender/Gender Identity- Not Transgender												1	1	
Transgender Screening							1						1	
Customer Service						2				1	1		4	
Others						1				1			2	
TSO						1					1		2	
Locks		1											1	
Missing or Damaged Lock		1											1	
Mishandling of Passenger Property	1								1		2		4	
Damaged/Missing Items--Checked Baggage	1								1		1		3	
Disarrayed Items--Carry-on or Checked											1		1	
Patdown		1	1										2	
Flyer		1	1										2	
Persons w/ Disabilities (PWD)												1	1	
Diabetes												1	1	
Property - Special Handling				1		1	1	1		1	2		7	
Damaged Items - Carry-On											1		1	
Damaged Items - Checked						1							1	
Missing Items - Carry-On										1			1	
Missing Items - Checked				1			1	1			1		4	
Screening		1		1	1	2	1	1	1		1		9	
Lengthy Lines					1			1	1		1		4	
Procedures/Process		1		1		2	1						5	
2019	1	2	9		1								13	
Civil Rights			1										1	
Sex/Gender/Gender Identity- Not Transgender			1										1	
Customer Service			1										1	
TSO			1										1	
Locks			1										1	
Missing or Damaged Lock			1										1	
Mishandling of Passenger Property			1										1	
Damaged/Missing Items--Checked Baggage			1										1	
Patdown			1										1	
Flyer			1										1	
Persons w/ Disabilities (PWD)					1								1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Cognitive /Developmental /Mental Disability					1								1
Property - Special Handling	1	2	2										5
Damaged Items - Checked			1										1
Missing Items - Carry-On		1											1
Missing Items - Checked	1	1	1										3
Request for Assistance			1										1
Other			1										1
Screening			1										1
Procedures/Process			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MGM</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>4</b>		<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>45</b>
<b>2015</b>				<b>4</b>			<b>3</b>	<b>1</b>		<b>2</b>	<b>4</b>	<b>1</b>	<b>15</b>
Airline				1									1
Policy/Regulations/Service				1									1
Locks											1		1
Missing or Damaged Lock											1		1
Mishandling of Passenger Property				2			3			2	2		9
Damaged/Missing Items--Checked Baggage				2			3			2	2		9
Screening				1				1			1	1	4
Procedures/Process				1				1			1		3
Retrieving Abandoned/Confiscated Items												1	1
<b>2016</b>	<b>3</b>			<b>1</b>	<b>1</b>		<b>2</b>			<b>1</b>	<b>2</b>	<b>1</b>	<b>11</b>
Locks				1							1		2
Missing or Damaged Lock				1							1		2
Mishandling of Passenger Property	2				1		2			1	1	1	8
Damaged/Missing Items--Carry-on Luggage	1										1		2
Damaged/Missing Items--Checked Baggage	1				1		2			1		1	6
Persons w/ Disabilities (PWD)	1												1
Wheelchair/ Scooter/ Segway	1												1
<b>2017</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>						<b>1</b>	<b>3</b>	<b>10</b>
Civil Rights			1										1
Racial Profiling or Discrimination			1										1
Customer Service												2	2
TSO												2	2
Mishandling of Passenger Property	1	1		1	2						1		6
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage	1			1	2								4
Disarrayed Items--Carry-on or Checked											1		1
Screening												1	1
Procedures/Process												1	1
<b>2018</b>			<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>		<b>1</b>		<b>5</b>
Customer Service									1				1
TSO									1				1
Property - Special Handling					1								1
Missing Items - Checked					1								1
Screening			1					1			1		3
Lengthy Lines			1										1
Procedures/Process								1			1		2
<b>2019</b>			<b>1</b>	<b>3</b>									<b>4</b>
Civil Rights				1									1
Racial Profiling or Discrimination				1									1
Mishandling of Passenger Property				2									2
Damaged/Missing Items--Checked Baggage				2									2
Screening			1										1
Procedures/Process			1										1



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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
MHK	6	2	6	5	8	4	7	5	10	5	6	4	68
2015				1	2	1	3	1	3	2		2	15
Customer Service					1								1
TSO					1								1
Mishandling of Passenger Property				1	1	1	3	1	3	2		2	14
Damaged/Missing Items--Checked Baggage				1	1	1	3	1	2	2		2	13
Disarrayed Items--Carry-on or Checked									1				1
2016	2		4	1		1	2	2	2	1	1		16
Customer Service			1										1
TSO			1										1
Locks	1												1
Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1		3	1		1	2	1	1	1	1		12
Damaged/Missing Items--Checked Baggage	1		2	1		1	2	1	1	1	1		11
Disarrayed Items--Carry-on or Checked			1										1
Persons w/ Disabilities (PWD)								1					1
Medically Necessary Medication and Medical Supplies								1					1
Screening									1				1
Procedures/Process									1				1
2017	3		1	1	2	2		1	2	1	3	1	17
Locks											1		1
Missing or Damaged Lock											1		1
Mishandling of Passenger Property	3		1	1	2	2			2		1	1	13
Damaged/Missing Items--Checked Baggage	3		1	1	2	2			2		1	1	13
Property - Special Handling										1	1		2
Missing Items - Checked										1	1		2
Screening								1					1
Procedures/Process								1					1
2018				1	3		2	1	3	1	2	1	14
Locks					1						1		2
Missing or Damaged Lock					1						1		2
Mishandling of Passenger Property				1	1		1		1	1			5
Damaged/Missing Items--Checked Baggage				1	1		1						3
Disarrayed Items--Carry-on or Checked									1	1			2
Property - Special Handling					1		1	1	1		1	1	6
Damaged Items - Checked							1						1
Missing Items - Checked					1			1	1		1	1	5
Screening									1				1
Procedures/Process									1				1
2019	1	2	1	1	1								6
Mishandling of Passenger Property	1	1		1	1								4
Damaged/Missing Items--Checked Baggage		1		1	1								3
Disarrayed Items--Carry-on or Checked	1												1
Property - Special Handling			1										1
Missing Items - Checked			1										1
Screening		1											1
Procedures/Process		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MHT</b>	<b>42</b>	<b>31</b>	<b>36</b>	<b>44</b>	<b>27</b>	<b>24</b>	<b>18</b>	<b>31</b>	<b>34</b>	<b>31</b>	<b>42</b>	<b>38</b>	<b>398</b>
<b>2015</b>				<b>11</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>13</b>	<b>21</b>	<b>85</b>
Customer Service					1				3			5	9
Others									2			4	6
TSO					1				1			1	3
Locks				1						2	1	1	5
Missing or Damaged Lock				1						2	1	1	5
Mishandling of Passenger Property				10	2	6	4	8	4	9	12	11	66
Damaged/Missing Items--Carry-on Luggage											1		1
Damaged/Missing Items--Checked Baggage				10	2	5	4	8	4	9	11	10	63
Disarrayed Items--Carry-on or Checked						1						1	2
Patdown												2	2
Flyer												2	2
Persons w/ Disabilities (PWD)												1	1
Metal Implants (joint)												1	1
Screening						1						1	2
Procedures/Process						1						1	2
<b>2016</b>	<b>14</b>	<b>12</b>	<b>16</b>	<b>12</b>	<b>10</b>	<b>7</b>	<b>4</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>17</b>	<b>7</b>	<b>126</b>
Civil Rights	1	2			1			1	1	1			7
General Complaint and Discrimination		1											1
Racial Profiling or Discrimination	1	1			1				1	1			5
Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2	2	7	4	4	3	1	1	3	2	2		31
Others	1	1	3	2	4	1		1	1				14
TSO	1	1	4	2		2	1		2	2			17
Locks		2			1						1		4
Missing or Damaged Lock		2			1						1		4
Mishandling of Passenger Property	9	5	7	5	4	3	2	6	6	1	10	6	64
Damaged/Missing Items--Carry-on Luggage		1	1					1					3
Damaged/Missing Items--Checked Baggage	7	2	6	4	4	3	2	4	4	1	7	6	50
Damaged/Missing Items--Unspecified Luggage				1									1
Disarrayed Items--Carry-on or Checked	2	2						1	2		3		10
Patdown		1		1		1	1			1			5
Flyer		1		1		1	1			1			5
Persons w/ Disabilities (PWD)	1							1		2			4
General										1			1
Mobility Disability (Not Wheelchair or Scooter)										1			1
Respiratory and Inhaler Equipment								1					1
Wheelchair/ Scooter/ Segway	1												1
Screening	1		2	2					1		4	1	11
Inconsistency			1	1									2
Lengthy Lines				1									1
Procedures/Process	1								1		3	1	6
Retrieving Abandoned/Confiscated Items			1								1		2
<b>2017</b>	<b>15</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>81</b>
Civil Rights									2				2
Sex/Gender/Gender Identity- Not Transgender									2				2
Customer Service	3			1	1		3	2	2	1		2	15
Others	1				1		2	1				1	6
TSO	2			1			1	1	2	1		1	9
Locks								1					1
Missing or Damaged Lock								1					1
Mishandling of Passenger Property	11	4	5	4	3	5	1		1	2	5	2	43
Damaged/Missing Items--Carry-on Luggage		2									1		3
Damaged/Missing Items--Checked Baggage	8	1	5	4	2	4			1		4	1	30
Disarrayed Items--Carry-on or Checked	3	1			1	1	1			2		1	10
Patdown							1			2	1		4
Flyer							1			2	1		4
Persons w/ Disabilities (PWD)						1			1			1	3
Medical Devices - Attached to the Body												1	1
Medically Necessary Medication and Medical Supplies									1				1
Metal Implants (joint)						1							1
Property - Special Handling							1	1	1		1		4
Damaged Items - Checked							1	1	1				3
Missing Items - Checked											1		1
Screening	1		1			1	1	2	1			2	9
Crew Member or Airline Employee						1							1
Inconsistency								2					2
Lengthy Lines									1				1
Procedures/Process	1		1				1					2	5
<b>2018</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>80</b>
Civil Rights								1	1				2
Sex/Gender/Gender Identity- Not Transgender								1					1
Transgender Screening									1				1
Customer Service	4	2	2	2		1	1	1		1			14
Others						1	1			1			3
TSO	4	2	2	2				1					11
Locks			1							2			3
Missing or Damaged Lock			1							2			3
Mishandling of Passenger Property	3	5		4	4	1	1	1	4	5	2	2	32
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage	2	4		3	4			1	4	5	2	1	26
Disarrayed Items--Carry-on or Checked	1			1		1	1					1	5
Patdown			1				1						2
Flyer			1				1						2

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Persons w/ Disabilities (PWD)			2								2		4
Diabetes											1		1
Medical Devices - Attached to the Body			1										1
Mobility Disability (Not Wheelchair or Scooter)			1										1
Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				3	1			5					9
Damaged Items - Carry-On				1									1
Damaged Items - Checked								2					2
Missing Items - Checked				2	1			3					6
Screening	2	1	1	2	2	1			3		1	1	14
Inconsistency					1								1
Lengthy Lines		1		1					1				3
Procedures/Process	2		1	1	1	1			2		1	1	10
<b>2019</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>3</b>								<b>26</b>
Civil Rights		1											1
Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	2												2
Others	1												1
TSO	1												1
Locks				1									1
Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1	2	4	3	1								11
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage		2	2	3									7
Disarrayed Items--Carry-on or Checked	1		1		1								3
Patdown			2										2
Flyer			1										1
Non-Flyer			1										1
Persons w/ Disabilities (PWD)		1			1								2
General					1								1
Medical Devices - Attached to the Body		1											1
Property - Special Handling	1	3	1	1	1								7
Damaged Items - Checked	1	3											4
Missing Items - Checked			1	1	1								3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MIA</b>	<b>499</b>	<b>538</b>	<b>651</b>	<b>789</b>	<b>688</b>	<b>623</b>	<b>580</b>	<b>548</b>	<b>445</b>	<b>448</b>	<b>525</b>	<b>433</b>	<b>6,767</b>
<b>2015</b>				<b>144</b>	<b>112</b>	<b>115</b>	<b>116</b>	<b>116</b>	<b>107</b>	<b>95</b>	<b>113</b>	<b>119</b>	<b>1,037</b>
Airline				6									6
Lost Baggage				2									2
Policy/Regulations/Service				4									4
Civil Rights				1				1	1		1	2	6
General Complaint and Discrimination				1					1				2
Racial Profiling or Discrimination								1			1	2	4
Customer Service				12	8	9	3	4	9	10	10	9	74
Others					1			1		2	2	4	10
TSO				12	7	9	3	3	9	8	8	5	64
Expedited Passenger Screening Program					1		1						2
TSA PreCheck					1		1						2
Hazardous Materials Safety				2	3	3	2	3	3				16
General				2	3	3	2	3	3				16
Identification (ID) Requirements											1		1
Domestic											1		1
Locks				21	8	18	17	14	8	7	16	14	123
General				3	1	1						1	6
Missing or Damaged Lock				18	7	17	17	14	8	7	16	13	117
Lost and Found				2		2				1			5
Airport/TSA				2		2				1			5
Mishandling of Passenger Property				97	82	77	84	89	79	73	74	88	743
Damaged/Missing Items--Carry-on Luggage				5	1	5	1	3	1	3	4	3	26
Damaged/Missing Items--Checked Baggage				86	77	70	76	82	75	67	69	82	684
Damaged/Missing Items--Unspecified Luggage					1		2	1	2	1	1		8
Disarrayed Items--Carry-on or Checked				6	3	2	5	3	1	2		3	25
Patdown								1		1	2	1	5
Flyer								1			2	1	4
Non-Flyer										1			1
Persons w/ Disabilities (PWD)					1	1			1		2		5
Autism Spectrum					1								1
Diabetes											1		1
Mobility Disability (Not Wheelchair or Scooter)											1		1
Service Animals									1				1
Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items						1							1
General						1							1
Screening				3	9	4	9	3	5	3	7	5	48
Crew Member or Airline Employee											1		1
Inconsistency						1	1			1	1		4
International Screening				1									1
Lengthy Lines					3		1						4
Procedures/Process				2	5	3	5	3	5	2	5	5	35
Retrieving Abandoned/Confiscated Items					1		2						3
TSA Contact Information								1	1				2
General								1	1				2
<b>2016</b>	<b>109</b>	<b>115</b>	<b>186</b>	<b>153</b>	<b>186</b>	<b>192</b>	<b>197</b>	<b>157</b>	<b>101</b>	<b>121</b>	<b>151</b>	<b>123</b>	<b>1,791</b>
Civil Rights	3		1	3	2	3	4	2		5	3	4	30
Civil Rights Violation (TSA Employee)												1	1
Constitutional Rights						1							1
General Complaint and Discrimination	1				1								2
Headwear					1								1
National Origin							1	1		1			3
Racial Profiling or Discrimination	2		1	3		2	3			2	2	3	18
Screening of Religious or Cultural Garments											1		1
Sex/Gender/Gender Identity- Not Transgender								1		2			3
Customer Service	8	12	23	19	25	23	29	27	13	15	22	13	229
Others	2	4	3	6	8	10	8	8	1	3	1	1	55
TSO	6	8	20	13	17	13	21	19	12	12	21	12	174
Hazardous Materials Safety		1											1
General		1											1
Identification (ID) Requirements	1					1							2
Domestic	1					1							2
Locks	16	12	17	13	24	22	23	12	11	10	13	22	195
General			2		2			2				1	7
Missing or Damaged Lock	16	12	15	13	22	22	23	10	11	10	13	21	188
Lost and Found			4	5	5	3	3	2	1	2	2	2	29
Airport/TSA			4	5	5	3	3	2	1	2	2	2	29
Mishandling of Passenger Property	74	79	128	102	112	112	118	95	68	83	104	75	1,150
Damaged/Missing Items--Carry-on Luggage	6	6	10	5	3	5	6	10	2	9	9	6	77
Damaged/Missing Items--Checked Baggage	62	68	114	93	103	100	104	81	61	74	92	66	1,018
Damaged/Missing Items--Unspecified Luggage	2	2	1	1	2	1	2	1	2		2	1	17
Disarrayed Items--Carry-on or Checked	4	3	3	3	4	6	6	3	3		1	2	38
Patdown	1		2	2	1	1	3			2			12
Flyer	1		2	1	1	1	3			2			11
Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	2	1		4	5	2	2	4	3	1	2	2	28
Autism Spectrum				1							1		2
Cancer (general) Not Breast Cancer										1		1	2
Cognitive /Developmental /Mental Disability				1									1
Diabetes								1					1
General					1			1	1				3
Internal Medical Devices	1				1		1	1					4
Medically Necessary Medication and Medical Supplies		1				1			1				3

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Metal Implants (joint)	1					1							2
Mobility Disability (Not Wheelchair or Scooter)					2		1						3
Prosthesis/Amputees and Casts										1			1
Service Animals								1				1	2
Touch Aversion (pain/trauma)				1									1
Wheelchair/ Scooter/ Segway				1	1				1				3
Request for Assistance												1	1
Other												1	1
Screening	4	10	11	5	12	25	15	15	5	3	5	3	113
Crew Member or Airline Employee												1	1
Inconsistency	1	3	2			2	2					1	11
International Screening										1			1
Lengthy Lines			1	2	4	12	6	6					31
Procedures/Process	3	6	7	3	7	9	6	8	5	2	4	1	61
Retrieving Abandoned/Confiscated Items					1		1				1		3
Security Breach		1	1			2		1					5
TSA Contact Information												1	1
General												1	1
<b>2017</b>	<b>114</b>	<b>130</b>	<b>170</b>	<b>199</b>	<b>138</b>	<b>160</b>	<b>124</b>	<b>118</b>	<b>123</b>	<b>112</b>	<b>136</b>	<b>90</b>	<b>1,614</b>
Civil Rights	1	1	1	4		1		2	2	1	2	2	17
Hair Patdowns											1		1
National Origin				1					2				3
Perceived Religion											1		1
Racial Profiling or Discrimination	1	1	1	1		1		2		1		2	10
Sex/Gender/Gender Identity- Not Transgender				2									2
Customer Service	9	6	14	13	7	11	16	18	18	7	17	7	143
Others			2		1		1	1	1		5		11
TSO	9	6	12	13	6	11	15	17	17	7	12	7	132
Identification (ID) Requirements									1			1	2
Domestic									1			1	2
Locks	15	21	20	25	18	12	16	21	9	8	10	8	183
General		1	1		1		2				1	1	7
Missing or Damaged Lock	15	20	19	25	17	12	14	21	9	8	9	7	176
Lost and Found	2		3	1		1				2			9
Airport/TSA	2		3	1		1				2			9
Mishandling of Passenger Property	76	90	120	142	107	121	61	53	60	64	79	46	1,019
Damaged/Missing Items--Carry-on Luggage	8	5	7	1	4	4	2	1	1		3	1	37
Damaged/Missing Items--Checked Baggage	66	82	106	136	91	107	55	47	55	59	73	43	920
Damaged/Missing Items--Unspecified Luggage	1		3		2	1		2	1		1		11
Disarrayed Items--Carry-on or Checked	1	3	4	5	10	9	4	3	3	5	2	2	51
Patdown	1		1	1	1	1	1	1	3			2	12
Flyer	1		1	1	1	1	1	1	3			2	12
Persons w/ Disabilities (PWD)	2			2	1	3	1	2		6	1	2	20
Cancer (general) Not Breast Cancer								1					1
Diabetes						1				2	1		4
General					1	1				1			3
Internal Medical Devices												1	1
Medical Devices - Attached to the Body										1			1
Medically Necessary Medication and Medical Supplies							1			1			2
Mobility Disability (Not Wheelchair or Scooter)	1			1				1				1	4
Ostomy/Ostomates	1												1
Visual Impairment						1							1
Wheelchair/ Scooter/ Segway				1						1			2
Prohibited & Permitted Items		1							1	2	1		5
Alcohol and Tobacco									1		1		2
General		1								2			3
Property - Special Handling							24	13	21	19	23	15	115
Damaged Items - Carry-On								1	2		3		6
Damaged Items - Checked							6	3	5	7	9	5	35
Missing Items - Carry-On									1	1	2		4
Missing Items - Checked							18	9	13	11	9	10	70
Request for Assistance		1		1									2
Other		1		1									2
Screening	8	10	11	10	4	10	5	8	8	3	3	7	87
Crew Member or Airline Employee	1		1			1							3
Inconsistency	1	3	1	4		4		1	1		1		16
Lengthy Lines							1	1		1		1	4
Procedures/Process	6	6	7	5	3	5	4	5	5	2	2	5	55
Retrieving Abandoned/Confiscated Items		1	1	1								1	4
Security Breach			1		1			1	2				5
<b>2018</b>	<b>155</b>	<b>150</b>	<b>166</b>	<b>145</b>	<b>139</b>	<b>156</b>	<b>143</b>	<b>157</b>	<b>114</b>	<b>120</b>	<b>125</b>	<b>101</b>	<b>1,671</b>
Advanced Imaging Technology (AIT)											1		1
Flyer											1		1
Civil Rights	2	2	3	10	1	2	6	5	2	6	2	2	43
Age			1										1
Hair Patdowns								1					1
Headwear										1			1
National Origin				1			1			1	1		4
Racial Profiling or Discrimination	2	1		7	1	2	4	2	1	4	1	2	27
Screening of Religious Cultural and Ceremonial Items		1											1
Sex/Gender/Gender Identity- Not Transgender			1	1				2					4
Sexual Orientation - Not Transgender			1										1
Transgender Screening				1			1		1				3
Customer Service	23	24	26	21	22	29	31	34	17	17	18	13	275
Others	2	3	4	3	8	9	3	6	5	3	2		48

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TSO	21	21	22	18	14	20	28	28	12	14	16	13	227
Locks	17	16	11	10	18	14	17	20	12	10	14	6	165
General	2	1			1								4
Missing or Damaged Lock	15	15	11	10	17	14	17	20	12	10	14	6	161
Lost and Found	4	2	1	1	1			1	1	2	1		14
Airport/TSA	4	2	1	1	1			1	1	2	1		14
Mishandling of Passenger Property	67	63	77	66	52	62	49	53	43	48	41	48	669
Damaged/Missing Items--Carry-on Luggage		5	4	1	4	2			3	3		3	25
Damaged/Missing Items--Checked Baggage	62	54	65	59	41	49	45	49	40	41	39	40	584
Damaged/Missing Items--Unspecified Luggage					1		1			2	1	2	7
Disarrayed Items--Carry-on or Checked	5	4	8	6	6	11	3	4		2	1	3	53
Patdown				2		1		2	5		4	2	16
Flyer				2				2	4		3	2	13
Flyer as Observer									1		1		2
Non-Flyer						1							1
Persons w/ Disabilities (PWD)	1	3	2	3	5	6	3	6		2	1	2	34
Diabetes				1		1	2	1				1	6
General		1	1		2			1		1		1	7
Hearing Impairment						2					1		3
Internal Medical Devices				1	1	1							3
Medically Necessary Medication and Medical	1							1					2
Mobility Disability (Not Wheelchair or Scooter)			1										1
Respiratory and Inhaler Equipment				1									1
Wheelchair/ Scooter/ Segway		2			2	2	1	3		1			11
Prohibited & Permitted Items		1											2
Alcohol and Tobacco											1		1
Knives/Tools/Razors/Sharp Objects		1											1
Property - Special Handling	30	31	34	27	23	32	22	24	22	23	30	22	320
Damaged Items - Carry-On		3	3	4	3	3	1		1	4		2	24
Damaged Items - Checked	9	8	9	3	6	14	5	4	4	2	3	3	70
Missing Items - Carry-On	4	5	4	2	2	3	3	4	2	4	1	3	37
Missing Items - Checked	17	15	18	18	12	12	13	16	15	13	26	14	189
Request for Assistance	1					1					1		3
Other						1					1		2
Wounded Warrior (MSISOC)	1												1
Screening	10	8	12	5	17	9	15	12	12	12	11	6	129
Crew Member or Airline Employee									1				1
Inconsistency					1	1				1			3
International Screening									1				1
Lengthy Lines	2	1	2		6	2	1	5	2	2	2	4	29
Procedures/Process	8	7	10	5	10	5	14	6	8	9	9	1	92
Retrieving Abandoned/Confiscated Items						1		1				1	3
<b>2019</b>	<b>121</b>	<b>143</b>	<b>129</b>	<b>148</b>	<b>113</b>								<b>654</b>
Civil Rights	6	8	2	2	1								19
Constitutional Rights	1	1		1									3
Racial Profiling or Discrimination	4	4	1		1								10
Sex/Gender/Gender Identity- Not Transgender	1	3	1	1									6
Customer Service	21	24	16	23	19								103
Others	4	2	2	1	3								12
TSO	17	22	14	22	16								91
Locks	11	17	7	14	7								56
General					1								1
Missing or Damaged Lock	11	17	7	14	6								55
Lost and Found	2	1	1	1									5
Airport/TSA	2	1	1	1									5
Mishandling of Passenger Property	42	30	47	50	37								206
Damaged/Missing Items--Carry-on Luggage	1	1	4	2	2								10
Damaged/Missing Items--Checked Baggage	36	27	43	45	29								180
Damaged/Missing Items--Unspecified Luggage	2	1		1									4
Disarrayed Items--Carry-on or Checked	3	1		2	6								12
Patdown	4	5	5	1	2								17
Flyer	4	5	4	1	2								16
Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	3	4	3	6								17
Cognitive /Developmental /Mental Disability				1									1
Diabetes	1												1
General					2								2
Internal Medical Devices			1										1
Medically Necessary Medication and Medical Supplies					1								1
Mobility Disability (Not Wheelchair or Scooter)		2		1	1								4
Prosthesis/Amputees and Casts			1		1								2
Visual Impairment				1									1
Wheelchair/ Scooter/ Segway		1	2		1								4
Property - Special Handling	23	42	30	41	30								166
Damaged Items - Carry-On	2	2	5	1	2								12
Damaged Items - Checked	6	8	6	9	4								33
Missing Items - Carry-On	1	8	6	3	10								28
Missing Items - Checked	14	24	13	28	14								93
Screening	11	13	17	13	11								65
Crew Member or Airline Employee		1											1
Inconsistency	2												2
Lengthy Lines	2	3	3		4								12
Procedures/Process	7	8	12	13	6								46
Retrieving Abandoned/Confiscated Items			2										2
Security Breach		1											1

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Shoe Screening					1								1
<b>MKE</b>	<b>78</b>	<b>70</b>	<b>81</b>	<b>92</b>	<b>64</b>	<b>67</b>	<b>55</b>	<b>50</b>	<b>75</b>	<b>83</b>	<b>83</b>	<b>67</b>	<b>865</b>
<b>2015</b>				<b>16</b>	<b>19</b>	<b>10</b>	<b>10</b>	<b>12</b>	<b>15</b>	<b>21</b>	<b>16</b>	<b>12</b>	<b>131</b>
Customer Service					3	1	1	1	1	1	2		10
Others											1		1
TSO					3	1	1	1	1	1	1		9
Human Capital					1								1
Former Employee					1								1
Identification (ID) Requirements						1							1
Domestic						1							1
Locks				1	3			1		2	1		8
Missing or Damaged Lock				1	3			1		2	1		8
Lost and Found										1			1
Airport/TSA										1			1
Mishandling of Passenger Property				13	10	7	8	9	12	16	11	11	97
Damaged/Missing Items--Carry-on Luggage				2					1		1	1	5
Damaged/Missing Items--Checked Baggage				10	8	7	8	9	10	15	9	10	86
Disarrayed Items--Carry-on or Checked				1	2				1	1	1		6
Patdown							1		2			1	4
Flyer							1		2			1	4
Persons w/ Disabilities (PWD)					2	1					1		4
Mobility Disability (Not Wheelchair or Scooter)											1		1
Ostomy/Ostomates						1							1
Service Animals					2								2
Screening				1				1		1	1		4
Inconsistency											1		1
Procedures/Process				1									1
Security Breach								1		1			2
SIDA (Security Identification Display Area)				1									1
General				1									1
<b>2016</b>	<b>19</b>	<b>16</b>	<b>17</b>	<b>21</b>	<b>12</b>	<b>21</b>	<b>17</b>	<b>12</b>	<b>19</b>	<b>24</b>	<b>28</b>	<b>18</b>	<b>224</b>
Customer Service	1		2	2	1	6	1	3	3	6	3	3	31
Others					1					1			2
TSO	1		2	2		6	1	3	3	5	3	3	29
Identification (ID) Requirements	1												1
Domestic	1												1
Locks	2	1				2	1		1	3	2	2	14
Missing or Damaged Lock	2	1				2	1		1	3	2	2	14
Lost and Found				1						1			2
Airport/TSA				1						1			2
Mishandling of Passenger Property	14	11	12	15	10	11	10	7	13	12	18	10	143
Damaged/Missing Items--Carry-on Luggage		2	1	2	2	3		2	2		1	1	16
Damaged/Missing Items--Checked Baggage	14	9	10	11	7	7	10	4	8	12	16	8	116
Damaged/Missing Items--Unspecified Luggage									1				1
Disarrayed Items--Carry-on or Checked			1	2	1	1		1	2		1	1	10
Patdown		1		1		1		1					4
Flyer		1		1		1		1					4
Persons w/ Disabilities (PWD)					1							1	2
Diabetes					1								1
Hearing Impairment												1	1
Screening	1	3	3	2		1	5	1	2	2	5	2	27
Crew Member or Airline Employee		1											1
Inconsistency		1	2				1	1			1	1	7
Lengthy Lines			1			1	1		1		1		5
Procedures/Process	1	1		2			3		1	2	2	1	13
Retrieving Abandoned/Confiscated Items											1		1
<b>2017</b>	<b>26</b>	<b>20</b>	<b>17</b>	<b>26</b>	<b>7</b>	<b>19</b>	<b>16</b>	<b>14</b>	<b>22</b>	<b>15</b>	<b>23</b>	<b>19</b>	<b>224</b>
Advanced Imaging Technology (AIT)						1							1
Flyer						1							1
Civil Rights	1						1				1		3
Racial Profiling or Discrimination	1										1		2
Transgender Screening							1						1
Customer Service	2	3	1	2		6	2	2	4	1	1	2	26
Others		1				1				1			3
TSO	2	2	1	2		5	2	2	4		1	2	23
Identification (ID) Requirements									1				1
Domestic									1				1
Locks	3	1	2	2	1			1	1	1	1		13
General	1	1								1			3
Missing or Damaged Lock	2		2	2	1			1	1		1		10
Lost and Found						1							1
Airport/TSA						1							1
Mishandling of Passenger Property	18	15	12	19	4	9	6	6	11	12	9	11	132
Damaged/Missing Items Private Screening Co	1												1
Damaged/Missing Items--Carry-on Luggage				1		2		2	1		1	1	8
Damaged/Missing Items--Checked Baggage	14	13	11	18	3	6	5	4	9	10	7	8	108
Damaged/Missing Items--Unspecified Luggage	1									1			2
Disarrayed Items--Carry-on or Checked	2	2	1		1	1	1		1	1	1	2	13
Patdown	1		1		1	1		1	1		2		8
Flyer	1		1		1	1		1	1		2		8
Persons w/ Disabilities (PWD)				1	1								2
Mobility Disability (Not Wheelchair or Scooter)					1								1
Service Animals				1									1
Prohibited & Permitted Items									1				1
Breast Milk/Baby Formula/Breast Pump									1				1



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Property - Special Handling							6	3	1	1	5	2	18
Damaged Items - Carry-On							1		1		1	1	4
Damaged Items - Checked							1						1
Missing Items - Checked							4	3		1	4	1	13
Screening	1	1	1	2		1	1	1	2		4	4	18
Inconsistency						1							1
Lengthy Lines								1				2	3
Procedures/Process	1	1	1	2			1		2		4	2	14
2018	21	13	26	21	17	17	12	12	19	23	16	18	215
Civil Rights			1	1					1				3
Racial Profiling or Discrimination				1									1
Sex/Gender/Gender Identity- Not Transgender									1				1
Transgender Screening			1										1
Customer Service	3	4	3	4	2	2	2	1	1	4	2	4	32
Others												1	1
TSO	3	4	3	4	2	2	2	1	1	4	2	3	31
Locks	1	1			1				1			1	5
General												1	1
Missing or Damaged Lock	1	1			1				1				4
Lost and Found				1									1
Airport/TSA				1									1
Mishandling of Passenger Property	4	4	8	6	5	1	2	4	6	8	4	7	59
Damaged/Missing Items--Carry-on Luggage								1		2	1		4
Damaged/Missing Items--Checked Baggage	4	4	6	6	5		2	3	5	5	3	6	49
Disarrayed Items--Carry-on or Checked			2			1			1	1		1	6
Patdown	2	3	3	2	2	3			3	3	3	1	25
Children					1								1
Flyer	2	2	2	2	1	3			3	3	3	1	22
Flyer as Observer		1											1
Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1		1				1	1	1		2		7
Diabetes	1												1
Mobility Disability (Not Wheelchair or Scooter)											1		1
Ostomy/Ostomates											1		1
Touch Aversion (pain/trauma)								1					1
Wheelchair/ Scooter/ Segway			1				1		1				3
Property - Special Handling	6	1	7	6	5	10	4	4	3	7	4	4	61
Damaged Items - Carry-On						2				1			3
Damaged Items - Checked	2		2	2	2	2	1		1	1	1		14
Missing Items - Carry-On			1	1	1	2			1	1	1	1	9
Missing Items - Checked	4	1	4	3	2	4	3	4	1	4	2	3	35
Request for Assistance									1	1	1		3
Other										1	1		2
Wounded Warrior (MSIJSOC)									1				1
Screening	4		3	1	2	1	3	2	2			1	19
Children						1							1
Inconsistency	1				1								2
Lengthy Lines	1												1
Procedures/Process	2		3		1		3	2	2			1	14
Security Breach				1									1
2019	12	21	21	8	9								71
Civil Rights		1	1	1									3
Age			1										1
Sex/Gender/Gender Identity- Not Transgender		1		1									2
Customer Service		3	3	1									7
TSO		3	3	1									7
Locks		1	1										2
Missing or Damaged Lock		1	1										2
Lost and Found	1				1								2
Airport/TSA	1				1								2
Mishandling of Passenger Property	7	7	7	1	1								23
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage	6	4	7	1									18
Disarrayed Items--Carry-on or Checked	1	2			1								4
Patdown				1	2								3
Flyer				1	1								2
Non-Flyer					1								1
Persons w/ Disabilities (PWD)	2	3											5
General	1												1
Medical Devices - Attached to the Body		1											1
Medically Necessary Medication and Medical Supplies		2											2
Metal Implants (joint)	1												1
Property - Special Handling	1	5	5	4	3								18
Damaged Items - Carry-On		1	1		1								3
Damaged Items - Checked		1	1	1	1								4
Missing Items - Carry-On			2										2
Missing Items - Checked	1	3	1	3	1								9
Screening	1	1	4		2								8
Inconsistency	1				1								2
Procedures/Process		1	3		1								5
Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>MKG</b>			<b>1</b>	<b>1</b>	<b>1</b>				<b>3</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>15</b>
<b>2015</b>											<b>2</b>			<b>2</b>
Locks											1			1
Missing or Damaged Lock											1			1
Mishandling of Passenger Property											1			1
Damaged/Missing Items--Checked Baggage											1			1
<b>2016</b>									<b>1</b>					<b>1</b>
Mishandling of Passenger Property									1					1
Disarrayed Items--Carry-on or Checked									1					1
<b>2017</b>				<b>1</b>					<b>1</b>	<b>1</b>				<b>3</b>
Mishandling of Passenger Property				1										1
Damaged/Missing Items--Checked Baggage				1										1
Property - Special Handling											1			1
Missing Items - Checked											1			1
Screening									1					1
Procedures/Process									1					1
<b>2018</b>			<b>1</b>						<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>
Customer Service			1							1				2
TSO			1							1				2
Locks											1			1
General											1			1
Mishandling of Passenger Property													1	1
Damaged/Missing Items--Checked Baggage													1	1
Property - Special Handling									1	1	1	1		4
Damaged Items - Checked												1		1
Missing Items - Checked									1	1	1			3
<b>2019</b>					<b>1</b>									<b>1</b>
Property - Special Handling					1									1
Damaged Items - Checked					1									1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>MKK</b>	<b>1</b>			<b>1</b>		<b>1</b>		<b>1</b>			<b>1</b>		<b>5</b>
<b>2015</b>								<b>1</b>					<b>1</b>
Screening								1					1
Procedures/Process								1					1
<b>2016</b>	<b>1</b>					<b>1</b>							<b>2</b>
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Screening						1							1
Procedures/Process						1							1
<b>2017</b>											<b>1</b>		<b>1</b>
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
<b>2018</b>				<b>1</b>									<b>1</b>
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>MLB</b>		<b>11</b>	<b>8</b>	<b>3</b>	<b>15</b>	<b>13</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>11</b>	<b>11</b>	<b>15</b>	<b>116</b>
<b>2015</b>					<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>20</b>
Civil Rights													1	1
Racial Profiling or Discrimination													1	1
Customer Service					1	1							1	3
TSO					1	1							1	3
Locks						1							1	2
Missing or Damaged Lock						1							1	2
Mishandling of Passenger Property					3	1	1	2		1	3	1	1	13
Damaged/Missing Items--Carry-on Luggage										1				1
Damaged/Missing Items--Checked Baggage					3	1	1	2			3	1	1	12
Patdown													1	1
Flyer													1	1
<b>2016</b>			<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>24</b>
Customer Service								1		1				2
TSO								1		1				2
Locks					1									1
Missing or Damaged Lock					1									1
Mishandling of Passenger Property			1	1	2	4		1	2		2	3	4	20
Damaged/Missing Items--Carry-on Luggage			1					1			1		1	4
Damaged/Missing Items--Checked Baggage				1	1	3			2		1	2	3	13
Disarrayed Items--Carry-on or Checked					1	1						1		3
Screening						1								1
Inconsistency						1								1
<b>2017</b>		<b>3</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>32</b>
Civil Rights													1	1
Racial Profiling or Discrimination													1	1
Customer Service			1			1	1	1			1	1		6
TSO			1			1	1	1			1	1		6
Identification (ID) Requirements			1											1
Domestic			1											1
Locks											1		1	2
Missing or Damaged Lock											1		1	2
Mishandling of Passenger Property		2	1		4	1	3	3		1		2	1	18
Damaged/Missing Items--Carry-on Luggage					1									1
Damaged/Missing Items--Checked Baggage		2	1		2	1	3	3				2	1	15
Disarrayed Items--Carry-on or Checked					1					1				2
Patdown									1		1			2
Flyer									1		1			2
Screening		1												1
Inconsistency		1												1
SIDA (Security Identification Display Area)				1										1
General				1										1
<b>2018</b>		<b>5</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>34</b>
Civil Rights						1								1
Screening of Religious Cultural and Ceremonial Items						1								1
Customer Service			1	1						1	2	1		6
Others				1								1		2
TSO			1							1	2			4
Locks													1	2
Missing or Damaged Lock												1	1	2
Mishandling of Passenger Property		3			3	1		2	2	1			2	14
Damaged/Missing Items--Checked Baggage		2			3	1		2	2	1			1	12
Disarrayed Items--Carry-on or Checked		1											1	2
Patdown			1											1
Flyer			1											1
Property - Special Handling		1	1						1	1	1	1		6
Damaged Items - Carry-On			1											1
Damaged Items - Checked		1							1					2
Missing Items - Checked										1		1		3
Screening		1							1	1		1		4
Procedures/Process		1							1	1				3
Retrieving Abandoned/Confiscated Items												1		1
<b>2019</b>		<b>3</b>	<b>1</b>		<b>1</b>	<b>1</b>								<b>6</b>
Customer Service			1			1								2
Others			1											1
TSO						1								1
Mishandling of Passenger Property					1									1
Damaged/Missing Items--Checked Baggage					1									1
Property - Special Handling		2												2
Damaged Items - Checked		1												1
Missing Items - Checked		1												1
Screening		1												1
Procedures/Process		1												1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>MLI</b>		<b>6</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>9</b>	<b>8</b>	<b>81</b>
<b>2015</b>						<b>2</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>14</b>
Customer Service										1	1			2
Others										1	1			2
Locks						1								1
General						1								1
Mishandling of Passenger Property						1	1		2	1	1	1	1	8
Damaged/Missing Items--Carry-on Luggage									2					2
Damaged/Missing Items--Checked Baggage						1	1			1	1	1	1	6
Patdown													1	1
Flyer													1	1
Persons w/ Disabilities (PWD)												1		1
Medical Devices - Attached to the Body												1		1
Screening												1		1
Procedures/Process												1		1
<b>2016</b>		<b>2</b>	<b>3</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>3</b>	<b>4</b>	<b>20</b>
Civil Rights												1		1
Racial Profiling or Discrimination												1		1
Customer Service			1						1				1	3
TSO			1						1				1	3
Mishandling of Passenger Property		2	2			1	1		1	1			3	11
Damaged/Missing Items--Carry-on Luggage										1			1	2
Damaged/Missing Items--Checked Baggage		1	2			1	1		1				2	8
Disarrayed Items--Carry-on or Checked		1												1
Patdown						1						1		2
Flyer						1						1		2
Persons w/ Disabilities (PWD)												1		1
General												1		1
Screening								1		1				2
Procedures/Process								1		1				2
<b>2017</b>		<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>22</b>
Civil Rights						1	1							2
Racial Profiling or Discrimination						1	1							2
Customer Service			3				1	1					1	6
Others													1	1
TSO			3				1	1						5
Mishandling of Passenger Property		1	1					1	1	2		1		7
Damaged/Missing Items--Checked Baggage		1	1					1	1	2		1		7
Property - Special Handling								1					1	2
Damaged Items - Checked													1	1
Missing Items - Carry-On								1						1
Screening				1	2			1				1		5
Inconsistency					1									1
Procedures/Process				1	1			1				1		4
<b>2018</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>25</b>
Civil Rights			1					1			1			3
Hair Patdowns			1											1
Racial Profiling or Discrimination								1			1			2
Customer Service		1						1		1				3
Others		1												1
TSO								1		1				2
Locks						2								2
Missing or Damaged Lock						2								2
Mishandling of Passenger Property					1					1		1		3
Damaged/Missing Items--Checked Baggage					1					1		1		3
Patdown		1		1	1			1			1			5
Flyer		1		1	1			1			1			5
Persons w/ Disabilities (PWD)							1							1
Wheelchair/ Scooter/ Segway							1							1
Property - Special Handling							1							1
Missing Items - Carry-On							1							1
Screening		1			2	2		1	1					7
Inconsistency									1					1
Lengthy Lines					1	1		1						3
Procedures/Process		1			1	1								3

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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
MLU	3	9	5	4	6	4	5	5	11	3	6	3	64
2015				1	2	1	1	1	2	2	3	1	14
Civil Rights												1	1
Racial Profiling or Discrimination												1	1
Customer Service								1			1		2
TSO								1			1		2
Mishandling of Passenger Property				1	1	1	1		2	2	1		9
Damaged/Missing Items--Checked Baggage					1	1	1		2	2	1		8
Disarrayed Items--Carry-on or Checked				1									1
Screening					1						1		2
Procedures/Process					1						1		2
2016		1		1	2		1		1				6
Mishandling of Passenger Property		1		1	1		1		1				5
Damaged/Missing Items--Checked Baggage		1		1	1				1				4
Disarrayed Items--Carry-on or Checked							1						1
Screening					1								1
Inconsistency					1								1
2017	2	1	2		1	1		1	1	1	2	1	13
Customer Service								1			1	1	3
TSO								1			1	1	3
Mishandling of Passenger Property	1				1								2
Damaged/Missing Items--Checked Baggage	1				1								2
Persons w/ Disabilities (PWD)						1							1
General						1							1
Property - Special Handling									1				1
Missing Items - Carry-On									1				1
Screening	1	1	2							1	1		6
Lengthy Lines			2										2
Procedures/Process	1	1											4
2018	1	2	3			2	3	3	7	1	1	1	23
Civil Rights		1				1							2
Racial Profiling or Discrimination		1				1							2
Customer Service			1										1
TSO			1										1
Mishandling of Passenger Property									1			1	2
Damaged/Missing Items--Checked Baggage												1	1
Disarrayed Items--Carry-on or Checked									1				1
Patdown	1		1					1	1				4
Flyer	1		1					1	1				4
Property - Special Handling			1						1				2
Missing Items - Checked			1						1				2
Screening		1				1	3	2	4		1		12
Lengthy Lines		1						2	2				5
Procedures/Process						1	3		2		1		7
2019		5		2	1								8
Civil Rights		1											1
National Origin		1											1
Customer Service		2			1								3
TSO		2			1								3
Mishandling of Passenger Property		1											1
Damaged/Missing Items--Checked Baggage		1											1
Property - Special Handling				2									2
Damaged Items - Checked				2									2
Screening		1											1
Lengthy Lines		1											1

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MMH</b>				<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>			<b>2</b>	<b>4</b>	<b>21</b>
<b>2015</b>				<b>1</b>	<b>2</b>	<b>2</b>						<b>2</b>	<b>7</b>
Mishandling of Passenger Property				1	1	2						1	5
Damaged/Missing Items--Checked Baggage				1	1	1						1	4
Disarrayed Items--Carry-on or Checked						1							1
Screening					1							1	2
Inconsistency					1								1
Procedures/Process												1	1
<b>2016</b>				<b>1</b>	<b>2</b>	<b>1</b>					<b>1</b>	<b>1</b>	<b>6</b>
Customer Service											1		1
TSO											1		1
Locks												1	1
Missing or Damaged Lock												1	1
Mishandling of Passenger Property					2	1							3
Damaged/Missing Items--Checked Baggage					2	1							3
Screening				1									1
Retrieving Abandoned/Confiscated Items				1									1
<b>2017</b>						<b>1</b>	<b>2</b>	<b>1</b>			<b>1</b>		<b>5</b>
Customer Service							1						1
TSO							1						1
Mishandling of Passenger Property						1	1						2
Damaged/Missing Items--Checked Baggage						1	1						2
Property - Special Handling											1		1
Missing Items - Checked											1		1
Screening								1					1
Procedures/Process								1					1
<b>2018</b>				<b>1</b>			<b>1</b>					<b>1</b>	<b>3</b>
Customer Service				1									1
TSO				1									1
Mishandling of Passenger Property							1					1	2
Damaged/Missing Items--Checked Baggage												1	1
Disarrayed Items--Carry-on or Checked							1						1



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
MOB	7	9	7	10	5	10	11	5	14	5	6	7	96	
2015				1	1	2	6	1	1	1	1		14	
Customer Service						1							1	
TSO						1							1	
Mishandling of Passenger Property				1	1	1	5	1	1	1	1		12	
Damaged/Missing Items--Checked Baggage				1	1	1	4	1	1	1	1		11	
Damaged/Missing Items--Unspecified Luggage							1						1	
Screening							1						1	
Procedures/Process							1						1	
2016		4		1			2	2	3		3	1	16	
Customer Service				1				1			2		4	
Others								1			1		2	
TSO				1							1		2	
Locks		1									1		2	
General		1											1	
Missing or Damaged Lock										1			1	
Mishandling of Passenger Property		1					1	1	2			1	6	
Damaged/Missing Items--Carry-on Luggage									1				1	
Damaged/Missing Items--Checked Baggage		1					1	1	1			1	5	
Patdown		1											1	
Flyer		1											1	
Screening		1					1		1				3	
Procedures/Process		1					1		1				3	
2017	1		2	4	2	6	3	1	4	1	1	3	28	
Civil Rights			1						1				2	
Racial Profiling or Discrimination									1				1	
Screening of Religious Cultural and Ceremonial Items			1										1	
Customer Service	1		1			1			1			1	5	
Others	1												1	
TSO			1			1			1			1	4	
Locks							1						1	
Missing or Damaged Lock							1						1	
Mishandling of Passenger Property				3	1	3	1		1	1	1	1	12	
Damaged/Missing Items--Carry-on Luggage						1						1	2	
Damaged/Missing Items--Checked Baggage				2	1	2			1	1	1		8	
Damaged/Missing Items--Unspecified Luggage							1						1	
Disarrayed Items--Carry-on or Checked				1									1	
Patdown				1			1						2	
Flyer				1			1						2	
Persons w/ Disabilities (PWD)						2							2	
Medical Devices - Attached to the Body						1							1	
Ostomy/Ostomates						1							1	
Prohibited & Permitted Items												1	1	
Knives/Tools/Razors/Sharp Objects												1	1	
Property - Special Handling								1	1				2	
Damaged Items - Carry-On								1	1				2	
Screening					1								1	
Procedures/Process					1								1	
2018	4	1	1	2	1	2		1	6	3	1	3	25	
Civil Rights									1				1	
Racial Profiling or Discrimination									1				1	
Locks			1							1			2	
Missing or Damaged Lock			1							1			2	
Mishandling of Passenger Property	2			1		1			1	1			6	
Damaged/Missing Items--Checked Baggage	2			1					1	1			5	
Disarrayed Items--Carry-on or Checked						1							1	
Patdown										1			1	
Flyer as Observer										1			1	
Persons w/ Disabilities (PWD)						1							1	
General						1							1	
Property - Special Handling	1								3		1	2	7	
Damaged Items - Carry-On									1				1	
Damaged Items - Checked	1								2			1	4	
Missing Items - Checked											1	1	2	
Screening	1	1		1	1			1	1			1	7	
Procedures/Process	1	1			1			1	1			1	6	
Security Breach				1									1	
2019	2	4	4	2	1								13	
Customer Service		1			1								2	
TSO		1			1								2	
Locks		1		1									2	
Missing or Damaged Lock		1		1									2	
Mishandling of Passenger Property			3	1									4	
Damaged/Missing Items--Checked Baggage			2	1									3	
Disarrayed Items--Carry-on or Checked			1										1	
Property - Special Handling	1		1										2	
Missing Items - Checked	1		1										2	
Screening	1	2											3	
Procedures/Process	1	2											3	

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
MOT	3	6	7	4	8	4	4	2	1	5	6	7	57	
2015					4			2	1	1	1	5	14	
Customer Service								1				2	3	
TSO								1				2	3	
Identification (ID) Requirements												1	1	
Domestic												1	1	
Mishandling of Passenger Property					3		2			1	1	2	9	
Damaged/Missing Items--Checked Baggage					2		2			1	1	2	8	
Disarrayed Items--Carry-on or Checked					1								1	
Screening					1								1	
Procedures/Process					1								1	
2016	2		4		2	1		1			1	1	12	
Customer Service	1					1							2	
TSO	1					1							2	
Locks												1	1	
Missing or Damaged Lock												1	1	
Mishandling of Passenger Property					1						1		2	
Damaged/Missing Items--Unspecified Luggage											1		1	
Disarrayed Items--Carry-on or Checked					1								1	
Persons w/ Disabilities (PWD)								1					1	
Medically Necessary Medication and Medical Supplies								1					1	
Screening	1				1								6	
Inconsistency			1										1	
Lengthy Lines			1										1	
Procedures/Process	1		2		1								4	
2017			2	1		2	1		1	2	3	1	13	
Civil Rights										1	1		2	
National Origin											1		1	
Racial Profiling or Discrimination										1			1	
Customer Service											1		1	
TSO											1		1	
Mishandling of Passenger Property			2	1							1		4	
Damaged/Missing Items--Checked Baggage			2	1									3	
Disarrayed Items--Carry-on or Checked											1		1	
Patdown						2				1		1	4	
Flyer						2				1		1	4	
Prohibited & Permitted Items									1				1	
General									1				1	
Screening							1						1	
Inconsistency							1						1	
2018	1	3			2	1	1			2	1		11	
Customer Service					1								1	
TSO					1								1	
Locks										1			1	
Missing or Damaged Lock										1			1	
Mishandling of Passenger Property		1			1		1			1			4	
Damaged/Missing Items--Carry-on Luggage		1											1	
Damaged/Missing Items--Checked Baggage					1		1						2	
Disarrayed Items--Carry-on or Checked										1			1	
Property - Special Handling		2									1		3	
Damaged Items - Checked		2									1		3	
Screening	1					1							2	
Procedures/Process	1					1							2	
2019		3	1	3									7	
Customer Service		1		1									2	
TSO		1		1									2	
Mishandling of Passenger Property				1									1	
Damaged/Missing Items--Checked Baggage				1									1	
Property - Special Handling		1											1	
Damaged Items - Checked		1											1	
Screening		1	1	1									3	
Inconsistency				1									1	
Procedures/Process			1										1	
Retrieving Abandoned/Confiscated Items		1											1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
MQT	3	2		2	1	1			1	1		1	12
2016	3	1								1		1	6
Mishandling of Passenger Property	3									1			4
Damaged/Missing Items--Checked Baggage	3									1			4
Screening		1										1	2
Inconsistency		1											1
Procedures/Process												1	1
2017						1			1				2
Civil Rights									1				1
Racial Profiling or Discrimination									1				1
Patdown						1							1
Flyer						1							1
2018		1		1									2
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1
Screening		1											1
Procedures/Process		1											1
2019				1	1								2
Civil Rights				1									1
Sex/Gender/Gender Identity- Not Transgender				1									1
Mishandling of Passenger Property					1								1
Damaged/Missing Items--Checked Baggage					1								1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MRY</b>		<b>4</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>9</b>	<b>5</b>	<b>3</b>	<b>52</b>
<b>2015</b>					<b>1</b>		<b>3</b>	<b>1</b>			<b>3</b>	<b>1</b>	<b>1</b>	<b>10</b>
Customer Service							1				2			3
TSO							1				2			3
Locks							1							1
General							1							1
Lost and Found					1									1
Airport/TSA					1									1
Mishandling of Passenger Property							1	1			1	1	1	5
Damaged/Missing Items--Checked Baggage							1	1			1	1	1	5
<b>2016</b>		<b>1</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>4</b>	<b>1</b>	<b>2</b>	<b>19</b>
Civil Rights												1		1
Hostile Work Environment (TSA Employee)												1		1
Customer Service		1	1						1		1		1	5
Others			1								1			2
TSO		1							1				1	3
Locks						1								1
Missing or Damaged Lock						1								1
Mishandling of Passenger Property			1	1			2	1			2			7
Damaged/Missing Items--Checked Baggage			1	1			1	1			2			6
Disarrayed Items--Carry-on or Checked							1							1
Screening			1					1	1		1		1	5
Lengthy Lines			1						1		1			3
Procedures/Process								1					1	2
<b>2017</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>		<b>1</b>					<b>1</b>		<b>9</b>
Human Capital					1									1
Former Employee					1									1
Mishandling of Passenger Property		1	1	1	2		1							6
Damaged/Missing Items--Carry-on Luggage				1										1
Damaged/Missing Items--Checked Baggage		1	1		2		1							5
Patdown					1									1
Flyer					1									1
Property - Special Handling												1		1
Missing Items - Checked												1		1
<b>2018</b>		<b>1</b>	<b>2</b>			<b>1</b>				<b>2</b>	<b>2</b>	<b>2</b>		<b>10</b>
Mishandling of Passenger Property										1	1	1		3
Damaged/Missing Items--Checked Baggage												1		1
Disarrayed Items--Carry-on or Checked										1	1			2
Patdown										1				1
Flyer										1				1
Persons w/ Disabilities (PWD)			1											1
Medical Devices - Attached to the Body			1											1
Property - Special Handling												1		1
Damaged Items - Carry-On												1		1
Screening		1	1			1					1			4
Lengthy Lines											1			1
Procedures/Process		1	1			1								3
<b>2019</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>									<b>4</b>
Mishandling of Passenger Property		1		1										2
Damaged/Missing Items--Checked Baggage				1										1
Disarrayed Items--Carry-on or Checked		1												1
Screening			1		1									2
Procedures/Process			1		1									2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
MSL	2			1	1	1	1	2	2	1		2	13
2015										1			1
Mishandling of Passenger Property										1			1
Disarrayed Items--Carry-on or Checked										1			1
2016	1			1	1	1	1	2	2			1	10
Customer Service				1	1			1	1			1	5
TSO				1	1			1	1			1	5
Mishandling of Passenger Property						1							1
Damaged/Missing Items--Checked Baggage						1							1
Patdown									1				1
Flyer									1				1
Persons w/ Disabilities (PWD)							1						1
Hearing Impairment							1						1
Screening	1							1					2
Procedures/Process	1												1
Retrieving Abandoned/Confiscated Items								1					1
2017	1												1
Customer Service	1												1
TSO	1												1
2018												1	1
Civil Rights												1	1
Racial Profiling or Discrimination												1	1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category		29	18	13	20	15	17	11	18	29	17	27	23	237
MSN														
2015					4	2	4	1	5	7	7	6	4	40
Civil Rights										1			1	2
General Complaint and Discrimination													1	1
Racial Profiling or Discrimination										1				1
Customer Service						1			4	1		2		8
Others									3			1		4
TSO						1			1	1		1		4
Expedited Passenger Screening Program							1							1
TSA PreCheck							1							1
Locks							1							1
Missing or Damaged Lock							1							1
Mishandling of Passenger Property					4		1	1	1	4	5	4	3	23
Damaged/Missing Items--Carry-on Luggage					1							2		3
Damaged/Missing Items--Checked Baggage					2		1	1	1	4	3	2	3	17
Disarrayed Items--Carry-on or Checked					1						2			3
Screening						1	1			1	2			5
Lengthy Lines							1				1			2
Procedures/Process						1				1	1			3
2016		10	3	3	5		5	5	4	7	3	9	8	62
Civil Rights					1									1
Transgender Screening					1									1
Customer Service			1	1	1		1	1	2	2		1		10
Others				1			1		1					3
TSO			1		1			1	1	2		1		7
Locks					1				1		1	1	1	5
Missing or Damaged Lock					1				1		1	1	1	5
Mishandling of Passenger Property		7	2	1	1		2	1		3	2	7	6	32
Damaged/Missing Items--Carry-on Luggage		1										1		2
Damaged/Missing Items--Checked Baggage		6	2	1	1		2	1		3	2	6	6	30
Patdown		2		1										3
Flyer		2		1										3
Screening		1			1		2	3	1	2			1	11
Inconsistency		1			1					1				3
Procedures/Process							2	3	1	1			1	8
2017		8	6	5	1	4	3		5	9	6	5	5	57
Advanced Imaging Technology (AIT)												1		1
Flyer												1		1
Civil Rights							1		1	1			1	4
Headwear										1				1
Sex/Gender/Gender Identity- Not Transgender							1		1				1	3
Customer Service		1		1		2			1	2			1	8
Others						1								1
TSO		1		1		1			1	2			1	7
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property		4	3	2	1	1	2		1	1	2	2	1	20
Damaged/Missing Items--Carry-on Luggage			2											2
Damaged/Missing Items--Checked Baggage		3	1	2	1	1	2		1	1	2	2	1	17
Disarrayed Items--Carry-on or Checked		1												1
Patdown		1	1	1					1	2	2	1	1	10
Flyer		1	1	1					1	2	2	1	1	10
Persons w/ Disabilities (PWD)			1											1
Wheelchair/ Scooter/ Segway			1											1
Property - Special Handling										1	1	1	1	4
Damaged Items - Checked											1	1		2
Missing Items - Checked										1			1	2
Screening		1	1	1		1			1	2	1			8
Lengthy Lines			1											1
Procedures/Process		1		1		1			1	2	1			7
2018		6	4	1	4	5	5	5	4	6	1	7	6	54
Civil Rights							1	1	1	1			1	5
Age													1	1
National Origin								1						1
Racial Profiling or Discrimination									1					1
Sex/Gender/Gender Identity- Not Transgender							1			1				2
Customer Service			2			1	1					3		7
TSO			2			1	1					3		7
Locks						1			1			1		3
Missing or Damaged Lock						1			1			1		3
Mishandling of Passenger Property		4		1	3	2	2	1	1	1				15
Damaged/Missing Items--Carry-on Luggage		1												1
Damaged/Missing Items--Checked Baggage		3		1	2	1	1	1	1	1				11
Damaged/Missing Items--Unspecified Luggage						1								1
Disarrayed Items--Carry-on or Checked					1		1							2
Patdown							1	2	1	1		2	2	9
Flyer							1	2	1	1		2	2	9
Persons w/ Disabilities (PWD)					1								1	2
Autism Spectrum													1	1
Cancer (general) Not Breast Cancer					1									1
Property - Special Handling		2				1		1		2	1	1	1	9
Damaged Items - Checked		1				1		1			1	1		5
Missing Items - Checked		1								2			1	4
Screening			2							1			1	4
Procedures/Process			2							1			1	4

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
2019	5	5	4	6	4								24
Civil Rights		1		1									2
Hair Patdowns		1											1
Screening of Religious Cultural and Ceremonial Items				1									1
Customer Service				1	2								3
Others					1								1
TSO				1	1								2
Locks	1												1
Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2	4	1										7
Damaged/Missing Items--Checked Baggage	2	3	1										6
Disarrayed Items--Carry-on or Checked		1											1
Patdown	1			1	1								3
Flyer	1			1	1								3
Property - Special Handling	1		1	1	1								4
Damaged Items - Checked	1		1	1	1								4
Screening			2	2									4
Procedures/Process			2	2									4



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MSO</b>	<b>3</b>	<b>1</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>8</b>	<b>12</b>	<b>16</b>	<b>6</b>	<b>81</b>
<b>2015</b>				<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>17</b>
Customer Service											2	1	3
Others											1		1
TSO											1	1	2
Mishandling of Passenger Property						3	2			1	2	3	11
Damaged/Missing Items--Carry-on Luggage						1							1
Damaged/Missing Items--Checked Baggage						2				1	2	3	8
Disarrayed Items--Carry-on or Checked							2						2
Patdown					1								1
Flyer					1								1
Prohibited & Permitted Items				1									1
Chemical/Household Products				1									1
Screening									1				1
Procedures/Process									1				1
<b>2016</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>3</b>	<b>5</b>	<b>1</b>	<b>22</b>
Civil Rights										1	1		2
Racial Profiling or Discrimination										1	1		2
Customer Service		1		1						1			3
TSO		1		1						1			3
Locks											1	1	2
Missing or Damaged Lock											1	1	2
Mishandling of Passenger Property	1		3	1		1	1	1			2		10
Damaged/Missing Items--Checked Baggage	1		3	1		1		1			2		9
Disarrayed Items--Carry-on or Checked							1						1
Patdown											1		1
Non-Flyer											1		1
Persons w/ Disabilities (PWD)					1					1			2
Internal Medical Devices					1								1
Metal Implants (joint)										1			1
Screening							2						2
Procedures/Process							2						2
<b>2017</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>3</b>		<b>3</b>		<b>5</b>	<b>3</b>	<b>6</b>		<b>24</b>
Civil Rights											1		1
Racial Profiling or Discrimination											1		1
Customer Service									1		1		2
TSO									1		1		2
Locks									1		1		2
Missing or Damaged Lock									1		1		2
Mishandling of Passenger Property	1		1	2	2		1		1	2	2		12
Damaged/Missing Items--Checked Baggage	1		1	1	1		1		1	2	1		9
Damaged/Missing Items--Unspecified Luggage					1								1
Disarrayed Items--Carry-on or Checked				1							1		2
Patdown					1								1
Flyer					1								1
Property - Special Handling							1						1
Missing Items - Checked							1						1
Screening							1		2	1	1		5
Procedures/Process							1		2	1	1		5
<b>2018</b>			<b>3</b>	<b>1</b>			<b>1</b>		<b>2</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>14</b>
Locks			1										1
Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1				1			1	1		4
Damaged/Missing Items--Carry-on Luggage							1						1
Damaged/Missing Items--Checked Baggage										1	1		2
Disarrayed Items--Carry-on or Checked			1										1
Patdown										2		1	3
Flyer										1		1	2
Non-Flyer										1			1
Persons w/ Disabilities (PWD)									1	1			2
Hearing Impairment										1			1
Touch Aversion (pain/trauma)									1				1
Property - Special Handling			1						1				2
Damaged Items - Checked									1				1
Missing Items - Checked			1										1
Screening				1						1			2
Inconsistency				1									1
Procedures/Process										1			1
<b>2019</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>								<b>4</b>
Customer Service					1								1
TSO					1								1
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Property - Special Handling			1	1									2
Damaged Items - Carry-On			1										1
Damaged Items - Checked				1									1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
MSP	214	189	222	240	242	216	151	210	201	218	245	191	2,539	
2015				35	31	33	22	35	45	47	53	48	349	
Airline				1									1	
Lost Baggage				1									1	
Cargo				1									1	
Known Shipper				1									1	
Civil Rights					1	1	1		1	2		3	9	
General Complaint and Discrimination					1					2			3	
Racial Profiling or Discrimination						1	1		1			3	6	
Claims				1									1	
General				1									1	
Customer Service				1		6	1	2	5	7	6	9	37	
CSM								1					1	
Others								1	1		1	3	6	
TSO				1		6	1		4	7	5	6	30	
Expedited Passenger Screening Program				1					2	1			4	
Over 75				1									1	
TSA PreCheck									2	1			3	
Hazardous Materials Safety					1	1					1		3	
General					1	1					1		3	
Locks				3	3	2	1	2	5	1	6	5	28	
General					1								1	
Missing or Damaged Lock				3	2	2	1	2	5	1	6	5	27	
Lost and Found				1				1		2	2		6	
Airport/TSA				1				1		2	2		6	
Mishandling of Passenger Property				25	22	21	16	26	21	28	26	18	203	
Damaged/Missing Items--Carry-on Luggage				1		1		3	2	2		2	11	
Damaged/Missing Items--Checked Baggage				23	21	20	13	21	18	24	24	14	178	
Damaged/Missing Items--Unspecified Luggage										1			1	
Disarrayed Items--Carry-on or Checked				1	1		3	2	1	1	2	2	13	
Patdown					1		1			3	1	1	7	
Flyer					1		1			3	1	1	7	
Persons w/ Disabilities (PWD)					1			1	2		3	3	10	
General					1						1		2	
Medically Necessary Medication and Medical Supplies												2	2	
Metal Implants (joint)												1	1	
Mobility Disability (Not Wheelchair or Scooter)								1					1	
Prosthesis/Amputees and Casts									1				1	
Respiratory and Inhaler Equipment											1		1	
Service Animals											1		1	
Wheelchair/ Scooter/ Segway									1				1	
Screening				1	2	2	2	3	9	3	8	9	39	
Inconsistency								1	1	1		1	4	
International Screening							1						1	
Lengthy Lines									3		3	3	9	
Procedures/Process				1	2	2		2	5	2	5	4	23	
Retrieving Abandoned/Confiscated Items							1					1	2	
2016	48	37	52	58	73	75	47	77	53	54	64	53	691	
Advanced Imaging Technology (AIT)			1										1	
Flyer			1										1	
Civil Rights			1	2	3	1	2	3		1	4	1	18	
General Complaint and Discrimination					2								2	
Racial Profiling or Discrimination			1	2	1		1	2		1	4		12	
Screening of Religious or Cultural Garments							1						1	
Sex/Gender/Gender Identity- Not Transgender						1						1	2	
Transgender Screening								1					1	
Customer Service	6	2	12	7	11	9	9	11	14	8	6	8	103	
CSM										1			1	
Others	1		2		2	4	1	1	2			1	14	
TSO	5	2	10	7	9	5	8	10	12	7	6	7	88	
Identification (ID) Requirements					1								1	
Domestic					1								1	
Locks	6	2	2	2	6	2	2		1	3	3	1	30	
General					1								1	
Missing or Damaged Lock	6	2	2	2	5	2	2		1	3	3	1	29	
Lost and Found	3	2		1		1		1	2	1		4	15	
Airport/TSA	3	2		1		1		1	2	1		4	15	
Mishandling of Passenger Property	26	20	29	25	18	29	23	26	25	35	35	25	316	
Damaged/Missing Items--Carry-on Luggage	4	3	2	1		2	1	2	4	1	4	1	25	
Damaged/Missing Items--Checked Baggage	19	14	24	22	17	26	21	19	21	29	27	23	262	
Damaged/Missing Items--Unspecified Luggage										1		1	2	
Disarrayed Items--Carry-on or Checked	3	3	3	2	1	1	1	5		4	4		27	
Patdown	4	3	1	3	2	3	2	3	1	1	7	2	32	
Flyer	4	1	1	3	2	3	2	3	1	1	7	2	30	
General		1											1	
Non-Flyer		1											1	
Persons w/ Disabilities (PWD)			1	3	1	1	4	2	1	1	3	6	23	
Autism Spectrum				1									1	
Cognitive /Developmental /Mental Disability							1					2	3	
Medically Necessary Medication and Medical Supplies				2	1	1	2						6	
Metal Implants (joint)											1		1	
Mobility Disability (Not Wheelchair or Scooter)			1					1	1		1	2	6	
Prosthesis/Amputees and Casts												1	1	
Touch Aversion (pain/trauma)											1		1	
Visual Impairment								1		1			2	

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
Wheelchair/ Scooter/ Segway								1					1	2
Screening		3	8	5	15	31	29	5	31	9	4	6	6	152
Inconsistency				2	1	1		1	2	1			1	9
International Screening												1		1
Lengthy Lines		1	6	2	9	24	21	2	23	1		1		90
Military									1					1
Procedures/Process		2	1	1	2	5	6	2	4	7	4	3	4	41
Retrieving Abandoned/Confiscated Items					3	1							1	5
Security Breach			1				2		1			1		5
2017		61	38	63	43	38	49	35	46	48	53	47	46	567
Advanced Imaging Technology (AIT)												1		1
Flyer as Observer												1		1
Animals				1										1
Checked				1										1
Civil Rights		1	3	4				3	4	3	1	2	1	22
Racial Profiling or Discrimination		1	1	4				3	2	2	1	2	1	17
Screening of Religious Cultural and Ceremonial Items			1											1
Sex/Gender/Gender Identity- Not Transgender			1						1	1				3
Transgender Screening									1					1
Customer Service		11	5	10	5	6	7	9	8	8	9	5	13	96
Others						1					1		1	3
TSO		11	5	10	5	5	7	9	8	8	8	5	12	93
Identification (ID) Requirements													1	1
Domestic													1	1
Locks		7	2	3	2		4	3	3	4		2	2	32
General				1						1			1	3
Missing or Damaged Lock		7	2	2	2		4	3	3	3		2	1	29
Lost and Found		2	2	1	3		1		2	2		2	1	16
Airport/TSA		2	2	1	3		1		2	2		2	1	16
Mishandling of Passenger Property		30	19	33	25	25	31	10	15	17	20	22	7	254
Damaged/Missing Items--Carry-on Luggage		3	3	3	8	2	2			2	2	1		26
Damaged/Missing Items--Checked Baggage		23	13	26	15	20	27	7	11	14	16	16	6	194
Damaged/Missing Items--Unspecified Luggag		1	1											2
Disarrayed Items--Carry-on or Checked		3	2	4	2	3	2	3	4	1	2	5	1	32
Patdown		1		3	3		3	2	2	2	2	2	7	27
Children		1												1
Flyer				2	3		2	2	1	1	2	2	7	22
Flyer as Observer							1		1					2
Non-Flyer				1						1				2
Persons w/ Disabilities (PWD)		4	2	3	2	1	1		2		6	1	3	25
Autism Spectrum											1			1
Cognitive /Developmental /Mental Disability											1			1
General				1		1								2
Internal Medical Devices				1							2			3
Medical Devices - Attached to the Body		1											1	2
Medically Necessary Medication and Medical		1	1		1		1		1				1	6
Metal Implants (joint)											1			1
Mobility Disability (Not Wheelchair or Scooter		1												1
Ostomy/Ostomates												1		1
Prosthesis/Amputees and Casts													1	1
Visual Impairment				1	1									2
Wheelchair/ Scooter/ Segway			1						1		1			3
Wounded Warrior		1												1
Prohibited & Permitted Items													1	1
Firearm/Ammunition													1	1
Property - Special Handling								3	8	7	6	8	4	36
Damaged Items - Carry-On											1			1
Damaged Items - Checked								1	2	2		2		7
Missing Items - Carry-On								1		2	2	2		7
Missing Items - Checked								1	6	3	3	4	4	21
Request for Assistance						1								1
Other						1								1
Screening		5	5	5	3	5	2	5	2	5	9	2	6	54
Crew Member or Airline Employee					1									1
Inconsistency		1	1		1		1				2			6
Lengthy Lines								1		1		1	3	6
Procedures/Process		4	2	5	1	5	1	4	2	4	7	1	3	39
Retrieving Abandoned/Confiscated Items			1											1
Security Breach			1											1
2018		55	58	55	61	64	59	47	52	55	64	81	44	695
Advanced Imaging Technology (AIT)										1	1			2
Flyer										1	1			2
Civil Rights		2	3	1	1	4	1	1	3		1	4	2	23
Age												1		1
Constitutional Rights			1											1
Hair Patdowns									2			1		3
National Origin			1											1
Racial Profiling or Discrimination		1	1		1	2	1	1	1		1	2	1	12
Sex/Gender/Gender Identity- Not Transgender		1		1		2							1	5
Customer Service		9	12	12	13	14	9	8	15	19	13	15	6	145
Others			1	2			2	1			1		1	8
TSO		9	11	10	13	14	7	7	15	19	12	15	5	137
Locks		1	3	2	4	2		2	4	2	3	5	3	31
Missing or Damaged Lock		1	3	2	4	2		2	4	2	3	5	3	31
Lost and Found		3	1	1	3	2	2			2	3	3	2	22

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
Airport/TSA	3	1	1	3	2	2			2	3	3	2	22	
Mishandling of Passenger Property	14	17	12	21	18	12	12	8	7	16	14	10	161	
Damaged/Missing Items--Carry-on Luggage	1	1		2	1	2	2		1	1		2	13	
Damaged/Missing Items--Checked Baggage	7	12	11	17	11	8	9	5	5	11	11	7	114	
Damaged/Missing Items--Unspecified Luggage					1					1			2	
Disarrayed Items--Carry-on or Checked	6	4	1	2	5	2	1	3	1	3	3	1	32	
Patdown	5	4	6	4	1	3	6	7	5	3	7	3	54	
Children										1			1	
Flyer	5	4	6	3	1	2	4	7	5	2	7	3	49	
Flyer as Observer				1			2						3	
Non-Flyer						1							1	
Persons w/ Disabilities (PWD)	4	1	4	2	3	2	2	1	2	3	8	3	35	
Cancer (general) Not Breast Cancer											1		1	
Diabetes			1						1	1			3	
General		1				1							2	
Hearing Impairment					1					1			2	
Internal Medical Devices												1	1	
Medical Devices - Attached to the Body	1							1				1	3	
Medically Necessary Medication and Medical Supplies											1		1	
Metal Implants (joint)											1		1	
Mobility Disability (Not Wheelchair or Scooter)			1	1	1	1					2		6	
Prosthesis/Amputees and Casts									1		1		2	
Respiratory and Inhaler Equipment	1												1	
Service Animals				1									1	
Touch Aversion (pain/trauma)					1						1	1	3	
Wheelchair/ Scooter/ Segway	2		2				2			1	1		8	
Property - Special Handling	8	5	7	9	11	14	9	10	11	9	10	8	111	
Damaged Items - Carry-On			1		2	1	3	2	1				10	
Damaged Items - Checked	3		2		2	3	3	3	3	3	3	1	26	
Missing Items - Carry-On	2	3	1	3	3	4	2	2	3	2	2	1	28	
Missing Items - Checked	3	2	3	6	4	6	1	3	4	4	5	6	47	
Request for Assistance						1							1	
Other						1							1	
Screening	9	12	10	4	9	15	7	4	6	12	15	7	110	
Crew Member or Airline Employee		1											1	
Inconsistency		3	1				2						6	
Lengthy Lines		2			2	1			1	3	2	1	12	
Procedures/Process	9	6	8	4	6	11	5	3	4	8	12	5	81	
Retrieving Abandoned/Confiscated Items					1	2		1		1	1	1	7	
Security Breach			1			1			1				3	
2019	50	56	52	43	36								237	
Civil Rights	5	3	3	2	2								15	
Constitutional Rights	1												1	
Hair Patdowns					1								1	
Racial Profiling or Discrimination	3	2	1	1	1								8	
Sex/Gender/Gender Identity- Not Transgender	1	1	2	1									5	
Customer Service	7	10	10	8	8								43	
CSM		1											1	
TSO	7	9	10	8	8								42	
Locks	1	2	1		4								8	
Missing or Damaged Lock	1	2	1		4								8	
Lost and Found	4	2	1	2									9	
Airport/TSA	4	2	1	2									9	
Mishandling of Passenger Property	7	13	12	11	4								47	
Damaged/Missing Items--Carry-on Luggage		3	1										4	
Damaged/Missing Items--Checked Baggage	5	9	11	7	4								36	
Disarrayed Items--Carry-on or Checked	2	1		4									7	
Patdown	2	3	3		2								10	
Flyer	1	3	3		2								9	
Flyer as Observer	1												1	
Persons w/ Disabilities (PWD)	6	4	2	2	3								17	
Cognitive /Developmental /Mental Disability	1	1											2	
General		1											1	
Internal Medical Devices	1												1	
Mobility Disability (Not Wheelchair or Scooter)			1	1	1								3	
Ostomy/Ostomates	1	1											2	
Service Animals	1	1											2	
Visual Impairment					1								1	
Wheelchair/ Scooter/ Segway	2		1	1	1								5	
Property - Special Handling	14	15	13	13	5								60	
Damaged Items - Carry-On	1		2	2									5	
Damaged Items - Checked	2	2	2	4									10	
Missing Items - Carry-On	2	7	1	5	3								18	
Missing Items - Checked	9	6	8	2	2								27	
Request for Assistance			1										1	
Other			1										1	
Screening	3	4	6	5	8								26	
Inconsistency		1											1	
Lengthy Lines				2	2								4	
Procedures/Process	3	3	5	3	6								20	
Retrieving Abandoned/Confiscated Items			1										1	
TSA Contact Information	1												1	
General	1												1	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
MSS			1	1								2	4	
2015												1	1	
Mishandling of Passenger Property												1	1	
Damaged/Missing Items--Checked Baggage												1	1	
2016												1	1	
Mishandling of Passenger Property												1	1	
Damaged/Missing Items--Checked Baggage												1	1	
2017			1	1									2	
Mishandling of Passenger Property			1	1									2	
Damaged/Missing Items--Checked Baggage			1	1									2	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
MSY	199	190	170	185	173	156	161	222	200	198	184	159	2,197	
2015				31	26	19	25	48	44	55	47	35	330	
Civil Rights				1								1	2	
Racial Profiling or Discrimination				1								1	2	
Customer Service				7	3	2	3	9	13	17	18	8	80	
Others								2	4	9	8	4	27	
TSO				7	3	2	3	7	9	8	10	4	53	
Expedited Passenger Screening Program				2		1							3	
TSA PreCheck				2		1							3	
Locks				3		2	1	3	2	2	3	4	20	
Missing or Damaged Lock				3		2	1	3	2	2	3	4	20	
Lost and Found				1	2				1				4	
Airport/TSA				1	2				1				4	
Mishandling of Passenger Property				13	18	12	20	30	23	28	25	18	187	
Damaged/Missing Items--Carry-on Luggage					1	1	2	4	1	3	1	2	15	
Damaged/Missing Items--Checked Baggage				13	16	10	17	25	20	23	22	14	160	
Disarrayed Items--Carry-on or Checked					1	1	1	1	2	2	2	2	12	
Patdown					2							1	3	
Flyer					2							1	3	
Persons w/ Disabilities (PWD)				1	1		1			2			5	
Diabetes										2			2	
Diapers/Garments/Dressings/Masks							1						1	
General				1									1	
Mobility Disability (Not Wheelchair or Scooter)					1								1	
Screening				3		2		6	5	6	1	3	26	
Inconsistency						1		1	1				3	
Lengthy Lines								3	1	1			5	
Procedures/Process				3		1		2	2	5	1	3	17	
Security Breach									1				1	
2016	51	36	33	26	39	61	48	72	56	49	48	36	555	
Civil Rights		3		1	1	1	1	1	4	3	1		16	
General Complaint and Discrimination				1	1								2	
Racial Profiling or Discrimination		3				1	1	1	3	3	1		13	
Sex/Gender/Gender Identity- Not Transgender									1				1	
Customer Service	11	8	6	2	11	12	16	17	15	7	10	6	121	
Others			2			2	1	8	3		2	2	20	
TSO	11	8	4	2	11	10	15	9	12	7	8	4	101	
Locks	8	3	1	4	4	3	3	2	3	7		2	40	
General					1								1	
Missing or Damaged Lock	8	3	1	4	3	3	3	2	3	7		2	39	
Lost and Found						1					1		2	
Airport/TSA						1					1		2	
Mishandling of Passenger Property	23	19	21	14	17	28	21	30	25	26	25	21	270	
Damaged/Missing Items--Carry-on Luggage	1	2	2	2	2		2	2	3	3	1	2	22	
Damaged/Missing Items--Checked Baggage	21	16	18	8	15	26	17	22	18	20	21	16	218	
Disarrayed Items--Carry-on or Checked	1	1	1	4		2	2	6	4	3	3	3	30	
Patdown		2	2	1		2		1	2	1	1	2	14	
Flyer		1	2	1		1		1	2	1	1	2	12	
Flyer as Observer		1				1							2	
Persons w/ Disabilities (PWD)	4	1		1	2	2	1	2	2		5		20	
Cancer (general) Not Breast Cancer						1							1	
Diabetes									1				1	
Hearing Impairment						1					1		2	
Internal Medical Devices	1												1	
Medically Necessary Medication and Medical	3			1	1				1				6	
Metal Implants (joint)		1									1		2	
Mobility Disability (Not Wheelchair or Scooter)					1			1			2		4	
Service Animals											1		1	
Touch Aversion (pain/trauma)								1					1	
Wheelchair/ Scooter/ Segway							1						1	
Prohibited & Permitted Items												1	1	
Liquids/Gels/Aerosols												1	1	
Request for Assistance										1			1	
Other										1			1	
Screening	5		3	3	4	12	6	19	5	4	5	4	70	
Crew Member or Airline Employee	1												1	
Inconsistency				2		3		1				1	7	
Lengthy Lines	1				2	4	5	9	1	1		2	25	
Procedures/Process	1		3	1	2	5	1	9	4	3	5	1	35	
Retrieving Abandoned/Confiscated Items	2												2	
2017	44	62	46	43	36	42	39	51	53	41	37	55	549	
Civil Rights			3		2	1	1	1	1		1		10	
Perceived Religion					1								1	
Racial Profiling or Discrimination			3		1	1	1	1	1				8	
Sex/Gender/Gender Identity- Not Transgender											1		1	
Customer Service	13	13	8	5	10	6	13	17	15	10	9	14	133	
Others	1	3		1	1	1		2	4	1		2	16	
TSO	12	10	8	4	9	5	13	15	11	9	9	12	117	
Identification (ID) Requirements							1						1	
Domestic							1						1	
Locks	7	2	4	5	2	2	1	2	5	3	3	3	39	
General								1	1				2	
Missing or Damaged Lock	7	2	4	5	2	2	1	1	4	3	3	3	37	
Lost and Found										1			1	
Airport/TSA										1			1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Mishandling of Passenger Property	19	31	23	23	18	25	11	14	15	13	12	8	212
Damaged/Missing Items--Carry-on Luggage		1	1	1	2	3			1				9
Damaged/Missing Items--Checked Baggage	18	26	21	19	15	18	10	11	10	9	11	6	174
Disarrayed Items--Carry-on or Checked	1	4	1	3	1	4	1	3	4	4	1	2	29
Patdown	1	4	2	3	1	3	1	1	2		1	1	20
Flyer	1	3	2	3	1	2	1	1	2		1	1	18
General		1											1
Non-Flyer						1							1
Persons w/ Disabilities (PWD)	2	3	3	1	1	1	1	5	2	5		5	29
Diabetes									1			1	2
Medical Devices - Attached to the Body	1												1
Medically Necessary Medication and Medical Supplies			1	1		1		1		1		3	8
Metal Implants (joint)		1						1					2
Mobility Disability (Not Wheelchair or Scooter)			2						1	2			5
Service Animals		2					1	1		1			5
Wheelchair/ Scooter/ Segway	1				1			2		1		1	6
Property - Special Handling							7	6	7	5	6	16	47
Damaged Items - Carry-On								1				2	3
Damaged Items - Checked							2	1	1	4	1	5	14
Missing Items - Carry-On									1		1	2	4
Missing Items - Checked							5	4	5	1	4	7	26
Screening	2	9	3	6	2	4	3	5	6	4	5	8	57
Crew Member or Airline Employee		1											1
Inconsistency	1			1				1	2	1			6
Lengthy Lines		4		1			1	1	1	1			9
Procedures/Process	1	4	2	4	2	4	2	3	3	1	5	8	39
Retrieving Abandoned/Confiscated Items			1										1
Security Breach										1			1
<b>2018</b>	<b>55</b>	<b>50</b>	<b>52</b>	<b>46</b>	<b>40</b>	<b>34</b>	<b>49</b>	<b>51</b>	<b>47</b>	<b>53</b>	<b>52</b>	<b>33</b>	<b>562</b>
Civil Rights	2	1	2	1			1	2		4	1	1	15
Hair Patdowns							1			1			2
Racial Profiling or Discrimination	2			1						2	1		6
Sex/Gender/Gender Identity- Not Transgender			1					2		1		1	5
Sexual Orientation - Not Transgender		1	1										2
Customer Service	15	20	12	15	9	8	12	16	14	13	3	5	142
Others	1	2	2	1	1	2		1		1			11
TSO	14	18	10	14	8	6	12	15	14	12	3	5	131
Locks		5	2	2	2	1	2	2	1	5	4	2	28
Missing or Damaged Lock		5	2	2	2	1	2	2	1	5	4	2	28
Lost and Found							1				1	1	3
Airport/TSA							1				1	1	3
Mishandling of Passenger Property	23	6	12	15	12	11	14	8	9	10	16	6	142
Damaged/Missing Items--Carry-on Luggage	1			1	1	2	2			1	1		9
Damaged/Missing Items--Checked Baggage	19	5	11	13	11	9	12	7	6	9	13	5	120
Damaged/Missing Items--Unspecified Luggage									1			1	2
Disarrayed Items--Carry-on or Checked	3	1	1	1				1	2		2		11
Patdown	4	1	2	2	2		3	4	4	2	2		26
Flyer	4	1	1	2	1		3	3	4	2	2		23
Flyer as Observer			1					1					2
Non-Flyer					1								1
Persons w/ Disabilities (PWD)	1	2	2	2	1		5	2	2	3	5	2	27
Autism Spectrum			1										1
Breast Cancer							1						1
Cognitive /Developmental /Mental Disability											1		1
Diabetes	1												1
General							1			1	1		3
Medically Necessary Medication and Medical Supplies			1				1					1	3
Metal Implants (joint)									1				1
Mobility Disability (Not Wheelchair or Scooter)				1				1			1		3
Prosthesis/Amputees and Casts		1					1						2
Service Animals											1		1
Touch Aversion (pain/trauma)				1							1		2
Visual Impairment		1					1						2
Wheelchair/ Scooter/ Segway					1			1	1	2		1	6
Property - Special Handling	4	8	7	5	10	7	7	8	11	6	9	12	94
Damaged Items - Carry-On		3		1	2		1	1	3			3	14
Damaged Items - Checked	3	1		1	3	2	1	3	3	2	3	1	23
Missing Items - Carry-On				1	2	2	3	2	1	1	1	3	16
Missing Items - Checked	1	4	7	2	3	3	2	2	4	3	5	5	41
Screening	6	7	13	4	4	7	4	9	6	10	11	4	85
Crew Member or Airline Employee			1					1					2
Inconsistency	1	1	4	1				1		2	1		11
Lengthy Lines	1	1	5			3		1	2	4	1		18
Procedures/Process	4	5	3	2	4	4	4	5	4	3	7	4	49
Retrieving Abandoned/Confiscated Items				1				1		1			3
Security Breach											1		1
Shoe Screening											1		1
<b>2019</b>	<b>49</b>	<b>42</b>	<b>39</b>	<b>39</b>	<b>32</b>								<b>201</b>
Civil Rights	1	3	5	1	1								11
Racial Profiling or Discrimination		1	2										3
Sex/Gender/Gender Identity- Not Transgender		2	3	1	1								7
Transgender Screening	1												1
Customer Service	14	10	15	11	7								57
Others	2		2										4
TSO	12	10	13	11	7								53

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Locks	3	2		2									7
Missing or Damaged Lock	3	2		2									7
Mishandling of Passenger Property	12	13	9	8	12								54
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage	10	12	9	8	9								48
Damaged/Missing Items--Unspecified Luggage					1								1
Disarrayed Items--Carry-on or Checked	2				2								4
Patdown	3	5	1		2								11
Flyer	3	5	1		2								11
Persons w/ Disabilities (PWD)	1	2	2	3	1								9
Diabetes				1									1
General				1									1
Hearing Impairment			1										1
Medical Devices - Attached to the Body					1								1
Medically Necessary Medication and Medical Supplies		1											1
Metal Implants (joint)		1											1
Mobility Disability (Not Wheelchair or Scooter)			1										1
Service Animals	1												1
Touch Aversion (pain/trauma)				1									1
Property - Special Handling	11	5	3	14	7								40
Damaged Items - Carry-On	2	1		3	1								7
Damaged Items - Checked	2	1		4	2								9
Missing Items - Carry-On	1	2	1	5									9
Missing Items - Checked	6	1	2	2	4								15
Screening	4	2	4		2								12
Lengthy Lines	1	1	1										3
Procedures/Process	3		3		2								8
Security Breach		1											1



		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
MTJ		2	5	9	7	5	5	3	3	4	4	2	49	
2015					1	2	1		3	1	1	1	7	
Mishandling of Passenger Property						1	1	1		1	1	1	6	
Damaged/Missing Items--Checked Baggage							1	1		1	1	1	5	
Disarrayed Items--Carry-on or Checked						1							1	
Patdown							1						1	
Flyer							1						1	
2016			1		2	2	1	2			1		9	
Customer Service					1				1		1		3	
Others									1				1	
TSO					1						1		2	
Mishandling of Passenger Property			1		1		1	1					4	
Damaged/Missing Items--Checked Baggage			1		1		1						3	
Disarrayed Items--Carry-on or Checked								1					1	
Patdown							1						1	
Flyer							1						1	
Screening							1						1	
Procedures/Process							1						1	
2017		1	1	2	2	1	1	1	1	2	1	2	1	15
Civil Rights						1								1
Racial Profiling or Discrimination						1								1
Customer Service		1	1				1		1	2		1		7
Others		1												1
TSO			1				1		1	2		1		6
Locks					1									1
Missing or Damaged Lock					1									1
Mishandling of Passenger Property					1	1							1	3
Damaged/Missing Items--Checked Baggage					1	1							1	3
Persons w/ Disabilities (PWD)								1						1
Metal Implants (joint)								1						1
Property - Special Handling											1			1
Missing Items - Checked											1			1
Screening												1		1
Lengthy Lines												1		1
2018			1	6	2			2			1	1	1	14
Civil Rights					1									1
Racial Profiling or Discrimination					1									1
Customer Service					3	1						1	1	6
Others					1									1
TSO					2	1						1	1	5
Mishandling of Passenger Property						1		1						2
Disarrayed Items--Carry-on or Checked						1		1						2
Patdown								1						1
Flyer as Observer								1						1
Property - Special Handling											1			1
Missing Items - Checked											1			1
Screening				1	2									3
Procedures/Process				1	2									3
2019		1	2	1										4
Customer Service			2	1										3
TSO				2	1									3
Patdown			1											1
Flyer			1											1

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MVY</b>								<b>1</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>16</b>
<b>2015</b>									<b>4</b>		<b>3</b>		<b>7</b>
Locks									1				1
Missing or Damaged Lock									1				1
Mishandling of Passenger Property									3		2		5
Damaged/Missing Items--Checked Baggage									3		2		5
Screening											1		1
Security Breach											1		1
<b>2016</b>										<b>1</b>	<b>2</b>		<b>3</b>
Locks											1		1
Missing or Damaged Lock											1		1
Mishandling of Passenger Property										1	1		2
Damaged/Missing Items--Checked Baggage										1			1
Disarrayed Items--Carry-on or Checked											1		1
<b>2017</b>								<b>1</b>	<b>1</b>				<b>2</b>
Customer Service								1					1
TSO								1					1
Persons w/ Disabilities (PWD)									1				1
Ostomy/Ostomates									1				1
<b>2018</b>										<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>
Mishandling of Passenger Property												1	1
Damaged/Missing Items--Checked Baggage												1	1
Patdown										1			1
Flyer										1			1
Persons w/ Disabilities (PWD)											2		2
Prosthesis/Amputees and Casts											2		2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>MWA</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>15</b>
<b>2015</b>											<b>1</b>	<b>1</b>	<b>2</b>
Locks											1		1
Missing or Damaged Lock											1		1
Mishandling of Passenger Property												1	1
Disarrayed Items--Carry-on or Checked												1	1
<b>2016</b>	<b>1</b>	<b>1</b>											<b>2</b>
Mishandling of Passenger Property	1	1											2
Damaged/Missing Items--Checked Baggage	1	1											2
<b>2017</b>		<b>2</b>	<b>1</b>		<b>1</b>				<b>1</b>			<b>1</b>	<b>6</b>
Mishandling of Passenger Property		2	1		1				1				5
Damaged/Missing Items--Checked Baggage		2	1		1				1				5
Property - Special Handling												1	1
Damaged Items - Checked												1	1
<b>2018</b>				<b>2</b>				<b>1</b>			<b>1</b>		<b>4</b>
Civil Rights								1					1
Racial Profiling or Discrimination								1					1
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
Patdown				1									1
Flyer				1									1
Property - Special Handling				1									1
Missing Items - Checked				1									1
<b>2019</b>			<b>1</b>										<b>1</b>
Screening			1										1
Procedures/Process			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
MYR	28	16	14	16	16	24	29	28	36	40	27	36	310	
2015				5	1	4	10	5	6	7	4	9	51	
Civil Rights									1				1	
General Complaint and Discrimination									1				1	
Customer Service						1	3		1				5	
Others							1		1				2	
TSO						1	2						3	
Expedited Passenger Screening Program							1						1	
TSA PreCheck							1						1	
Locks				1				1					2	
General				1									1	
Missing or Damaged Lock								1					1	
Lost and Found							1						1	
Airport/TSA							1						1	
Mishandling of Passenger Property				4	1	2	4	4	2	7	4	8	36	
Damaged/Missing Items--Carry-on Luggage												1	1	
Damaged/Missing Items--Checked Baggage				4	1	2	4	4	2	7	4	5	33	
Damaged/Missing Items--Unspecified Luggage												1	1	
Disarrayed Items--Carry-on or Checked												1	1	
Screening						1	1		2			1	5	
Inconsistency						1							1	
Procedures/Process							1		2			1	4	
2016	7	4	3	2	2	4	3	14	12	6	9	11	77	
Customer Service	1	2						4	3	1	2	2	15	
Others								1					1	
TSO	1	2						3	3	1	2	2	14	
Locks	1							1	1				3	
Missing or Damaged Lock	1							1	1				3	
Lost and Found								1					1	
Airport/TSA								1					1	
Mishandling of Passenger Property	5	1	2	1	2	4	2	2	4	4	4	8	39	
Damaged/Missing Items--Carry-on Luggage							1			1		1	3	
Damaged/Missing Items--Checked Baggage	4	1	2		2	4	1	2	4	3	4	7	34	
Disarrayed Items--Carry-on or Checked	1			1									2	
Patdown								1					1	
General								1					1	
Persons w/ Disabilities (PWD)								1			1	1	3	
Diabetes								1					1	
Wheelchair/ Scooter/ Segway											1	1	2	
Screening		1	1	1			1	4	4	1	2		15	
Inconsistency				1							1		2	
Lengthy Lines							1	3	2				6	
Procedures/Process		1	1					1	1	1	1		6	
Retrieving Abandoned/Confiscated Items									1				1	
2017	5	5	3	3	6	8	6	2	6	10	7	11	72	
Civil Rights										1	1		2	
Racial Profiling or Discrimination										1			1	
Sex/Gender/Gender Identity- Not Transgender											1		1	
Customer Service			2		2	2	1		1	1		2	11	
Others			1		1								2	
TSO			1		1	2	1		1	1		2	9	
Locks				1	2		1						4	
Missing or Damaged Lock				1	2		1						4	
Lost and Found	1									1			2	
Airport/TSA	1									1			2	
Mishandling of Passenger Property	4	2	1	2	2	6	1	1	3	2	2	3	29	
Damaged/Missing Items--Checked Baggage	4	2	1	2	2	5	1	1	2	1	2	2	25	
Disarrayed Items--Carry-on or Checked						1			1	1		1	4	
Patdown								1		1	1	1	4	
Flyer										1	1	1	3	
Flyer as Observer								1					1	
Persons w/ Disabilities (PWD)							1			1			2	
Internal Medical Devices										1			1	
Metal Implants (joint)							1						1	
Property - Special Handling									1	2	2	4	9	
Damaged Items - Carry-On										2	1	1	4	
Damaged Items - Checked											1		1	
Missing Items - Checked									1			3	4	
Screening		3					2		1	1	1	1	9	
Inconsistency							1						1	
Lengthy Lines												1	1	
Procedures/Process		3					1		1	1	1		7	
2018	7	5	3	1	3	8	10	7	12	17	7	5	85	
Civil Rights							1	1					2	
Hair Patdowns							1						1	
Racial Profiling or Discrimination								1					1	
Customer Service	1	1			1	3		2	2	6	1		17	
Others		1								1	1		3	
TSO	1				1	3		2	2	5			14	
Locks		1	1				1						3	
Missing or Damaged Lock		1	1				1						3	
Mishandling of Passenger Property	3	1	1	1	2	2	2	1	2	1	2	3	21	
Damaged/Missing Items--Checked Baggage	2		1	1	1	2	2		2	1	2	3	17	
Disarrayed Items--Carry-on or Checked	1	1			1			1					4	
Patdown	2		1				3		3	2		1	12	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Flyer	2		1				3		2	2		1	11
Flyer as Observer									1				1
Persons w/ Disabilities (PWD)							1		3	1	1		6
Diabetes										1			1
Internal Medical Devices									1				1
Medically Necessary Medication and Medical Supplies							1						1
Metal Implants (joint)									1		1		2
Touch Aversion (pain/trauma)									1				1
Prohibited & Permitted Items										1			1
Lighters/Matches										1			1
Property - Special Handling	1					3	1	1	2	3	3		14
Damaged Items - Carry-On						1		1		1	1		4
Damaged Items - Checked										1			1
Missing Items - Carry-On									1		1		2
Missing Items - Checked	1					2	1		1	1	1		7
Screening		2					1	2		3		1	9
Children										1			1
Lengthy Lines		1					1			1			3
Procedures/Process		1						2		1		1	5
<b>2019</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>4</b>								<b>25</b>
Civil Rights		1			1								2
Hair Patdowns					1								1
Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	1		1	2	1								5
TSO	1		1	2	1								5
Locks	1			2									3
Missing or Damaged Lock	1			2									3
Mishandling of Passenger Property	2		1		1								4
Damaged/Missing Items--Checked Baggage	2		1		1								4
Persons w/ Disabilities (PWD)	1		1										2
Mobility Disability (Not Wheelchair or Scooter)	1		1										2
Property - Special Handling	1	1	2		1								5
Damaged Items - Checked	1		1										2
Missing Items - Checked		1	1		1								3
Screening	3			1									4
Procedures/Process	3			1									4

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
NYL	7	10	8	7	14	13	11	8	8	6	7	4	103
2015				1	4	3	6	4			2	3	23
Locks				1									1
Missing or Damaged Lock				1									1
Mishandling of Passenger Property					4	3	5	4			2	3	21
Damaged/Missing Items--Carry-on Luggage						1						1	2
Damaged/Missing Items--Checked Baggage					4	1	4	4			2	2	17
Damaged/Missing Items--Unspecified Luggage							1						1
Disarrayed Items--Carry-on or Checked						1							1
Patdown							1						1
Flyer							1						1
2016	4	1	3	1	5	5	3	2	2	1	3	1	31
Customer Service	2												2
CSM	1												1
TSO	1												1
Mishandling of Passenger Property	2	1	3	1	5	5	3	2	2	1	3	1	29
Damaged/Missing Items--Checked Baggage	2	1	2	1	5	5	2	2	2	1	3	1	27
Disarrayed Items--Carry-on or Checked			1				1						2
2017	2	3	1	3	1	4	2	2	4	3	1		26
Locks		1											1
Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2	2	1	2	1	4	1	1	1	2	1		18
Damaged/Missing Items--Checked Baggage	2	2		2	1	2	1	1	1	1	1		14
Disarrayed Items--Carry-on or Checked			1			2				1			4
Property - Special Handling							1	1	1	1			4
Damaged Items - Checked							1	1					2
Missing Items - Checked									1	1			2
Screening				1					2				3
Procedures/Process				1					1				2
Retrieving Abandoned/Confiscated Items									1				1
2018		4	1	1	1	1			2	2	1		13
Customer Service				1					1				2
TSO				1					1				2
Mishandling of Passenger Property		3	1		1	1			1	2	1		10
Damaged/Missing Items--Checked Baggage		3	1			1			1	2	1		9
Disarrayed Items--Carry-on or Checked					1								1
Screening		1											1
Inconsistency		1											1
2019	1	2	3	1	3								10
Mishandling of Passenger Property	1	2	2		1								6
Damaged/Missing Items--Checked Baggage		2	1		1								4
Disarrayed Items--Carry-on or Checked	1		1										2
Property - Special Handling			1		2								3
Damaged Items - Checked					1								1
Missing Items - Checked			1		1								2
Screening				1									1
Procedures/Process				1									1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
OAJ	8	6	8	6	8	14	7	4	9	13	2	6	91	
2015					1				4	2		2	9	
Customer Service									1			1	2	
TSO									1			1	2	
Mishandling of Passenger Property					1				2	1		1	5	
Damaged/Missing Items--Carry-on Luggage										1			1	
Damaged/Missing Items--Checked Baggage					1				2			1	4	
Screening									1	1			2	
Lengthy Lines									1				1	
Procedures/Process										1			1	
2016	1	1		1	1	4	1	1	3	4	1	2	20	
Civil Rights		1											1	
Racial Profiling or Discrimination		1											1	
Customer Service						1				1			2	
Others						1							1	
TSO										1			1	
Identification (ID) Requirements						1							1	
Domestic						1							1	
Mishandling of Passenger Property					1		1		1			2	5	
Damaged/Missing Items--Checked Baggage					1		1					2	4	
Damaged/Missing Items--Unspecified Luggage									1				1	
Persons w/ Disabilities (PWD)				1		2				1			4	
Cognitive /Developmental /Mental Disability				1									1	
Medically Necessary Medication and Medical Supplies						1							1	
Metal Implants (joint)										1			1	
Prosthesis/Amputees and Casts						1							1	
Screening	1							1	2	2	1		7	
Procedures/Process	1							1	2	2	1		7	
2017	3	1	8	3	1	8	2	3	2	5	1	2	39	
Customer Service	1		2	1		1				2	1		8	
TSO	1		2	1		1				2	1		8	
Mishandling of Passenger Property	1		2	2	1	2							8	
Damaged/Missing Items--Checked Baggage	1		2	2	1	1							7	
Disarrayed Items--Carry-on or Checked						1							1	
Patdown						3		1					4	
Flyer						3							3	
Non-Flyer								1					1	
Persons w/ Disabilities (PWD)						1			1				2	
Mobility Disability (Not Wheelchair or Scooter)									1				1	
Touch Aversion (pain/trauma)						1							1	
Property - Special Handling								1		2		2	5	
Damaged Items - Checked										1		1	2	
Missing Items - Carry-On								1					1	
Missing Items - Checked										1		1	2	
Screening	1	1	4			1	2	1	1	1			12	
Crew Member or Airline Employee			2										2	
Inconsistency	1		1				2						4	
Lengthy Lines									1				1	
Procedures/Process		1	1			1		1		1			5	
2018	1	2		2	5	2	4			2			18	
Civil Rights				1	1	1							3	
Racial Profiling or Discrimination				1	1	1							3	
Customer Service										1			1	
TSO										1			1	
Mishandling of Passenger Property				1	2					1			4	
Damaged/Missing Items--Checked Baggage				1	2					1			4	
Persons w/ Disabilities (PWD)					1	1							2	
Medically Necessary Medication and Medical Supplies					1								1	
Prosthesis/Amputees and Casts						1							1	
Property - Special Handling		2											2	
Damaged Items - Checked		2											2	
Screening	1				1		4						6	
Crew Member or Airline Employee							1						1	
Lengthy Lines							1						1	
Procedures/Process	1				1		2						4	
2019	3	2											5	
Mishandling of Passenger Property		1											1	
Damaged/Missing Items--Checked Baggage		1											1	
Property - Special Handling		1											1	
Missing Items - Checked		1											1	
Screening	3												3	
Lengthy Lines	1												1	
Procedures/Process	2												2	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>OAK</b>	<b>99</b>	<b>104</b>	<b>98</b>	<b>103</b>	<b>100</b>	<b>132</b>	<b>106</b>	<b>135</b>	<b>124</b>	<b>127</b>	<b>137</b>	<b>111</b>	<b>1,376</b>
<b>2015</b>				<b>19</b>	<b>17</b>	<b>25</b>	<b>21</b>	<b>24</b>	<b>29</b>	<b>25</b>	<b>40</b>	<b>23</b>	<b>223</b>
Advanced Imaging Technology (AIT)											1		1
Flyer											1		1
Civil Rights							1	1		1			3
General Complaint and Discrimination										1			1
Racial Profiling or Discrimination								1					1
Transgender Screening							1						1
Customer Service				2	2		2	1	7	2	4	4	24
Others										1	1	1	3
TSO				2	2		2	1	7	1	3	3	21
Expedited Passenger Screening Program				2		1		1					4
TSA PreCheck				2		1		1					4
Hazardous Materials Safety									1				1
General									1				1
Locks				2	5	1	2		1	3	2	1	17
General					1								1
Missing or Damaged Lock				2	4	1	2		1	3	2	1	16
Lost and Found							1	2				1	4
Airport/TSA							1	2				1	4
Mishandling of Passenger Property				10	10	20	15	17	16	15	22	13	138
Damaged/Missing Items--Carry-on Luggage				1	4		1	1	2		2	2	13
Damaged/Missing Items--Checked Baggage				9	6	18	12	16	13	15	20	9	118
Damaged/Missing Items--Unspecified Luggage							1						1
Disarrayed Items--Carry-on or Checked						2	1		1			2	6
Patdown									1	1	1		3
Flyer									1	1			2
Flyer as Observer											1		1
Persons w/ Disabilities (PWD)						1						2	3
General												1	1
Medical Devices - Attached to the Body												1	1
Medically Necessary Medication and Medical Supplies						1							1
Screening				3		2		2	3	3	10	2	25
Inconsistency										1			1
Lengthy Lines				3				1	2	2	7		15
Procedures/Process						1		1	1		3		6
Retrieving Abandoned/Confiscated Items						1						2	3
<b>2016</b>	<b>22</b>	<b>30</b>	<b>30</b>	<b>27</b>	<b>31</b>	<b>43</b>	<b>34</b>	<b>35</b>	<b>32</b>	<b>38</b>	<b>44</b>	<b>37</b>	<b>403</b>
Advanced Imaging Technology (AIT)								1					1
Flyer as Observer								1					1
Civil Rights	1	1	2	2	1	2	1		2	2			14
General Complaint and Discrimination			1										1
Racial Profiling or Discrimination		1	1	2	1	2			1	1			9
Screening of Religious or Cultural Garments	1												1
Sex/Gender/Gender Identity- Not Transgender									1				1
Transgender Screening							1			1			2
Customer Service	3	6	5	2	4	5	10	4	6	12	14	13	84
Others		2	1		3	1		1		2	11	3	24
TSO	3	4	4	2	1	4	10	3	6	10	3	10	60
Identification (ID) Requirements			1					1					2
Domestic			1					1					2
Locks			3	2	2	2	1		1	3	1	1	16
Missing or Damaged Lock			3	2	2	2	1		1	3	1	1	16
Lost and Found	3	1	2	2		1	1						10
Airport/TSA	3	1	2	2		1	1						10
Mishandling of Passenger Property	11	18	14	17	15	24	16	17	16	17	20	20	205
Damaged/Missing Items--Carry-on Luggage	3	1		3	1	4	2	1	3	2	2	4	26
Damaged/Missing Items--Checked Baggage	7	17	13	14	13	18	13	13	12	13	17	15	165
Damaged/Missing Items--Unspecified Luggage										1			1
Disarrayed Items--Carry-on or Checked	1		1		1	2	1	3	1	1	1	1	13
Patdown		2	1		3			4	1		4		15
Flyer		1	1		1			4	1		3		11
Flyer as Observer					2								2
General											1		1
Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1		1		2		1		1	1	1	1	9
General			1										1
Medically Necessary Medication and Medical Supplies					1				1				2
Mobility Disability (Not Wheelchair or Scooter)	1				1					1	1		4
Wheelchair/ Scooter/ Segway							1					1	2
Screening	3	2	1	2	4	9	4	8	5	3	4	2	47
Inconsistency		1			1	1	1	2			1		7
Lengthy Lines				1		6	2	4		1	1		15
Procedures/Process	3	1	1	1	3	2	1	2	4	2	2	2	24
Security Breach									1				1
<b>2017</b>	<b>23</b>	<b>23</b>	<b>26</b>	<b>23</b>	<b>25</b>	<b>40</b>	<b>20</b>	<b>40</b>	<b>31</b>	<b>31</b>	<b>33</b>	<b>32</b>	<b>347</b>
Civil Rights	1	1			1	3	1	2	1	2		2	14
Headwear												1	1
Racial Profiling or Discrimination	1	1			1			2	1	1		1	8
Sex/Gender/Gender Identity- Not Transgender						1				1			2
Transgender Screening						2	1						3
Customer Service	5	2	2	2	1	5	1	10	3	4	4	3	42
Others	1					1				1	2		5
TSO	4	2	2	2	1	4	1	10	3	3	2	3	37
Identification (ID) Requirements									1		1		2



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Domestic									1				1
ID Matching Ticket and Boarding Pass Issues											1		1
Locks	3	1		1		2	1	1	4	1	1	2	17
General									1				1
Missing or Damaged Lock	3	1		1		2	1	1	3	1	1	2	16
Lost and Found		1	1			1		1	3		3	1	11
Airport/TSA		1	1			1		1	3		3	1	11
Mishandling of Passenger Property	7	16	19	13	21	21	9	13	9	15	7	11	161
Damaged/Missing Items--Carry-on Luggage	1	1		3	5	4		2		2	1		19
Damaged/Missing Items--Checked Baggage	6	13	16	10	15	15	8	9	8	10	5	7	122
Damaged/Missing Items--Unspecified Luggage												1	1
Disarrayed Items--Carry-on or Checked		2	3		1	2	1	2	1	3	1	3	19
Patdown	3	1	1	2		4	3	2	1			2	19
Flyer	3	1	1	2		4	3	2	1			2	19
Persons w/ Disabilities (PWD)	1			2	1			1	2	1	2	2	12
Internal Medical Devices								1				1	2
Medical Devices - Attached to the Body											1		1
Medically Necessary Medication and Medical Supplies				2	1							1	4
Metal Implants (joint)											1		1
Ostomy/Ostomates									1	1			2
Touch Aversion (pain/trauma)	1								1				2
Prohibited & Permitted Items			1	1									2
Firearm/Ammunition			1										1
Knives/Tools/Razors/Sharp Objects				1									1
Property - Special Handling							5	8	4	7	9	5	38
Damaged Items - Carry-On								1	2	1		2	6
Damaged Items - Checked							1	2		1	5		9
Missing Items - Carry-On								1	1			1	4
Missing Items - Checked							4	4	1	4	4	2	19
Screening	3	1	2	2	1	4		2	3	1	6	4	29
Inconsistency	1				1	2		1	1			2	8
Lengthy Lines									1	1			2
Procedures/Process	1	1	2	2		2		1	1		5	2	17
Security Breach	1										1		2
<b>2018</b>	<b>27</b>	<b>25</b>	<b>22</b>	<b>16</b>	<b>17</b>	<b>24</b>	<b>31</b>	<b>36</b>	<b>32</b>	<b>33</b>	<b>20</b>	<b>19</b>	<b>302</b>
Advanced Imaging Technology (AIT)	1												1
Flyer	1												1
Civil Rights		1					2	2		1	1		7
Constitutional Rights											1		1
National Origin		1											1
Racial Profiling or Discrimination							2	1					3
Sex/Gender/Gender Identity- Not Transgender								1		1			2
Customer Service	6	6	8	4	3	3	6	6	2	6	6	5	61
Others			2	1				1				2	6
TSO	6	6	6	3	3	3	6	5	2	6	6	3	55
Locks	5	2	3	1	1			2	4			1	19
General	1												1
Missing or Damaged Lock	4	2	3	1	1			2	4			1	18
Lost and Found	1					2	1	1		2			7
Airport/TSA	1					2	1	1		2			7
Mishandling of Passenger Property	6	2	5	7	3	9	10	13	6	6	2	5	74
Damaged/Missing Items--Carry-on Luggage								1				1	2
Damaged/Missing Items--Checked Baggage	4	1	5	6	3	7	8	11	6	4	2	3	60
Disarrayed Items--Carry-on or Checked	2	1		1		2	2	1		2		1	12
Patdown	2	2			1		3	3	1	3	1	1	17
Flyer	2	2			1		3	2	1	2	1	1	15
Flyer as Observer										1			1
Non-Flyer								1					1
Persons w/ Disabilities (PWD)	1	1	1	1		1	3	1	3	2	1	1	16
Autism Spectrum		1											1
Breast Cancer							1						1
Cognitive /Developmental /Mental Disability												1	1
Diabetes									1				1
General									2				2
Internal Medical Devices	1						1			1			3
Medically Necessary Medication and Medical Supplies				1									1
Mobility Disability (Not Wheelchair or Scooter)							1				1		2
Prosthesis/Amputees and Casts			1										1
Wheelchair/ Scooter/ Segway						1		1		1			3
Property - Special Handling	4	6	5	2	6	2	4	2	9	8	7	4	59
Damaged Items - Carry-On	1				1	1			2		2	2	9
Damaged Items - Checked	2	1	3	1	2		2		3	4	4	1	23
Missing Items - Carry-On	1				1				1				3
Missing Items - Checked		5	2	1	2	1	2	2	3	4	1	1	24
Request for Assistance							1		1			1	3
Other							1					1	2
Wounded Warrior (MSIJSOC)									1				1
Screening	1	5		1	3	7	1	6	6	5	2	1	38
Inconsistency		1				1		2		1	1		6
Lengthy Lines	1				1		1						3
Procedures/Process		4		1	2	6		3	6	4	1	1	28
Security Breach								1					1
<b>2019</b>	<b>27</b>	<b>26</b>	<b>20</b>	<b>18</b>	<b>10</b>								<b>101</b>
Civil Rights		5		1	1								7
Age				1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Racial Profiling or Discrimination		1			1								2
Sex/Gender/Gender Identity- Not Transgender		4											4
Customer Service	8	4	5	1	1								19
Others	2												2
TSO	6	4	5	1	1								17
Locks	2	1	1		1								5
Missing or Damaged Lock	2	1	1		1								5
Mishandling of Passenger Property	7	8	2	8	2								27
Damaged/Missing Items--Checked Baggage	5	8	1	8	2								24
Disarrayed Items--Carry-on or Checked	2		1										3
Patdown	1			1									2
Flyer	1			1									2
Persons w/ Disabilities (PWD)	3	3	3		1								10
Breast Cancer		2											2
Cognitive /Developmental /Mental Disability			1										1
General		1											1
Medically Necessary Medication and Medical	2		1										3
Mobility Disability (Not Wheelchair or Scooter	1				1								2
Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	4	4	7	6	3								24
Damaged Items - Carry-On			1	1									2
Damaged Items - Checked	2		3	1	2								8
Missing Items - Carry-On		1			1								2
Missing Items - Checked	2	3	3	4									12
Screening	2	1	2	1	1								7
Procedures/Process	2	1	2		1								6
Security Breach				1									1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
OGG	74	61	62	76	78	90	81	83	79	72	70	63	889	
2015				14	13	16	13	13	9	14	24	13	129	
Civil Rights				1									1	
Racial Profiling or Discrimination				1									1	
Customer Service					2	1	2	2		2	2	2	13	
Others										2	1	1	4	
TSO					2	1	2	2			1	1	9	
Hazardous Materials Safety									1				1	
General									1				1	
Locks				2	2	2		1	2	1	1	1	12	
Missing or Damaged Lock				2	2	2		1	2	1	1	1	12	
Mishandling of Passenger Property				11	7	13	9	7	6	10	14	8	85	
Damaged/Missing Items--Carry-on Luggage							1		1	1	2		5	
Damaged/Missing Items--Checked Baggage				10	6	12	6	7	5	8	12	7	73	
Disarrayed Items--Carry-on or Checked				1	1	1	2			1		1	7	
Patdown							1						1	
Flyer							1						1	
Persons w/ Disabilities (PWD)					1		1	1			1		4	
Cognitive /Developmental /Mental Disability							1	1					2	
General											1		1	
Medically Necessary Medication and Medical Supplies					1								1	
Screening					1			2		1	6	2	12	
Crew Member or Airline Employee												1	1	
Lengthy Lines								1			3	1	5	
Procedures/Process					1			1		1	2		5	
Security Breach											1		1	
2016	20	20	14	21	20	30	32	29	21	16	14	19	256	
Civil Rights						2			1	1		1	5	
National Origin						1							1	
Racial Profiling or Discrimination						1						1	2	
Sex/Gender/Gender Identity- Not Transgender									1				1	
Transgender Screening										1			1	
Customer Service	3	1	1	4	2	6	6	3	3	1	2	2	34	
CSM							1						1	
Others	1						1	1					3	
TSO	2	1	1	4	2	6	4	2	3	1	2	2	30	
Identification (ID) Requirements				1									1	
Domestic				1									1	
Locks	3	2	2	2	3	3	1	1	1	5	4	2	29	
Missing or Damaged Lock	3	2	2	2	3	3	1	1	1	5	4	2	29	
Mishandling of Passenger Property	10	16	11	12	12	15	17	16	12	6	6	10	143	
Damaged/Missing Items--Carry-on Luggage	1		1		1		3		1	2	1	1	11	
Damaged/Missing Items--Checked Baggage	9	16	9	12	11	14	12	15	10	3	5	9	125	
Disarrayed Items--Carry-on or Checked			1			1	2	1	1	1			7	
Patdown	1							4	1	2	1		9	
Flyer	1							4	1	2	1		9	
Persons w/ Disabilities (PWD)	1	1		2		1	1		1		1		8	
Cancer (general) Not Breast Cancer				1									1	
General	1						1						2	
Medically Necessary Medication and Medical Supplies									1		1		2	
Mobility Disability (Not Wheelchair or Scooter)		1											1	
Prosthesis/Amputees and Casts						1							1	
Wheelchair/ Scooter/ Segway				1									1	
Request for Assistance							1						1	
Other							1						1	
Screening	2				3	3	6	5	2	1		4	26	
Children					1								1	
Crew Member or Airline Employee							1						1	
Inconsistency								1				1	2	
Lengthy Lines	2					1	3	3					9	
Procedures/Process					1	2	2	1	2	1		3	12	
Security Breach					1								1	
2017	19	11	22	17	15	25	14	21	20	19	14	19	216	
Civil Rights				1					1				2	
Racial Profiling or Discrimination				1									1	
Transgender Screening									1				1	
Customer Service	4	1	3	3		6		4	1	3	1	1	27	
TSO	4	1	3	3		6		4	1	3	1	1	27	
Locks	1	1		1			1	1	2	1	2	2	12	
General									1				1	
Missing or Damaged Lock	1	1		1			1	1	1	1	2	2	11	
Mishandling of Passenger Property	10	9	13	8	11	17	5	7	10	7	6	9	112	
Damaged/Missing Items--Carry-on Luggage			1		1						1	1	5	
Damaged/Missing Items--Checked Baggage	10	7	10	8	6	15	3	7	6	6	5	6	89	
Damaged/Missing Items--Unspecified Luggage						1	1		1				3	
Disarrayed Items--Carry-on or Checked		1	2		4	1	1		3	1		2	15	
Patdown	3		1	1	2	1	2	1	2	2		3	18	
Flyer	3			1	2	1	2	1	2	1		3	16	
Flyer as Observer			1							1			2	
Persons w/ Disabilities (PWD)			1			1		1		1			4	
General								1					1	
Medically Necessary Medication and Medical Supplies			1										1	
Mobility Disability (Not Wheelchair or Scooter)										1			1	
Respiratory and Inhaler Equipment						1							1	
Prohibited & Permitted Items									1				1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling							5	4	3	4	3	3	22
Damaged Items - Carry-On										1			1
Damaged Items - Checked							1	3	1	1	2		8
Missing Items - Carry-On							1						1
Missing Items - Checked							3	1	2	2	1	3	12
Screening	1		4	3	2		1	3		1	2	1	18
Inconsistency							1	1				1	3
Lengthy Lines										1	1		2
Procedures/Process			3	3	2			1			1		10
Retrieving Abandoned/Confiscated Items	1							1					2
Security Breach			1										1
2018	20	17	15	13	22	19	22	20	29	23	18	12	230
Civil Rights								1		2		1	4
Constitutional Rights												1	1
Racial Profiling or Discrimination								1		1			2
Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	6			2	4	3	2	5	5	9	10	1	47
Others											1		1
TSO	6			2	4	3	2	5	5	9	9	1	46
Locks	2	3	1	2			2		2				12
Missing or Damaged Lock	2	3	1	2			2		2				12
Lost and Found					1						1		2
Airport/TSA					1						1		2
Mishandling of Passenger Property	7	4	6	7	11	6	7	7	8	5	5	5	78
Damaged/Missing Items--Carry-on Luggage						1	1						2
Damaged/Missing Items--Checked Baggage	6	4	6	4	11	5	6	6	6	5	4	4	67
Damaged/Missing Items--Unspecified Luggage									1				1
Disarrayed Items--Carry-on or Checked	1			3				1	1		1	1	8
Patdown	2	3	3		1	2	1		2	1			15
Flyer	2	3	3		1		1		2	1			13
Flyer as Observer						1							1
Non-Flyer						1							1
Persons w/ Disabilities (PWD)	1		2			2	3	1	1	2		1	13
Autism Spectrum			1										1
Cancer (general) Not Breast Cancer							1						1
Cognitive /Developmental /Mental Disability							1			1			2
Medically Necessary Medication and Medical Supplies						1						1	2
Ostomy/Ostomates							1						1
Prosthesis/Amputees and Casts									1				1
Respiratory and Inhaler Equipment	1												1
Service Animals								1					1
Touch Aversion (pain/trauma)						1				1			2
Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	1	3	2	1	3	5	2	2	7	3	2	2	33
Damaged Items - Carry-On								1	1			2	4
Damaged Items - Checked		1	1	1		2		1	1		1		8
Missing Items - Carry-On					1				2	1			4
Missing Items - Checked	1	2	1		2	3	2		3	2	1		17
Screening	1	4	1	1	2	1	5	4	4	1		2	26
Inconsistency								1					1
Lengthy Lines	1	1	1				3		3	1			10
Procedures/Process		3		1	2	1	2	2	1			2	14
Security Breach								1					1
2019	15	13	11	11	8								58
Civil Rights		2											2
Racial Profiling or Discrimination		1											1
Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	1	2		2	1								6
TSO	1	2		2	1								6
Locks			1	2	1								4
Missing or Damaged Lock			1	2	1								4
Lost and Found	1	1											2
Airport/TSA	1	1											2
Mishandling of Passenger Property	8	2	5	3	1								19
Damaged/Missing Items--Checked Baggage	7	2	4	3	1								17
Disarrayed Items--Carry-on or Checked	1		1										2
Patdown		1		1	1								3
Flyer		1		1	1								3
Persons w/ Disabilities (PWD)	1	2	1										4
Cognitive /Developmental /Mental Disability			1										1
Service Animals	1												1
Wheelchair/ Scooter/ Segway		2											2
Property - Special Handling	3	2	3	2	3								13
Damaged Items - Carry-On	1												1
Damaged Items - Checked	1		1										2
Missing Items - Carry-On		1			1								2
Missing Items - Checked	1	1	2	2	2								8
Screening	1	1	1	1	1								5
Procedures/Process	1	1	1	1	1								5

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>OCS</b>	<b>1</b>	<b>1</b>	<b>2</b>				<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>		<b>9</b>
<b>2017</b>		<b>1</b>					<b>1</b>			<b>1</b>	<b>1</b>		<b>4</b>
Mishandling of Passenger Property		1								1	1		3
Damaged/Missing Items--Checked Baggage		1								1	1		3
Property - Special Handling							1						1
Missing Items - Checked							1						1
<b>2018</b>	<b>1</b>		<b>2</b>					<b>1</b>			<b>1</b>		<b>5</b>
Mishandling of Passenger Property			1					1			1		3
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage								1			1		2
Patdown	1												1
Flyer	1												1
Screening			1										1
Procedures/Process			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
OKC	39	42	30	35	36	31	48	45	42	38	40	35	461	
2015				5	5	5	13	9	13	8	6	6	70	
Customer Service							1	1	2	3			7	
CSM									1				1	
TSO							1	1	1	3			6	
Expedited Passenger Screening Program				2					1				3	
Children Under 12				1									1	
TSA PreCheck				1					1				2	
Hazardous Materials Safety									1				1	
General									1				1	
Locks									1	1	1	2	5	
Missing or Damaged Lock									1	1	1	2	5	
Mishandling of Passenger Property				3	5	5	12	6	6	4	5	3	49	
Damaged/Missing Items--Carry-on Luggage							1		1	1	1		4	
Damaged/Missing Items--Checked Baggage				3	4	5	11	5	5	1	4	3	41	
Damaged/Missing Items--Unspecified Luggage					1								1	
Disarrayed Items--Carry-on or Checked								1		2			3	
Patdown								1					1	
Flyer								1					1	
Screening								1	2			1	4	
Procedures/Process								1	2			1	4	
2016	9	6	4	5	3	10	16	16	10	10	10	14	113	
Civil Rights							1						1	
Racial Profiling or Discrimination							1						1	
Customer Service		1				2	7	8	2	2	1	1	24	
Others						1	5	8	1	1			16	
TSO		1				1	2		1	1	1	1	8	
Identification (ID) Requirements	1												1	
Domestic	1												1	
Locks						1		1				1	3	
Missing or Damaged Lock						1		1				1	3	
Mishandling of Passenger Property	7	4	2	3	3	4	6	5	7	6	6	8	61	
Damaged/Missing Items--Carry-on Luggage	1			2				1			3	1	8	
Damaged/Missing Items--Checked Baggage	6	4	2	1	3	4	5	3	7	6	3	7	51	
Disarrayed Items--Carry-on or Checked							1	1					2	
Patdown	1			1		2			1			2	7	
Flyer	1			1		2			1			2	7	
Persons w/ Disabilities (PWD)		1				1				1		1	4	
Diapers/Garments/Dressings/Masks						1							1	
Internal Medical Devices		1											1	
Medical Devices - Attached to the Body										1			1	
Mobility Disability (Not Wheelchair or Scooter)												1	1	
Screening			2	1			2	2		1	3	1	12	
Inconsistency				1									1	
Lengthy Lines								1		1		1	3	
Procedures/Process			2				2	1			3		8	
2017	12	9	7	8	7	6	9	7	11	9	13	4	102	
Civil Rights	1	2									1		4	
Racial Profiling or Discrimination	1	2									1		4	
Customer Service	5	4	1		1	1	1						13	
CSM	1												1	
Others	1												1	
TSO	3	4	1		1	1	1						11	
Locks			1	3				1	1		2		8	
Missing or Damaged Lock			1	3				1	1		2		8	
Lost and Found		1											1	
Airport/TSA		1											1	
Mishandling of Passenger Property	4	1	4	1	2	4	1	4	7	6	3	1	38	
Damaged/Missing Items--Carry-on Luggage											1		1	
Damaged/Missing Items--Checked Baggage	3	1	4		1	2		3	7	5	2	1	29	
Disarrayed Items--Carry-on or Checked	1			1	1	2	1	1		1			8	
Patdown	1	1				1	2			1	1		7	
Flyer	1	1				1	2			1			6	
Flyer as Observer											1		1	
Persons w/ Disabilities (PWD)			1		1		2					1	5	
General							1						1	
Internal Medical Devices												1	1	
Mobility Disability (Not Wheelchair or Scooter)			1				1						2	
Wheelchair/ Scooter/ Segway					1								1	
Property - Special Handling							2	2	3	1	5	1	14	
Damaged Items - Checked							1	1	1	1		1	5	
Missing Items - Carry-On											1		1	
Missing Items - Checked							1	1	2		4		8	
Screening	1			4	3		1			1	1	1	12	
Inconsistency	1			1	1								3	
Lengthy Lines										1			1	
Procedures/Process				3	2		1				1	1	8	
2018	10	16	8	9	15	10	10	13	8	11	11	11	132	
Civil Rights		1		1	2					1	1	1	7	
Age					1								1	
Constitutional Rights		1											1	
Hair Patdowns				1						1			2	
Racial Profiling or Discrimination					1						1		2	
Sex/Gender/Gender Identity- Not Transgender												1	1	
Customer Service		2				3	2		1	1	2	2	13	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Others		1											1
TSO		1				3	2		1	1	2	2	12
Locks		1						1		1	1		4
Missing or Damaged Lock		1						1		1	1		4
Lost and Found								1					1
Airport/TSA								1					1
Mishandling of Passenger Property	5	5	3	2	2	3	2	2	1	2	2	1	30
Damaged/Missing Items--Carry-on Luggage									1	1		1	3
Damaged/Missing Items--Checked Baggage	4	5	2	2	2	2	2	1		1	2		23
Disarrayed Items--Carry-on or Checked	1		1			1		1					4
Notice of Violation/Civil Penalties												1	1
General												1	1
Patdown		3		3			1	1	1	1			10
Flyer		3		2			1		1	1			8
Flyer as Observer								1					1
Non-Flyer				1									1
Persons w/ Disabilities (PWD)	2	1	2		2		1	1				2	11
Diabetes		1	1		1								3
Hearing Impairment			1										1
Internal Medical Devices							1	1					2
Metal Implants (joint)	2												2
Prosthesis/Amputees and Casts					1								1
Service Animals												1	1
Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items					1								1
Remains					1								1
Property - Special Handling	3		3	2	4			2	3	3	1	4	25
Damaged Items - Carry-On												1	1
Damaged Items - Checked	2			1	1			2	1	1		1	9
Missing Items - Carry-On										1			1
Missing Items - Checked	1		3	1	3				2	1	1	2	14
Screening		3		1	4	4	4	5	2	2	4		29
Lengthy Lines		1			2		2						5
Procedures/Process		2		1	2	4	2	4	2	2	4		23
Security Breach								1					1
<b>2019</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>8</b>	<b>6</b>								<b>44</b>
Civil Rights		1											1
Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	1	2		1	1								5
TSO	1	2		1	1								5
Locks		1	1		2								4
Missing or Damaged Lock		1	1		2								4
Mishandling of Passenger Property	1	2	5	3	2								13
Damaged/Missing Items--Checked Baggage	1	2	4	2	2								11
Disarrayed Items--Carry-on or Checked			1	1									2
Patdown		1											1
Flyer		1											1
Persons w/ Disabilities (PWD)		1	1										2
Mobility Disability (Not Wheelchair or Scooter)			1										1
Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	1		2	3	1								7
Damaged Items - Checked			1	1									2
Missing Items - Carry-On				1									1
Missing Items - Checked	1		1	1	1								4
Screening	5	3	2	1									11
Inconsistency			1										1
Lengthy Lines		1											1
Procedures/Process	4	2	1	1									8
Retrieving Abandoned/Confiscated Items	1												1

**TSA Contact Center Traveler Complaints Tool**

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



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
OMA	52	56	62	55	56	39	43	70	58	57	78	59	685	
2015				15	12		10	7	6	8	14	16	88	
Civil Rights												1	1	
Racial Profiling or Discrimination												1	1	
Customer Service				1	1								2	
TSO				1	1								2	
Expedited Passenger Screening Program				3									3	
TSA PreCheck				3									3	
Locks					1		1	1			2	2	7	
Missing or Damaged Lock					1		1	1			2	2	7	
Mishandling of Passenger Property				9	8		8	6	6	8	11	11	67	
Damaged/Missing Items--Carry-on Luggage					1			1					2	
Damaged/Missing Items--Checked Baggage				8	6		7	5	5	7	10	9	57	
Disarrayed Items--Carry-on or Checked				1	1		1		1	1	1	2	8	
Patdown					1								1	
Flyer					1								1	
Persons w/ Disabilities (PWD)											1	1	2	
Medically Necessary Medication and Medical Supplies											1	1	2	
Screening				2	1		1					1	5	
Inconsistency					1		1						2	
Lengthy Lines				1									1	
Procedures/Process				1								1	2	
2016	8	11	19	10	13	14	8	21	13	21	23	16	177	
Civil Rights	1				1		1	1		2		1	7	
Racial Profiling or Discrimination	1				1		1	1		1			5	
Sex/Gender/Gender Identity- Not Transgender										1		1	2	
Customer Service		1	1		2			3	2	1	4	4	18	
CSM					1				1				2	
Others												1	1	
TSO		1	1		1			3	1	1	4	3	15	
Locks		1						2	1	3		2	9	
Missing or Damaged Lock		1						2	1	3		2	9	
Lost and Found					1								1	
Airport/TSA					1								1	
Mishandling of Passenger Property	6	8	12	8	7	7	5	10	7	11	13	7	101	
Damaged/Missing Items--Carry-on Luggage			1		1	2		3	1				8	
Damaged/Missing Items--Checked Baggage	6	8	9	7	6	5	3	5	6	7	11	7	80	
Disarrayed Items--Carry-on or Checked			2	1			2	2		4	2		13	
Patdown			1	1		3	1	4	1	3	2		16	
Children										1			1	
Flyer				1		3	1	4	1	2	2		14	
Non-Flyer			1										1	
Persons w/ Disabilities (PWD)					1	1							2	
General					1								1	
Visual Impairment						1							1	
Screening	1	1	5	1	1	3	1	1	2	1	4	2	23	
Crew Member or Airline Employee											1		1	
Inconsistency		1	1				1					1	4	
Lengthy Lines						2		1					3	
Procedures/Process	1		4	1	1	1			2	1	3	1	15	
2017	14	12	17	12	9	17	14	18	22	17	23	16	191	
Civil Rights	1				1	2			1				5	
Racial Profiling or Discrimination	1				1	2			1				5	
Customer Service		1	2		1	1	4	2	4	3	4	2	24	
CSM			1							1			2	
Others										1	1		2	
TSO		1	1		1	1	4	2	4	1	3	2	20	
Locks	4		1		1	1	1	1			2	1	12	
Missing or Damaged Lock	4		1		1	1	1	1			2	1	12	
Lost and Found			1	1		1							3	
Airport/TSA			1	1		1							3	
Mishandling of Passenger Property	4	11	10	10	3	8	3	6	4	5	8	4	76	
Damaged/Missing Items--Carry-on Luggage	1	1	1	2		1					1		7	
Damaged/Missing Items--Checked Baggage	2	8	9	7	3	6	2	6	3	3	4	4	57	
Damaged/Missing Items--Unspecified Luggage		1											1	
Disarrayed Items--Carry-on or Checked	1	1		1		1	1		1	2	3		11	
Patdown	1				2	2	2	2	5	6		5	25	
Flyer	1				2	2	2	2	5	6		4	24	
Flyer as Observer												1	1	
Persons w/ Disabilities (PWD)	1		1		1				2		2	1	8	
Medically Necessary Medication and Medical	1		1										2	
Mobility Disability (Not Wheelchair or Scooter)									1		1	1	3	
Respiratory and Inhaler Equipment					1						1		2	
Wheelchair/ Scooter/ Segway									1				1	
Property - Special Handling							2	4	2	1	2	1	12	
Damaged Items - Checked								1	1			1	3	
Missing Items - Carry-On							2	2			1		5	
Missing Items - Checked								1	1	1	1		4	
Screening	3		2	1		2	2	3	4	2	5	2	26	
Crew Member or Airline Employee											2		2	
Inconsistency									2		1	1	4	
Lengthy Lines						1			1			1	3	
Procedures/Process	3		2	1		1	2	3	1	1	2		16	
Security Breach										1			1	
2018	14	13	13	12	11	8	11	24	17	11	18	11	163	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Advanced Imaging Technology (AIT)	1												1
Flyer	1												1
Civil Rights					2		1			1			4
Racial Profiling or Discrimination					2		1						3
Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1	4	2	3	2	1	1	6	1	1	1	2	25
Others							1						1
TSO	1	4	2	3	2	1		6	1	1	1	2	24
Locks		1	1	2	3			1	1	1	1	1	12
Missing or Damaged Lock		1	1	2	3			1	1	1	1	1	12
Mishandling of Passenger Property	4	3	3	2		3	3	7	6	3	6	3	43
Damaged/Missing Items--Carry-on Luggage		1		1				1					3
Damaged/Missing Items--Checked Baggage	3	1	1	1		2	2	5	5	3	3	3	29
Disarrayed Items--Carry-on or Checked	1	1	2			1	1	1	1		3		11
Patdown	1	2	1	1		2	2	3	2	3	2	1	20
Flyer	1	2	1			2	2	3	2	1	2	1	17
Flyer as Observer										1			1
Non-Flyer				1						1			2
Persons w/ Disabilities (PWD)		1		1				1	2				5
General								1					1
Medically Necessary Medication and Medical Supplies				1									1
Mobility Disability (Not Wheelchair or Scooter)		1							1				2
Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	5		3	1	1		1	2		1	5	1	20
Damaged Items - Checked	2			1							1	1	5
Missing Items - Carry-On										1	1		2
Missing Items - Checked	3		3		1		1	2			3		13
Screening	2	2	3	2	3	2	3	4	5	2	2	3	33
Inconsistency			1	1									2
Lengthy Lines		1			2		1	1	1				6
Procedures/Process	2	1	2	1		2	2	3	4	2	2	2	23
Retrieving Abandoned/Confiscated Items					1								1
Security Breach												1	1
<b>2019</b>	<b>16</b>	<b>20</b>	<b>13</b>	<b>6</b>	<b>11</b>								<b>66</b>
Civil Rights	1		1	2									4
Age				1									1
Racial Profiling or Discrimination	1												1
Sex/Gender/Gender Identity- Not Transgender			1	1									2
Customer Service		3	1										4
TSO		3	1										4
Locks	1	1											2
Missing or Damaged Lock	1	1											2
Lost and Found		1											1
Airport/TSA		1											1
Mishandling of Passenger Property	7	5	2	2	2								18
Damaged/Missing Items--Checked Baggage	3	4	2	2	2								13
Disarrayed Items--Carry-on or Checked	4	1											5
Patdown	2	1	1		1								5
Flyer	2	1	1		1								5
Persons w/ Disabilities (PWD)	1	4			1								6
Autism Spectrum		1											1
General	1												1
Internal Medical Devices		1											1
Mobility Disability (Not Wheelchair or Scooter)		1			1								2
Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	1	4	6	1	3								15
Damaged Items - Carry-On		1											1
Damaged Items - Checked		1	1	1	2								5
Missing Items - Checked	1	2	5		1								9
Request for Assistance			1										1
Other			1										1
Screening	3	1	1	1	4								10
Lengthy Lines					1								1
Procedures/Process	2	1	1	1	3								8
Security Breach	1												1

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>OME</b>	<b>1</b>			<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>22</b>
<b>2015</b>								<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>4</b>
Locks									1				1
Missing or Damaged Lock									1				1
Mishandling of Passenger Property								1		1			2
Damaged/Missing Items--Checked Baggage										1			1
Disarrayed Items--Carry-on or Checked								1					1
Patdown											1		1
Flyer											1		1
<b>2016</b>	<b>1</b>							<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>5</b>
Customer Service									1				1
TSO									1				1
Mishandling of Passenger Property	1							1		1		1	4
Damaged/Missing Items--Checked Baggage	1							1		1			3
Disarrayed Items--Carry-on or Checked												1	1
<b>2017</b>					<b>3</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>11</b>
Customer Service										1			1
TSO										1			1
Mishandling of Passenger Property					3	1					1	1	6
Damaged/Missing Items--Carry-on Luggage					1								1
Damaged/Missing Items--Checked Baggage					1	1							2
Damaged/Missing Items--Unspecified Luggage					1								1
Disarrayed Items--Carry-on or Checked											1	1	2
Property - Special Handling							1			1		1	3
Damaged Items - Checked										1			1
Missing Items - Checked							1					1	2
Screening									1				1
Lengthy Lines									1				1
<b>2018</b>				<b>1</b>									<b>1</b>
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1
<b>2019</b>				<b>1</b>									<b>1</b>
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ONT	67	71	84	64	58	54	52	67	59	41	56	49	722
2015				5	10	6	11	20	16	11	11	12	102
Civil Rights						1	3		2		1		7
General Complaint and Discrimination						1	2				1		4
Racial Profiling or Discrimination							1		2				3
Customer Service				2	1		1	1	2	4	1	3	15
Others												1	1
TSO				2	1		1	1	2	4	1	2	14
Expedited Passenger Screening Program					1								1
TSA PreCheck					1								1
Locks							1	1	2	1		2	7
Missing or Damaged Lock							1	1	2	1		2	7
Mishandling of Passenger Property				2	8	5	6	14	8	5	9	2	59
Damaged/Missing Items--Carry-on Luggage										1		1	2
Damaged/Missing Items--Checked Baggage				2	6	3	5	14	6	3	6	1	46
Disarrayed Items--Carry-on or Checked					2	2	1		2	1	3		11
Persons w/ Disabilities (PWD)								1		1		1	3
Diabetes								1					1
Hearing Impairment												1	1
Internal Medical Devices										1			1
Prohibited & Permitted Items												1	1
Food/Beverages												1	1
Screening				1				3	2			3	9
Inconsistency								1	1				2
Procedures/Process				1				1				3	5
Retrieving Abandoned/Confiscated Items								1	1				2
2016	13	17	19	19	9	14	9	17	14	9	15	11	166
Civil Rights	1				1			1			1		4
General Complaint and Discrimination	1												1
Racial Profiling or Discrimination					1			1					2
Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	3	1	4	2		1	1	3	4	2	2	1	24
Others			1						2	1			4
TSO	3	1	3	2		1	1	3	2	1	2	1	20
Identification (ID) Requirements							1						1
Domestic							1						1
Locks				3	2	2		1	1				9
Missing or Damaged Lock				3	2	2		1	1				9
Lost and Found	1		1	1									4
Airport/TSA	1	1	1	1									4
Mishandling of Passenger Property	7	15	14	12	5	8	6	8	8	5	10	10	108
Damaged/Missing Items--Carry-on Luggage			1				1	1			1		4
Damaged/Missing Items--Checked Baggage	5	13	12	10	4	8	4	5	7	4	9	10	91
Damaged/Missing Items--Unspecified Luggage				1									1
Disarrayed Items--Carry-on or Checked	2	1	2	1	1		1	2	1	1			12
Patdown				1			1	1		1			4
Flyer				1			1	1		1			4
Persons w/ Disabilities (PWD)	1				1	2		1			2		7
Cognitive /Developmental /Mental Disability											1		1
Diabetes	1												1
General						1							1
Internal Medical Devices											1		1
Medical Devices - Attached to the Body					1								1
Medically Necessary Medication and Medical Supplies								1					1
Metal Implants (joint)						1							1
Request for Assistance										1			1
Wounded Warrior (MSIJSOC)										1			1
Screening						1		2	1				4
Inconsistency						1		1					2
Procedures/Process								1					1
Security Breach									1				1
2017	17	21	22	19	12	23	14	15	13	11	15	14	196
Animals						1							1
Carry-On						1							1
Civil Rights		2	1		2	1							6
National Origin					1								1
Racial Profiling or Discrimination			1		1	1							3
Sex/Gender/Gender Identity- Not Transgender		2											2
Customer Service	5	3	2	1	2	4	2	3	4	4	8	8	46
Others		1				2	1				1	1	6
TSO	5	2	2	1	2	2	1	3	4	4	7	7	40
Locks	1			1	1	2	1	1	1		1	2	11
Missing or Damaged Lock	1			1	1	2	1	1	1		1	2	11
Lost and Found		3						1					4
Airport/TSA		3						1					4
Mishandling of Passenger Property	8	12	14	15	4	8	4	5	2	1	1		74
Damaged/Missing Items--Carry-on Luggage	1		1										2
Damaged/Missing Items--Checked Baggage	7	12	11	14	3	7	3	5	2	1	1		66
Disarrayed Items--Carry-on or Checked			2	1	1	1	1						6
Patdown	2		1			3		1					7
Flyer	2		1			3		1					7
Persons w/ Disabilities (PWD)		1	3		2	3	1		1	1	1	2	15
Diabetes			1		1	1						1	4
Medical Devices - Attached to the Body						1			1				2
Medically Necessary Medication and Medical Supplies							1			1			2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Mobility Disability (Not Wheelchair or Scooter)			1		1	1					1		4
Prosthesis/Amputees and Casts		1										1	2
Touch Aversion (pain/trauma)			1										1
Property - Special Handling							6	2	3	2	2		15
Damaged Items - Carry-On							1			1			2
Damaged Items - Checked									2	1	1		4
Missing Items - Carry-On									1				1
Missing Items - Checked							5	2			1		8
Screening	1		1	2	1	1		2	2	3	2	2	17
Inconsistency					1			1	1	1			4
Lengthy Lines						1					1		2
Procedures/Process	1		1	2					1	2	1	2	10
Retrieving Abandoned/Confiscated Items								1					1
2018	15	18	21	10	14	11	18	15	16	10	15	12	175
Advanced Imaging Technology (AIT)											1		1
Flyer											1		1
Civil Rights		2				1		2					5
Racial Profiling or Discrimination		1						1					2
Sex/Gender/Gender Identity- Not Transgender		1				1							2
Transgender Screening								1					1
Customer Service	1	7	10	4	2	1	4	2	5	3	6	6	51
Others	1	4	3						1		1	1	11
TSO		3	7	4	2	1	4	2	4	3	5	5	40
Locks				2	1		1		1		1		6
Missing or Damaged Lock				2	1		1		1		1		6
Lost and Found										1			1
Airport/TSA										1			1
Mishandling of Passenger Property	3		4	3	6	5	7	4	3	5	4	2	46
Damaged/Missing Items--Carry-on Luggage							1				1		2
Damaged/Missing Items--Checked Baggage	3		4	2	3	4	5	4	3	4	3	1	36
Disarrayed Items--Carry-on or Checked				1	3	1	1			1		1	8
Patdown	2							1	2			1	6
Flyer	2							1	2			1	6
Persons w/ Disabilities (PWD)	1	1			1	1	1	1	2		1		9
Breast Cancer											1		1
Cognitive /Developmental /Mental Disability		1											1
Medical Devices - Attached to the Body	1												1
Mobility Disability (Not Wheelchair or Scooter)						1	1		2				4
Prosthesis/Amputees and Casts					1								1
Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	3	6	3	1	1	2	3	2	3		1	2	27
Damaged Items - Carry-On							1						1
Damaged Items - Checked	2				1			1	1		1	1	7
Missing Items - Carry-On		1	1	1		1			1				5
Missing Items - Checked	1	5	2			1	2	1	1			1	14
Request for Assistance												1	1
Other												1	1
Screening	5	2	4		3	1	2	3		1	1		22
Inconsistency	2	1					1	1					5
Lengthy Lines	1		1							1			3
Procedures/Process	2	1	2		2	1	1	2			1		12
Retrieving Abandoned/Confiscated Items			1										1
Security Breach					1								1
2019	22	15	22	11	13								83
Civil Rights	1	2	3										6
Racial Profiling or Discrimination	1	2	2										5
Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	4	1	3	2	6								16
Others	1		1										2
TSO	3	1	2	2	6								14
Mishandling of Passenger Property	9	2	7	6	1								25
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage	4	2	6	5	1								18
Damaged/Missing Items--Unspecified Luggage	1												1
Disarrayed Items--Carry-on or Checked	3		1	1									5
Patdown		1	2										3
Flyer		1	2										3
Persons w/ Disabilities (PWD)	2	1	1										4
Medically Necessary Medication and Medical Supplies		1											1
Metal Implants (joint)	1												1
Prosthesis/Amputees and Casts			1										1
Touch Aversion (pain/trauma)	1												1
Property - Special Handling	3	4	6		3								16
Damaged Items - Checked			3		1								4
Missing Items - Carry-On	1		1		1								3
Missing Items - Checked	2	4	2		1								9
Screening	3	4		3	3								13
Inconsistency					1								1
Procedures/Process	3	3		3	2								11
Security Breach		1											1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
ORD	512	431	491	514	421	437	462	576	473	471	599	486	5,873	
2015				68	52	60	64	62	100	100	170	146	822	
Advanced Imaging Technology (AIT)												1	1	
Flyer												1	1	
Airline				3									3	
Lost Baggage				1									1	
Policy/Regulations/Service				2									2	
Civil Rights				1	3		2	1	1	2	2	3	15	
General Complaint and Discrimination				1					1	1	1	3	7	
Racial Profiling or Discrimination					3		2	1		1	1		8	
Customer Service				9	4	10	11	6	21	18	36	30	145	
CSM						1							1	
Others							1	2	5	2	3	3	16	
TSO				9	4	9	10	4	16	16	33	27	128	
Expedited Passenger Screening Program				5	1	1	1		3	1			12	
Over 75							1						1	
TSA PreCheck				5	1	1			3	1			11	
Hazardous Materials Safety				1	1	1				1			4	
General				1	1	1				1			4	
Locks				2	2	4	4	5	5	5	11	10	48	
General								1			1	1	3	
Missing or Damaged Lock				2	2	4	4	4	5	5	10	9	45	
Lost and Found				1	2			1	2		1	1	8	
Airport/TSA				1	2			1	2		1	1	8	
Mishandling of Passenger Property				43	33	35	40	36	56	61	91	65	460	
Damaged/Missing Items--Carry-on Luggage				2	6	3	2	3	9	7	12	4	48	
Damaged/Missing Items--Checked Baggage				38	22	29	38	30	45	49	76	57	384	
Damaged/Missing Items--Unspecified Luggage				1	2	1						1	5	
Disarrayed Items--Carry-on or Checked				2	3	2		3	2	5	3	3	23	
Notice of Violation/Civil Penalties				1									1	
General				1									1	
Patdown				1	1	1	2	1	3	2	2	3	16	
Flyer				1	1	1	2	1	3	1	1	1	12	
Flyer as Observer										1		1	2	
Non-Flyer											1	1	2	
Persons w/ Disabilities (PWD)					2	2		3	1	1	4	3	16	
Breast Cancer					1								1	
Cancer (general) Not Breast Cancer											1		1	
Diabetes					1								1	
General											1	1	2	
Hearing Impairment						1							1	
Medically Necessary Medication and Medical Supplies								2					2	
Metal Implants (joint)											1		1	
Mobility Disability (Not Wheelchair or Scooter)						1				1	1	1	4	
Wheelchair/ Scooter/ Segway									1			1	2	
Wounded Warrior								1					1	
Screening				1	3	6	4	8	8	9	23	30	92	
Crew Member or Airline Employee							1						1	
Inconsistency						2					2	1	5	
Lengthy Lines					1	1		1	5	5	10	19	42	
Procedures/Process					2	2	2	7	3	2	10	8	36	
Retrieving Abandoned/Confiscated Items											1		1	
Security Breach				1		1	1			2		2	7	
TSA Contact Information								1					1	
General								1					1	
2016	140	105	129	137	109	135	186	279	127	128	157	122	1,754	
Advanced Imaging Technology (AIT)					1								1	
Flyer					1								1	
Civil Rights	3	5	3	4	6	3	6	8	1	2	8	3	52	
Constitutional Rights						1							1	
General Complaint and Discrimination	1	3			3								7	
Headwear					1								1	
National Origin							1				1		2	
Perceived Religion						1		1					2	
Racial Profiling or Discrimination	2	2	2	2	2	1	2	6	1	1	7	3	31	
Sex/Gender/Gender Identity- Not Transgender							2	1					3	
Sexual Orientation - Not Transgender							1			1			2	
Transgender Screening			1	2									3	
Customer Service	33	19	21	33	20	27	33	59	41	25	35	28	374	
CSM									1				1	
Others	9	2	3	2	3	4	1	7	7	4	6	2	50	
TSO	24	17	18	31	17	23	32	52	33	21	29	26	323	
Identification (ID) Requirements							1	2	1				4	
Domestic							1	1	1				3	
International Travel								1					1	
Intranet/Internet Inquiries									1				1	
General								1					1	
Locks	4	5	6	4	6	7	5	2	7	3	5	6	60	
General											1		1	
Missing or Damaged Lock	4	5	6	4	6	7	5	2	7	3	4	6	59	
Lost and Found	4	2	2	2	1	3	3	1	2	6	6	2	34	
Airport/TSA	4	2	2	2	1	3	3	1	2	6	6	2	34	
Mishandling of Passenger Property	68	52	62	52	39	54	53	57	46	70	72	57	682	
Damaged/Missing Items--Carry-on Luggage	8	7	7	8	7	11	6	11	6	11	14	10	106	
Damaged/Missing Items--Checked Baggage	55	41	53	42	27	40	42	40	39	53	54	38	524	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged/Missing Items--Unspecified Luggage			1		1	2	1	3	1	2			11
Disarrayed Items--Carry-on or Checked	5	4	1	2	4	1	4	3		4	4	9	41
Patdown	1	3	4		1	5		6	5	5	7	12	49
Flyer	1	2	4		1	3		5	4	4	5	12	41
Flyer as Observer						1		1	1				3
General											2		2
Non-Flyer		1				1				1			3
Persons w/ Disabilities (PWD)	3	3	1	2	3	4	3	5	2	3	6	4	39
Cognitive /Developmental /Mental Disability						1		1			1		3
General						1							1
Hearing Impairment					1								1
Internal Medical Devices	1							1					2
Medical Devices - Attached to the Body				1				1					2
Medically Necessary Medication and Medical Supplies					1		2		1		2		6
Metal Implants (joint)						1					1		2
Mobility Disability (Not Wheelchair or Scooter)	1			1		1		2	1			3	9
Ostomy/Ostomates	1												1
Prosthesis/Amputees and Casts										1	1		2
Service Animals		1										1	2
Touch Aversion (pain/trauma)			1		1								2
Visual Impairment										1			1
Wheelchair/ Scooter/ Segway		2					1			1	1		5
Prohibited & Permitted Items												1	1
Firearm/Ammunition												1	1
Screening	23	15	30	39	32	30	81	139	23	14	18	9	453
Crew Member or Airline Employee					1					1			2
Inconsistency	1	1	2	2		1	5	4	3		1		20
International Screening							1						1
Lengthy Lines	15	10	19	30	27	21	63	129	6	1	1	1	323
Procedures/Process	7	3	9	7	3	8	12	5	12	10	13	6	95
Retrieving Abandoned/Confiscated Items									2	1	1	1	5
Security Breach		1			1			1		1	2	1	7
TSA Contact Information	1	1		1		1							4
General	1	1		1		1							4
<b>2017</b>	<b>129</b>	<b>121</b>	<b>126</b>	<b>117</b>	<b>91</b>	<b>135</b>	<b>96</b>	<b>120</b>	<b>128</b>	<b>116</b>	<b>140</b>	<b>129</b>	<b>1,448</b>
Civil Rights	3	4	7		4	6	3	2	6	1	5	6	47
Hair Patdowns									1				1
Headwear					1							1	2
National Origin			1		1						1		3
Racial Profiling or Discrimination	3	2	4		2	4	3	1	1	1	3	4	28
Sex/Gender/Gender Identity- Not Transgender		2	2			1			2		1		8
Sexual Orientation - Not Transgender								1				1	2
Transgender Screening						1			2				3
Customer Service	35	25	31	23	31	32	32	36	39	29	24	40	377
CSM	1			1									2
Others	1	3				2		3	5		1	1	16
TSO	33	22	31	22	31	30	32	33	34	29	23	39	359
Human Capital					1								1
Prospective Employment with TSA					1								1
Identification (ID) Requirements								1			1	1	3
Domestic											1	1	2
ID Matching Ticket and Boarding Pass Issues								1					1
Locks	5	5	3	8	5	8	3	3	6	4	9	9	68
General		1	1						2				4
Missing or Damaged Lock	5	4	2	8	5	8	3	3	4	4	9	9	64
Lost and Found	1	5	6	11		2	2	3	5	1	3	1	40
Airport/TSA	1	5	6	11		2	2	3	5	1	3	1	40
Mishandling of Passenger Property	57	51	56	54	44	64	25	36	37	39	46	28	537
Damaged/Missing Items--Carry-on Luggage	15	7	12	6	6	13	2	1	4	2	5	2	75
Damaged/Missing Items--Checked Baggage	41	42	42	46	36	43	21	26	30	34	33	23	417
Damaged/Missing Items--Unspecified Luggage		1			1	3					2		7
Disarrayed Items--Carry-on or Checked	1	1	2	2	1	5	2	9	3	3	6	3	38
Patdown	4	10	12	7	1	4	2	3	3	4	6	5	61
Children				1									1
Flyer	4	10	10	5	1	4	2	3	3	4	6	5	57
Flyer as Observer			1										1
Non-Flyer			1	1									2
Persons w/ Disabilities (PWD)	7	2	1	2		5	4	2	2	3	4	3	35
Cancer (general) Not Breast Cancer	1						1					1	3
Diabetes						1							1
General	2		1					1					4
Internal Medical Devices						1							1
Medically Necessary Medication and Medical Supplies		1										1	2
Metal Implants (joint)									2	1			3
Mobility Disability (Not Wheelchair or Scooter)		1								1	1		3
Ostomy/Ostomates				1									1
Prosthesis/Amputees and Casts							1						1
Respiratory and Inhaler Equipment							1						1
Service Animals						1						1	2
Touch Aversion (pain/trauma)						2	1						3
Wheelchair/ Scooter/ Segway	2			1				1		1	3		8
Wounded Warrior	2												2
Prohibited & Permitted Items									1	1	3		5
Chemical/Household Products											1		1
Food/Beverages										1	1		2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Lighters/Matches									1				1
Remains										1			1
Property - Special Handling							15	22	23	20	25	18	123
Damaged Items - Carry-On								3	2	1	2	1	9
Damaged Items - Checked							1	4	5	6	6	7	29
Missing Items - Carry-On							2	4	4	2	8	1	21
Missing Items - Checked							12	11	12	11	9	9	64
Request for Assistance	1	1											2
Other	1	1											2
Screening	16	18	10	12	5	14	10	12	6	14	14	18	149
Crew Member or Airline Employee				1							1		2
Inconsistency	3	2		2		3	3			3		3	19
International Screening							1						1
Lengthy Lines	2	3	1	1			2		2	2	1	2	16
Procedures/Process	9	12	9	8	5	10	4	12	4	8	10	13	104
Retrieving Abandoned/Confiscated Items											1		1
Security Breach	2	1				1					1		5
Traveling with Cash										1			1
<b>2018</b>	<b>114</b>	<b>108</b>	<b>120</b>	<b>114</b>	<b>100</b>	<b>107</b>	<b>116</b>	<b>115</b>	<b>118</b>	<b>127</b>	<b>132</b>	<b>89</b>	<b>1,360</b>
Advanced Imaging Technology (AIT)	1								1	1		1	4
Flyer	1								1	1		1	4
Civil Rights	5	6	4	5	3	1	6	2	6	9	4	5	56
Constitutional Rights					1					1			2
Hair Patdowns									1		2		3
Headwear										1			1
National Origin		1		2			1			1		1	6
Racial Profiling or Discrimination	4	4	3	1	1	1	5	1	5	5	2	2	34
Sex/Gender/Gender Identity- Not Transgender	1	1		2	1			1		1		2	9
Transgender Screening			1										1
Customer Service	35	18	30	20	27	30	30	39	31	35	41	20	356
CSM						1							1
Others	2	2	1		1	1	1	2	1		2	1	14
TSO	33	16	29	20	26	28	29	37	30	35	39	19	341
Locks	7	4	6	8	3	10	8	7	2	5	3	8	71
General				1	1	2	2						6
Missing or Damaged Lock	7	4	6	7	2	8	6	7	2	5	3	8	65
Lost and Found	5	2	7	3	1	3	2	3	1	2	1	2	32
Airport/TSA	5	2	7	3	1	3	2	3	1	2	1	2	32
Mishandling of Passenger Property	30	24	30	34	19	19	26	33	25	22	27	23	312
Damaged/Missing Items--Carry-on Luggage	2	1	2	1	4	1		3			1	3	18
Damaged/Missing Items--Checked Baggage	25	18	24	28	14	16	23	26	22	16	24	14	250
Damaged/Missing Items--Unspecified Luggage	2	1	1					1					5
Disarrayed Items--Carry-on or Checked	1	4	3	5	1	2	3	3	3	6	2	6	39
Patdown	4	6	5	3	2	2	6	5	10	2	7	3	55
Flyer	4	6	5	3	2	1	6	5	8	1	6	3	50
Non-Flyer						1			2	1	1		5
Persons w/ Disabilities (PWD)	3	6	5	8	7	5	9	3	8	4	5	5	68
Autism Spectrum				1			1			1			3
Breast Cancer				1									1
Cancer (general) Not Breast Cancer							1						1
Cognitive /Developmental /Mental Disability		1			1						1		3
Diabetes	1					1		1		1		2	6
General			1				1				1		3
Internal Medical Devices		1	1						1				3
Medical Devices - Attached to the Body						1							1
Medically Necessary Medication and Medical Supplies							2				1		3
Metal Implants (joint)						1			1				2
Mobility Disability (Not Wheelchair or Scooter)			1	1			1	2	3		1	2	11
Ostomy/Ostomates			1										1
Prosthesis/Amputees and Casts		1		1	2		2						6
Respiratory and Inhaler Equipment					1	1							2
Service Animals			1				1						2
Touch Aversion (pain/trauma)	1	1		1	2				1	1			7
Visual Impairment									1		1		2
Wheelchair/ Scooter/ Segway	1	2		3	1	1			1	1		1	11
Property - Special Handling	20	24	22	23	23	20	12	13	23	31	22	8	241
Damaged Items - Carry-On	1			1	4		2		3	3	1		15
Damaged Items - Checked	5	3	4	2	2	3	2	5	4	7	10	4	51
Missing Items - Carry-On	4	4	4	7	6	7	2	2	1	8	4	2	51
Missing Items - Checked	10	17	14	13	11	10	6	6	15	13	7	2	124
Request for Assistance												1	1
Other												1	1
Screening	4	18	11	10	15	17	17	10	11	16	22	13	164
Inconsistency	2	4	2	1	1	2	2		1		2		17
Lengthy Lines	1	4	4	1	1			2	4	2		3	22
Procedures/Process	1	9	5	8	12	13	15	7	6	14	18	8	116
Retrieving Abandoned/Confiscated Items		1			1	1		1			1		5
Security Breach						1					1	2	4
<b>2019</b>	<b>129</b>	<b>97</b>	<b>116</b>	<b>78</b>	<b>69</b>								<b>489</b>
Civil Rights	15	9	3	7	6								40
Age		1											1
Hair Patdowns	1												1
Headwear	1												1
National Origin	2	1											3
Perceived Religion	1		1										2



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Racial Profiling or Discrimination	6	5	1	2	4								18
Sex/Gender/Gender Identity- Not Transgender	3	2	1	3	1								10
Sexual Orientation - Not Transgender				2	1								3
Transgender Screening	1												1
Customer Service	25	22	40	18	18								123
Others	1	1	1	1									4
TSO	24	21	39	17	18								119
Human Capital				1									1
Prospective Employment with TSA				1									1
Locks	4	5	5	1	3								18
General	1												1
Missing or Damaged Lock	3	5	5	1	3								17
Lost and Found	3		4	4	1								12
Airport/TSA	3		4	4	1								12
Mishandling of Passenger Property	23	20	16	19	9								87
Damaged/Missing Items--Carry-on Luggage	2	1		3	1								7
Damaged/Missing Items--Checked Baggage	17	16	13	13	8								67
Damaged/Missing Items--Unspecified Luggage	1			1									2
Disarrayed Items--Carry-on or Checked	3	3	3	2									11
Patdown	6	1	6	2	3								18
Flyer	5	1	5	2	2								15
Flyer as Observer	1				1								2
Non-Flyer			1										1
Persons w/ Disabilities (PWD)	7	6	6	6	3								28
Autism Spectrum	1												1
Breast Cancer		1											1
Cancer (general) Not Breast Cancer				1									1
Cognitive /Developmental /Mental Disability		1			1								2
Diabetes	1	1	2										4
Diapers/Garments/Dressings/Masks				1									1
Hearing Impairment					1								1
Internal Medical Devices	1		1										2
Medically Necessary Medication and Medical Supplies			2										2
Metal Implants (joint)				2									2
Mobility Disability (Not Wheelchair or Scooter)	2	2											4
Prosthesis/Amputees and Casts	1			1									2
Visual Impairment					1								1
Wheelchair/ Scooter/ Segway	1	1	1	1									4
Property - Special Handling	23	18	18	13	13								85
Damaged Items - Carry-On	2	1		1	2								6
Damaged Items - Checked	4	1	1	1									7
Missing Items - Carry-On	4	10	5	5	4								28
Missing Items - Checked	13	6	12	6	7								44
Request for Assistance		1	1										2
Other		1	1										2
Screening	23	15	17	7	13								75
Inconsistency	2		1		1								4
Lengthy Lines	1	2	2	1	3								9
Procedures/Process	17	12	14	6	9								58
Retrieving Abandoned/Confiscated Items	1												1
Security Breach	2	1											3

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
ORF	47	52	43	57	39	51	54	57	56	44	64	50	614	
2015				6	8	10	16	11	7	11	16	14	99	
Customer Service							2	2	1	2	3	1	11	
Others								1					1	
TSO							2	1	1	2	3	1	10	
Expedited Passenger Screening Program						1	1	1					3	
TSA PreCheck						1	1	1					3	
Identification (ID) Requirements							1						1	
Domestic							1						1	
Locks					2					1			3	
Missing or Damaged Lock					2					1			3	
Mishandling of Passenger Property				5	6	5	10	6	4	5	10	11	62	
Damaged/Missing Items--Carry-on Luggage										1		1	2	
Damaged/Missing Items--Checked Baggage				4	6	5	10	6	4	3	10	7	55	
Disarrayed Items--Carry-on or Checked				1						1		3	5	
Patdown												1	1	
Flyer												1	1	
Persons w/ Disabilities (PWD)				1							2		3	
Cognitive /Developmental /Mental Disability											2		2	
Service Animals				1									1	
Prohibited & Permitted Items						1							1	
Sporting Goods						1							1	
Screening						3	2	2	2	2	1	1	13	
Crew Member or Airline Employee												1	1	
Inconsistency						1			1				2	
Lengthy Lines						1	1			1			3	
Procedures/Process						1	1	2	1		1		6	
Security Breach										1			1	
TSA Contact Information										1			1	
General										1			1	
2016	11	16	9	12	10	14	13	14	16	14	19	13	161	
Advanced Imaging Technology (AIT)				1									1	
Flyer				1									1	
Civil Rights		1				1	1	1		2			6	
National Origin							1						1	
Perceived Religion						1							1	
Racial Profiling or Discrimination		1						1		2			4	
Customer Service	2	3	2	1	1	1	3	2	3	2	2	2	24	
Others											1	1	2	
TSO	2	3	2	1	1	1	3	2	3	2	1	1	22	
Identification (ID) Requirements		1											1	
Domestic		1											1	
Locks	1					1						2	4	
General												1	1	
Missing or Damaged Lock	1					1						1	3	
Mishandling of Passenger Property	6	8	4	8	8	9	8	10	11	8	14	6	100	
Damaged/Missing Items--Carry-on Luggage				1	1	1	1	1	3			1	9	
Damaged/Missing Items--Checked Baggage	4	7	3	5	7	7	7	9	7	7	12	4	79	
Damaged/Missing Items--Unspecified Luggage											1		1	
Disarrayed Items--Carry-on or Checked	2	1	1	2		1			1	1	1	1	11	
Patdown				1					1		1		3	
Flyer									1		1		2	
Flyer as Observer				1									1	
Persons w/ Disabilities (PWD)	1	2	1		1					1		1	7	
General					1								1	
Internal Medical Devices										1			1	
Medically Necessary Medication and Medical	1												1	
Metal Implants (joint)			1										1	
Mobility Disability (Not Wheelchair or Scooter)		1											1	
Respiratory and Inhaler Equipment		1											1	
Wheelchair/ Scooter/ Segway												1	1	
Screening	1	1	2	1		2	1	1	1	1	2	2	15	
Inconsistency											1	1	2	
Lengthy Lines		1				1				1			3	
Procedures/Process	1		2			1	1	1	1		1	1	9	
Retrieving Abandoned/Confiscated Items				1									1	
2017	12	14	13	14	9	14	9	16	16	5	17	13	152	
Civil Rights		1					1	2			2		6	
Hair Patdowns								1					1	
Racial Profiling or Discrimination		1					1	1			1		4	
Sex/Gender/Gender Identity- Not Transgender											1		1	
Customer Service	3		1	1		2	1	2	1		4	1	16	
Others			1										1	
TSO	3			1		2	1	2	1		4	1	15	
Identification (ID) Requirements								1					1	
Domestic								1					1	
Locks		1	1	1	2	1	1	1		1	1	1	11	
Missing or Damaged Lock		1	1	1	2	1	1	1		1	1	1	11	
Lost and Found			1	1				1			1		4	
Airport/TSA			1	1				1			1		4	
Mishandling of Passenger Property	8	8	8	8	3	8	3	4	8	1	5	3	67	
Damaged/Missing Items--Carry-on Luggage			1				1						2	
Damaged/Missing Items--Checked Baggage	7	8	7	8	2	5	2	4	6	1	5	2	57	
Damaged/Missing Items--Unspecified Luggage						1			1			1	3	
Disarrayed Items--Carry-on or Checked	1				1	2			1				5	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Patdown					1	3			1	1	1		7
Flyer					1	3			1		1		6
Flyer as Observer										1			1
Persons w/ Disabilities (PWD)		3	1	1	1			1	1		1		9
Cancer (general) Not Breast Cancer			1										1
Internal Medical Devices					1								1
Medically Necessary Medication and Medical Supplies				1									1
Metal Implants (joint)									1				1
Prosthesis/Amputees and Casts		2											2
Touch Aversion (pain/trauma)		1											1
Wheelchair/ Scooter/ Segway								1			1		2
Property - Special Handling							3	2	4	1	1	5	16
Damaged Items - Checked							1				1	1	3
Missing Items - Carry-On									1				1
Missing Items - Checked							2	2	3	1		4	12
Request for Assistance												1	1
Wounded Warrior (MSIJSOC)												1	1
Screening	1	1	1	2	2			2	1	1	1	2	14
Gate Pass									1				1
Lengthy Lines										1			1
Procedures/Process		1	1	2	2			2			1	1	10
Retrieving Abandoned/Confiscated Items	1											1	2
2018	15	14	7	17	8	13	16	16	17	14	12	10	159
Civil Rights				2			1		1		1	1	6
Hair Patdowns												1	1
National Origin				1									1
Racial Profiling or Discrimination				1			1		1		1		4
Customer Service	2	5	1	5		2	1	3	3	6			28
Others		1								1			2
TSO	2	4	1	5		2	1	3	3	5			26
Locks				1			4	1					6
Missing or Damaged Lock				1			4	1					6
Lost and Found							1	1					2
Airport/TSA							1	1					2
Mishandling of Passenger Property	5	1	3	4	3	4	3	2	5	3	4	2	39
Damaged/Missing Items--Carry-on Luggage	1			1					1	1	2		6
Damaged/Missing Items--Checked Baggage	3	1	3	1	2	4	3	1	3	1	2	1	25
Disarrayed Items--Carry-on or Checked	1			2	1			1	1	1		1	8
Patdown	1	1		1	2	1		4	2	1	2	2	17
Flyer	1	1		1	2			4	2	1	2	1	15
Non-Flyer						1						1	2
Persons w/ Disabilities (PWD)	2	2		1	2					2	3	1	13
Diabetes													
General				1							1		2
Mobility Disability (Not Wheelchair or Scooter)										1			1
Prosthesis/Amputees and Casts	1	2			1								4
Respiratory and Inhaler Equipment												1	1
Wheelchair/ Scooter/ Segway	1				1					1	1		4
Property - Special Handling	3	4	2	2	1	5	4	3	2		1	4	31
Damaged Items - Carry-On												1	1
Damaged Items - Checked	1	2				1		2	2		1		9
Missing Items - Carry-On						1	2					1	4
Missing Items - Checked	2	2	2	2	1	3	2	1				2	17
Screening	2	1	1	1		1	2	2	4	2	1		17
Inconsistency						1			1	1			3
Procedures/Process	2	1	1	1			2	2	3	1	1		14
2019	9	8	14	8	4								43
Civil Rights				1									1
Racial Profiling or Discrimination				1									1
Customer Service		1		1									2
TSO		1		1									2
Locks	1		2										3
Missing or Damaged Lock	1		2										3
Mishandling of Passenger Property	3		6		2								11
Damaged/Missing Items--Checked Baggage	2		3		2								7
Damaged/Missing Items--Unspecified Luggage			1										1
Disarrayed Items--Carry-on or Checked	1		2										3
Patdown		1		2									3
Flyer		1		2									3
Persons w/ Disabilities (PWD)		2											2
Hearing Impairment		1											1
Metal Implants (joint)		1											1
Property - Special Handling	4	2	5	2	1								14
Damaged Items - Checked	1	1	1										3
Missing Items - Carry-On	1		1										2
Missing Items - Checked	2	1	3	2	1								9
Screening	1	2	1	1	1								6
Inconsistency			1										1
Lengthy Lines		1											1
Procedures/Process	1	1		1	1								4
TSA Contact Information				1									1
General				1									1

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ORH		7	4	5	7	7	6	4	2	1	2	2	4	51
2015					2	2	1		2		1			8
Locks						1								1
Missing or Damaged Lock						1								1
Mishandling of Passenger Property					2	1	1		2					6
Damaged/Missing Items--Checked Baggage					2	1	1		2					6
Screening											1			1
Procedures/Process											1			1
2016		4	1	1	2		4	4				1	1	18
Locks		2					2	1						5
General		2												2
Missing or Damaged Lock							2	1						3
Mishandling of Passenger Property		1	1		2		2	2				1	1	10
Damaged/Missing Items--Carry-on Luggage							1							1
Damaged/Missing Items--Checked Baggage		1	1		2		1	2					1	8
Disarrayed Items--Carry-on or Checked												1		1
Persons w/ Disabilities (PWD)								1						1
Metal Implants (joint)								1						1
Screening		1		1										2
Procedures/Process		1		1										2
2017			2	1	2	1						1	2	9
Mishandling of Passenger Property			2	1	2	1						1		7
Damaged/Missing Items--Carry-on Luggage					1									1
Damaged/Missing Items--Checked Baggage			2	1	1	1						1		6
Property - Special Handling													1	1
Missing Items - Checked													1	1
Screening													1	1
Procedures/Process													1	1
2018		1				2	1			1	1		1	7
Locks						1					1			2
Missing or Damaged Lock						1					1			2
Mishandling of Passenger Property		1				1	1			1			1	5
Damaged/Missing Items--Checked Baggage		1				1	1			1			1	5
2019		2	1	3	1	2								9
Mishandling of Passenger Property		1		2		1								4
Damaged/Missing Items--Checked Baggage				1										1
Disarrayed Items--Carry-on or Checked		1		1		1								3
Property - Special Handling		1		1	1	1								4
Missing Items - Carry-On					1									1
Missing Items - Checked		1		1		1								3
Screening			1											1
Procedures/Process			1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>OTH</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>4</b>	<b>5</b>	<b>24</b>
<b>2015</b>							<b>1</b>	<b>1</b>			<b>1</b>	<b>3</b>	<b>6</b>
Mishandling of Passenger Property							1	1			1	3	6
Damaged/Missing Items--Checked Baggage							1	1			1	3	6
<b>2016</b>	<b>1</b>	<b>1</b>									<b>1</b>	<b>1</b>	<b>4</b>
Customer Service											1		1
TSO											1		1
Locks		1											1
Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Patdown												1	1
Flyer												1	1
<b>2017</b>			<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>8</b>
Mishandling of Passenger Property					1	1				1	1	1	5
Damaged/Missing Items--Checked Baggage					1	1				1	1	1	5
Property - Special Handling								1			1		2
Missing Items - Checked								1			1		2
Screening			1										1
Procedures/Process			1										1
<b>2018</b>				<b>1</b>		<b>1</b>	<b>1</b>						<b>3</b>
Locks				1									1
Missing or Damaged Lock				1									1
Mishandling of Passenger Property							1						1
Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling								1					1
Missing Items - Checked								1					1
<b>2019</b>	<b>1</b>	<b>1</b>			<b>1</b>								<b>3</b>
Mishandling of Passenger Property	1				1								2
Damaged/Missing Items--Checked Baggage	1				1								2
Property - Special Handling		1											1
Missing Items - Checked		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
OTZ	3			1	1	1	3	2		2	1	3	17
2015											1		1
Customer Service											1		1
TSO											1		1
2016						1	1			2		2	6
Customer Service												1	1
TSO												1	1
Locks										1			1
Missing or Damaged Lock										1			1
Mishandling of Passenger Property						1	1					1	3
Damaged/Missing Items--Checked Baggage						1	1					1	3
Screening										1			1
Inconsistency										1			1
2017	1			1			1					1	4
Mishandling of Passenger Property				1								1	2
Damaged/Missing Items--Checked Baggage				1								1	2
Screening	1						1						2
Procedures/Process							1						1
Security Breach	1												1
2018	1				1		1	2					5
Mishandling of Passenger Property					1								1
Damaged/Missing Items--Checked Baggage					1								1
Patdown							1						1
Flyer							1						1
Property - Special Handling	1												1
Damaged Items - Checked	1												1
Screening								2					2
Procedures/Process								2					2
2019	1												1
Screening	1												1
Security Breach	1												1

**TSA Contact Center Traveler Complaints Tool**

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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
PAH	4		1	1	1		1		1	1	3		13
2015					1		1						2
Mishandling of Passenger Property					1		1						2
Damaged/Missing Items--Checked Baggage					1		1						2
2016	3			1					1				5
Customer Service	1												1
TSO	1												1
Locks	1												1
Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1			1					1				3
Damaged/Missing Items--Checked Baggage	1			1					1				3
2017										1	2		3
Locks										1			1
Missing or Damaged Lock										1			1
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling											1		1
Damaged Items - Checked											1		1
2018			1								1		2
Customer Service											1		1
TSO											1		1
Property - Special Handling			1										1
Missing Items - Checked			1										1
2019	1												1
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>PBG</b>		<b>2</b>			<b>5</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>25</b>
<b>2015</b>									<b>2</b>	<b>1</b>				<b>3</b>
Customer Service									1					1
TSO									1					1
Mishandling of Passenger Property									1					1
Damaged/Missing Items--Checked Baggage									1					1
Notice of Violation/Civil Penalties										1				1
General										1				1
<b>2016</b>		<b>1</b>			<b>1</b>			<b>1</b>		<b>2</b>	<b>1</b>		<b>2</b>	<b>8</b>
Customer Service					1								1	2
TSO					1								1	2
Mishandling of Passenger Property		1						1		1			1	4
Damaged/Missing Items--Carry-on Luggage		1												1
Damaged/Missing Items--Checked Baggage								1					1	3
Screening										1	1			2
Procedures/Process										1	1			2
<b>2017</b>					<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>8</b>
Mishandling of Passenger Property					1			1				1	1	4
Damaged/Missing Items--Checked Baggage					1			1				1	1	4
Patdown							1	1						2
Flyer								1						1
Flyer as Observer							1							1
Persons w/ Disabilities (PWD)					1									1
Mobility Disability (Not Wheelchair or Scooter)					1									1
Property - Special Handling									1					1
Missing Items - Checked									1					1
<b>2018</b>					<b>1</b>	<b>1</b>	<b>1</b>							<b>3</b>
Customer Service						1								1
TSO						1								1
Patdown					1		1							2
Flyer					1									1
Non-Flyer							1							1
<b>2019</b>		<b>1</b>			<b>1</b>	<b>1</b>								<b>3</b>
Patdown						1								1
Flyer						1								1
Property - Special Handling		1			1									2
Missing Items - Carry-On		1												1
Missing Items - Checked					1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>PBI</b>	<b>63</b>	<b>104</b>	<b>123</b>	<b>128</b>	<b>101</b>	<b>126</b>	<b>104</b>	<b>86</b>	<b>95</b>	<b>67</b>	<b>84</b>	<b>59</b>	<b>1,140</b>
<b>2015</b>				<b>21</b>	<b>13</b>	<b>27</b>	<b>29</b>	<b>26</b>	<b>17</b>	<b>15</b>	<b>21</b>	<b>21</b>	<b>190</b>
Customer Service					4	2	1	2	1	1	4	4	19
Others								1			1	1	3
TSO					4	2	1	1	1	1	3	3	16
Expedited Passenger Screening Program				6	1		3						10
TSA PreCheck				6	1		3						10
Hazardous Materials Safety							1						1
General							1						1
Identification (ID) Requirements												1	1
Domestic												1	1
Locks				1	1		1	2		2	1		8
Missing or Damaged Lock				1	1		1	2		2	1		8
Mishandling of Passenger Property				13	6	21	18	20	15	12	10	12	127
Damaged/Missing Items--Carry-on Luggage					1	2	2	6	2	2	1		16
Damaged/Missing Items--Checked Baggage				12	5	16	15	12	13	9	8	12	102
Damaged/Missing Items--Unspecified Luggage								1					1
Disarrayed Items--Carry-on or Checked				1		3	1	1		1	1		8
Patdown							1	1			1		3
Flyer							1	1			1		3
Persons w/ Disabilities (PWD)						1	2					1	4
Diabetes							2						2
Medical Devices - Attached to the Body												1	1
Touch Aversion (pain/trauma)						1							1
Prohibited & Permitted Items						1							1
Knives/Tools/Razors/Sharp Objects						1							1
Screening				1	1	2	2	1	1		5	3	16
Inconsistency								1					1
Procedures/Process					1	2	2		1		5	2	13
Retrieving Abandoned/Confiscated Items				1								1	2
<b>2016</b>	<b>19</b>	<b>24</b>	<b>42</b>	<b>37</b>	<b>26</b>	<b>38</b>	<b>34</b>	<b>21</b>	<b>22</b>	<b>17</b>	<b>24</b>	<b>22</b>	<b>326</b>
Civil Rights		1			2			1		1		1	6
Racial Profiling or Discrimination		1			1			1				1	4
Screening of Religious Cultural and Ceremonial Items					1								1
Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	7	2	7	5	1	5	7	2	2	1	3	2	44
Others	1		3	3		1	2	1			1		12
TSO	6	2	4	2	1	4	5	1	2	1	2	2	32
Locks	1			1	1	3	2	2		2	1	1	14
General					1								1
Missing or Damaged Lock	1			1		3	2	2		2	1	1	13
Lost and Found	1		1				1						3
Airport/TSA	1		1				1						3
Mishandling of Passenger Property	8	18	28	25	19	25	20	10	16	12	16	16	213
Damaged/Missing Items--Carry-on Luggage	2	3	3	3	3	2	3	4	3	2	1		29
Damaged/Missing Items--Checked Baggage	5	12	23	20	15	22	16	5	13	10	15	15	171
Damaged/Missing Items--Unspecified Luggage												1	1
Disarrayed Items--Carry-on or Checked	1	3	2	2	1	1	1	1					12
Patdown				2	1				3		2		8
Flyer				2	1				3		1		7
Flyer as Observer											1		1
Persons w/ Disabilities (PWD)			1	1	1		1	1					5
Autism Spectrum							1						1
Cancer (general) Not Breast Cancer			1										1
Diabetes					1			1					2
Medically Necessary Medication and Medical Supplies				1									1
Screening	2	3	5	3	1	5	3	5	1	1	2	2	33
Crew Member or Airline Employee			1	1									2
Inconsistency	1	2	1			1	1		1	1		1	9
Lengthy Lines						1		1					2
Procedures/Process	1		3	1	1	3	2	3			2	1	17
Retrieving Abandoned/Confiscated Items		1											1
Security Breach				1				1					2
<b>2017</b>	<b>16</b>	<b>32</b>	<b>31</b>	<b>27</b>	<b>20</b>	<b>30</b>	<b>21</b>	<b>18</b>	<b>26</b>	<b>10</b>	<b>16</b>	<b>8</b>	<b>255</b>
Animals												1	1
Carry-On												1	1
Civil Rights	1	1	1			1	1	1		1	1		8
Perceived Religion						1							1
Racial Profiling or Discrimination	1	1	1					1		1			5
Sex/Gender/Gender Identity- Not Transgender											1		1
Sexual Orientation - Not Transgender							1						1
Customer Service	2	3	4	3	2	1	2	3	4	1	3	3	31
CSM			1										1
Others												1	1
TSO	2	3	3	3	2	1	2	3	4	1	3	2	29
Identification (ID) Requirements								1					1
Domestic								1					1
Locks	4		1	2	4		1	1					13
General				1									1
Missing or Damaged Lock	4		1	1	4		1	1					12
Mishandling of Passenger Property	7	21	16	18	11	23	6	3	14	3	5		127
Damaged/Missing Items--Carry-on Luggage	1	2	5	1	3	6				1	1		20
Damaged/Missing Items--Checked Baggage	5	19	11	15	8	17	5	3	10	1	4		98
Disarrayed Items--Carry-on or Checked	1			2			1		4	1			9
Patdown	1	4	1		1	3	2	1	2	2			17

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Flyer		4	1		1	3	2		2	2			15
Flyer as Observer	1												1
Non-Flyer								1					1
Persons w/ Disabilities (PWD)		1	1				2		1	1			6
Diabetes							1						1
Medically Necessary Medication and Medical Supplies										1			1
Mobility Disability (Not Wheelchair or Scooter)			1				1						2
Ostomy/Ostomates									1				1
Touch Aversion (pain/trauma)		1											1
Property - Special Handling							5	7	3	1	5	1	22
Damaged Items - Carry-On							1		1		1		3
Damaged Items - Checked							2	3	1		2		8
Missing Items - Carry-On							2	1			1		4
Missing Items - Checked								3	1	1	1	1	7
Screening	1	2	7	4	2	2	2	1	2	1	2	3	29
Inconsistency		1	1						1				3
Procedures/Process	1	1	5	4	2	1	2	1	1		2	3	23
Retrieving Abandoned/Confiscated Items										1			1
Security Breach			1			1							2
<b>2018</b>	<b>10</b>	<b>29</b>	<b>23</b>	<b>27</b>	<b>21</b>	<b>31</b>	<b>20</b>	<b>21</b>	<b>30</b>	<b>25</b>	<b>23</b>	<b>8</b>	<b>268</b>
Civil Rights						1	1	1			1		4
Age								1					1
Hair Patdowns											1		1
Racial Profiling or Discrimination						1	1						2
Customer Service	4	7	6	5	5	5	4	2	4	3	1	1	47
Others		1			1	1				1			4
TSO	4	6	6	5	4	4	4	2	4	2	1	1	43
Locks	2	1	1	4	2		1	1	2				14
Missing or Damaged Lock	2	1	1	4	2		1	1	2				14
Lost and Found					1	1	2						4
Airport/TSA					1	1	2						4
Mishandling of Passenger Property	3	6	7	4	7	15	2	6	11	6	12	3	82
Damaged/Missing Items--Carry-on Luggage					1	2	1			1			5
Damaged/Missing Items--Checked Baggage	3	5	6	4	5	10	1	6	7	5	11	3	66
Damaged/Missing Items--Unspecified Luggage					1								1
Disarrayed Items--Carry-on or Checked		1	1			3			4		1		10
Patdown		3	1		1	1				2	2		10
Flyer		3			1	1				2	1		8
General			1										1
Non-Flyer											1		1
Persons w/ Disabilities (PWD)		1	1	4	1				2	1			10
Diabetes					1				1				2
General		1											1
Internal Medical Devices									1				1
Medically Necessary Medication and Medical Supplies			1										1
Metal Implants (joint)										1			1
Mobility Disability (Not Wheelchair or Scooter)				1									1
Touch Aversion (pain/trauma)				2									2
Wheelchair/ Scooter/ Segway				1									1
Prohibited & Permitted Items			1										1
Food/Beverages			1										1
Property - Special Handling	1	6	3	4	3	6	7	7	9	10	6	3	65
Damaged Items - Carry-On		1				2		1					4
Damaged Items - Checked			1			3	1	2	5	3	4	3	22
Missing Items - Carry-On		2		2		1	4	2	1	4	1		17
Missing Items - Checked	1	3	2	2	3		2	2	3	3	1		22
Request for Assistance										1			1
Other										1			1
Screening		5	3	6	1	2	3	4	2	2	1	1	30
Inconsistency		1		2									3
Lengthy Lines			1						1			1	3
Procedures/Process		4	1	4	1	2	3	4	1	2	1		23
Security Breach			1										1
<b>2019</b>	<b>18</b>	<b>19</b>	<b>27</b>	<b>16</b>	<b>21</b>								<b>101</b>
Civil Rights		1	1	1									3
Hair Patdowns		1											1
Racial Profiling or Discrimination				1									1
Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	3	4	8	2	4								21
TSO	3	4	8	2	4								21
Mishandling of Passenger Property	6	5	4	5	8								28
Damaged/Missing Items--Carry-on Luggage	1			1									2
Damaged/Missing Items--Checked Baggage	5	4	3	4	7								23
Disarrayed Items--Carry-on or Checked		1	1		1								3
Patdown			1	1									2
Flyer			1	1									2
Persons w/ Disabilities (PWD)	2		2	1									5
Diabetes			1										1
Medically Necessary Medication and Medical	2												2
Wheelchair/ Scooter/ Segway			1	1									2
Property - Special Handling	6	6	5	6	4								27
Damaged Items - Carry-On		1											1
Damaged Items - Checked	2	2	2	2									8
Missing Items - Carry-On		1	1	1	2								5
Missing Items - Checked	4	2	2	3	2								13

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Screening	1	3	6		5								15
Inconsistency	1		1										2
Procedures/Process		3	4		4								11
Security Breach			1		1								2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
PDX	171	154	205	182	159	124	137	178	175	191	177	182	2,035	
2015				36	29	20	19	22	40	42	44	57	309	
Airline				1									1	
Policy/Regulations/Service				1									1	
Civil Rights								1	3		2		6	
Racial Profiling or Discrimination								1	3		2		6	
Customer Service				1	2	1	3	2	2	5	5	7	28	
CSM											1		1	
TSO				1	2	1	3	2	2	5	4	7	27	
Expedited Passenger Screening Program				4				1					5	
TSA PreCheck				4				1					5	
Hazardous Materials Safety				2									2	
General				2									2	
Locks				2	2	1	1	1	3	2	1	4	17	
General				1								1	2	
Missing or Damaged Lock				1	2	1	1	1	3	2	1	3	15	
Lost and Found											1		1	
Airport/TSA											1		1	
Mishandling of Passenger Property				24	24	17	14	13	25	30	29	39	215	
Damaged/Missing Items--Carry-on Luggage				1			3		3	4	2	9	22	
Damaged/Missing Items--Checked Baggage				20	20	16	10	13	20	24	25	29	177	
Disarrayed Items--Carry-on or Checked				3	4	1	1		2	2	2	1	16	
Patdown											1	1	2	
Flyer											1	1	2	
Persons w/ Disabilities (PWD)								1	3	3	2	2	11	
Cognitive /Developmental /Mental Disability								1					1	
Diabetes										1			1	
Diapers/Garments/Dressings/Masks									1				1	
General									2				2	
Hearing Impairment										2			2	
Mobility Disability (Not Wheelchair or Scooter)											2	1	3	
Wheelchair/ Scooter/ Segway												1	1	
Prohibited & Permitted Items									1				1	
Knives/Tools/Razors/Sharp Objects									1				1	
Screening				2	1	1	1	3	3	2	3	4	20	
Crew Member or Airline Employee								1					1	
Inconsistency										1		1	2	
International Screening				1									1	
Lengthy Lines					1								1	
Procedures/Process				1		1	1	2	2	1	3	2	13	
Retrieving Abandoned/Confiscated Items									1			1	2	
2016	46	51	58	36	36	33	37	49	42	53	51	59	551	
Advanced Imaging Technology (AIT)					1				1				2	
Flyer					1				1				2	
Civil Rights	2	2		1	1	1	1		1	3			12	
General Complaint and Discrimination	1												1	
Headwear										1			1	
Racial Profiling or Discrimination	1	2		1		1	1		1	1			8	
Screening of Religious or Cultural Garments										1			1	
Transgender Screening					1								1	
Customer Service	4	7	6	8	2	4	4	8	12	7	9	7	78	
CSM											1		1	
Others			1		1				2				4	
TSO	4	7	5	8	1	4	4	8	10	7	8	7	73	
Locks		1	4	1	3	3	3	2	2	3	3	2	27	
General					1					1			2	
Missing or Damaged Lock		1	4	1	2	3	3	2	2	2	3	2	25	
Lost and Found										2		1	3	
Airport/TSA										2		1	3	
Mishandling of Passenger Property	30	30	39	20	22	19	21	25	16	29	25	39	315	
Damaged/Missing Items--Carry-on Luggage	1	1	2	1	3		4			2	5	3	22	
Damaged/Missing Items--Checked Baggage	26	29	31	16	16	18	17	24	14	23	18	31	263	
Damaged/Missing Items--Unspecified Luggage	1				1					1			3	
Disarrayed Items--Carry-on or Checked	2		6	3	2	1		1	2	3	2	5	27	
Patdown	2	1	3	1	4	2	2	3	4	2	4	6	34	
Flyer	2	1	3	1	3	2	2	3	4	2	4	4	31	
Flyer as Observer														
Non-Flyer					1							2	2	
Persons w/ Disabilities (PWD)	3	2	1	1	1	1			2	4	2	1	18	
Autism Spectrum											1		1	
Cognitive /Developmental /Mental Disability			1										1	
Diabetes										1			1	
Medical Devices - Attached to the Body	1												1	
Medically Necessary Medication and Medical Supplies											1		1	
Metal Implants (joint)						1							1	
Mobility Disability (Not Wheelchair or Scooter)									1	1			2	
Ostomy/Ostomates	2	1										1	4	
Service Animals									1				1	
Touch Aversion (pain/trauma)		1		1	1								3	
Wheelchair/ Scooter/ Segway										1			1	
Wounded Warrior										1			1	
Prohibited & Permitted Items												1	1	
Medication/Prescription/Medically Necessary Items												1	1	
Request for Assistance								1		1			2	
Other								1		1			2	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
Screening	5	8	5	4	2	3	6	10	4	2	8	2	59	
Crew Member or Airline Employee				1									1	
Inconsistency	1								1				2	
Lengthy Lines	1	4	1			2	1	6			1		16	
Procedures/Process	3	3	3	3	2	1	4	4	3	2	7	2	37	
Retrieving Abandoned/Confiscated Items		1	1										2	
Security Breach							1						1	
2017	43	31	63	40	36	37	49	62	52	51	37	39	540	
Civil Rights			1		1	1	1		1	1		1	7	
National Origin													1	
Perceived Religion									1				1	
Racial Profiling or Discrimination					1	1				1			3	
Screening of Religious or Cultural Garments			1										1	
Sex/Gender/Gender Identity- Not Transgender							1						1	
Customer Service	4	5	5	4	4	7	6	8	4	10	5	5	67	
Others			2				1		1		1		5	
TSO	4	5	3	4	4	7	5	8	3	10	4	5	62	
Locks	3	2	2	2	4	1	3	6	4	1	1	1	30	
Missing or Damaged Lock	3	2	2	2	4	1	3	6	4	1	1	1	30	
Lost and Found				1			1					1	3	
Airport/TSA				1			1					1	3	
Mishandling of Passenger Property	30	18	45	25	17	18	17	23	20	23	16	15	267	
Damaged/Missing Items--Carry-on Luggage	6	1	3	1	2	2				3	1	3	22	
Damaged/Missing Items--Checked Baggage	19	17	37	23	13	16	15	17	14	18	12	9	210	
Disarrayed Items--Carry-on or Checked	5		5	1	2		2	6	6	2	3	3	35	
Patdown	2	3	1	6	3	3	2	2	4	2	4	3	35	
Children						1							1	
Flyer	1	3	1	4	3	2	2	2	4	2	3	3	30	
Flyer as Observer				1									1	
General	1			1									2	
Non-Flyer											1		1	
Persons w/ Disabilities (PWD)		1	2	2	4	4	4	3	2	1	2		25	
Autism Spectrum									1				1	
Cognitive /Developmental /Mental Disability									1				1	
Diabetes		1				1	1						3	
General				1							1		2	
Hearing Impairment					1								1	
Internal Medical Devices			1										1	
Medically Necessary Medication and Medical Supplies								2					2	
Metal Implants (joint)							1						1	
Mobility Disability (Not Wheelchair or Scooter)			1		1	1	1						4	
Ostomy/Ostomates					1								1	
Prosthesis/Amputees and Casts				1									1	
Respiratory and Inhaler Equipment										1			1	
Touch Aversion (pain/trauma)						1							1	
Wheelchair/ Scooter/ Segway					1	1	1	1			1		5	
Prohibited & Permitted Items		1	1										2	
Marijuana		1	1										2	
Property - Special Handling							10	16	11	9	6	11	63	
Damaged Items - Carry-On							1	2	1	1			5	
Damaged Items - Checked							2	3	4	4	2	2	17	
Missing Items - Carry-On							2	4	3			1	10	
Missing Items - Checked							5	7	3	4	4	8	31	
Screening	4	1	6		3	3	5	4	6	4	3	2	41	
Inconsistency			2		1			1	2		1		7	
Lengthy Lines	1				1			1				1	4	
Procedures/Process	3	1	2		1	3	4	2	4	4	2	1	27	
Retrieving Abandoned/Confiscated Items			1				1						2	
Security Breach			1										1	
2018	44	31	55	39	36	34	32	45	41	45	45	27	474	
Advanced Imaging Technology (AIT)								1					1	
Flyer								1					1	
Civil Rights		1			1	2	1	5	1	6	2	2	21	
Hair Patdowns								1					1	
National Origin		1								1			2	
Racial Profiling or Discrimination					1	1	1	3	1	5	1		13	
Sex/Gender/Gender Identity- Not Transgender						1						2	4	
Transgender Screening								1			1		1	
Customer Service	7	7	10	2	10	8	7	9	6	8	15	6	95	
Others			2			1		1	1	1		1	7	
TSO	7	7	8	2	10	7	7	8	5	7	15	5	88	
Locks	3	1	1	2	2	3	3		2			1	18	
General							1						1	
Missing or Damaged Lock	3	1	1	2	2	3	2		2			1	17	
Lost and Found			2										2	
Airport/TSA			2										2	
Mishandling of Passenger Property	15	8	21	12	9	5	17	12	18	8	14	6	145	
Damaged/Missing Items--Carry-on Luggage	1		2	2				2	1			1	9	
Damaged/Missing Items--Checked Baggage	14	8	16	10	8	4	13	8	13	7	14	3	118	
Disarrayed Items--Carry-on or Checked			3		1	1	4	2	4	1		2	18	
Patdown	1		2	1	3	1		2	2	4	1	1	18	
Flyer	1			1	3	1		2	2	4	1	1	16	
Flyer as Observer			1										1	
Non-Flyer			1										1	
Persons w/ Disabilities (PWD)	3	1	4	3	2	2		3	4	3	2	4	31	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Autism Spectrum			1										1
Breast Cancer								1					1
Cognitive /Developmental /Mental Disability					1						1		2
Diabetes									1				1
General											1		1
Medically Necessary Medication and Medical	1	1		1					2	2		2	9
Mobility Disability (Not Wheelchair or Scooter)				1	1	1							3
Prosthesis/Amputees and Casts			1	1								1	3
Respiratory and Inhaler Equipment	2												2
Touch Aversion (pain/trauma)									1			1	2
Wheelchair/ Scooter/ Segway			2			1		2		1			6
Property - Special Handling	10	8	7	11	3	5	2	7	5	15	9	5	87
Damaged Items - Carry-On	1	1		1		1			1	1	1	1	8
Damaged Items - Checked	4			3		2		1	2	6	1		19
Missing Items - Carry-On	1	4	2	1	1			1		1	3	2	16
Missing Items - Checked	4	3	5	6	2	2	2	5	2	7	4	2	44
Request for Assistance						1	1						2
Other							1						1
Wounded Warrior (MSIJSOC)						1							1
Screening	5	5	8	8	6	7	1	6	3	1	2	2	54
Inconsistency	1	2	2		1			1			1		8
Lengthy Lines		2	1		2								5
Procedures/Process	4		5	8	3	7	1	5	3	1		2	39
Retrieving Abandoned/Confiscated Items		1									1		2
<b>2019</b>	<b>38</b>	<b>41</b>	<b>29</b>	<b>31</b>	<b>22</b>								<b>161</b>
Civil Rights	3	1	2	3	1								10
Racial Profiling or Discrimination		1	1	1	1								4
Sex/Gender/Gender Identity- Not Transgender	3		1	1									5
Transgender Screening				1									1
Customer Service	3	9	2	6	2								22
Others		1											1
TSO	3	8	2	6	2								21
Locks	2		3	2									7
General	1												1
Missing or Damaged Lock	1		3	2									6
Lost and Found	1												1
Airport/TSA	1												1
Mishandling of Passenger Property	14	10	12	6	6								48
Damaged/Missing Items--Carry-on Luggage	2				1								3
Damaged/Missing Items--Checked Baggage	9	7	9	5	5								35
Disarrayed Items--Carry-on or Checked	3	3	3	1									10
Patdown	1	1			2								4
Flyer	1				2								3
Flyer as Observer		1											1
Persons w/ Disabilities (PWD)		3		3	6								12
Cancer (general) Not Breast Cancer				1									1
Cognitive /Developmental /Mental Disability					1								1
Diabetes		1											1
General					1								1
Hearing Impairment					1								1
Medical Devices - Attached to the Body					1								1
Medically Necessary Medication and Medical Supplies		1			1								2
Metal Implants (joint)				1									1
Mobility Disability (Not Wheelchair or Scooter)				1	1								2
Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	8	16	9	10	3								46
Damaged Items - Carry-On	2	3		1	2								8
Damaged Items - Checked	1	2	5	1									9
Missing Items - Carry-On	1	3		3									7
Missing Items - Checked	4	8	4	5	1								22
Screening	6	1	1	1	2								11
Inconsistency				1									1
Procedures/Process	4	1	1		2								8
Retrieving Abandoned/Confiscated Items	1												1
Security Breach	1												1

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>PGA</b>		<b>2</b>								<b>3</b>			<b>5</b>
<b>2016</b>										<b>2</b>			<b>2</b>
Mishandling of Passenger Property										2			2
Damaged/Missing Items Private Screening Contractor										1			1
Damaged/Missing Items--Checked Baggage										1			1
<b>2017</b>										<b>1</b>			<b>1</b>
Property - Special Handling										1			1
Damaged Items - Checked										1			1
<b>2019</b>		<b>2</b>											<b>2</b>
Civil Rights		1											1
Age		1											1
Property - Special Handling		1											1
Missing Items - Checked		1											1



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
PGD	12	11	11	21	25	15	13	12	5	9	8	6	148	
2015				2	2	1		2		4	2		13	
Locks						1							1	
Missing or Damaged Lock						1							1	
Mishandling of Passenger Property				2	2			2		4	1		11	
Damaged/Missing Items--Carry-on Luggage										1			1	
Damaged/Missing Items--Checked Baggage				2	1			2		2	1		8	
Disarrayed Items--Carry-on or Checked					1					1			2	
Screening											1		1	
Procedures/Process											1		1	
2016	2	1	1	8	6	7	5	4	1	3	1	2	41	
Customer Service				2	1		2	3		2			10	
TSO				2	1		2	3		2			10	
Identification (ID) Requirements						1							1	
Domestic						1							1	
Locks						1							1	
Missing or Damaged Lock						1							1	
Lost and Found				1									1	
Airport/TSA				1									1	
Mishandling of Passenger Property	1		1	1	4	3	3					2	15	
Damaged/Missing Items--Carry-on Luggage			1		1	1							3	
Damaged/Missing Items--Checked Baggage	1			1	3	2	3					2	12	
Patdown		1			1						1		3	
Flyer		1			1						1		3	
Persons w/ Disabilities (PWD)				1		1							2	
Mobility Disability (Not Wheelchair or Scooter)						1							1	
Wheelchair/ Scooter/ Segway				1									1	
Screening	1			3		1		1	1	1			8	
Inconsistency				1									1	
Lengthy Lines				1		1							2	
Procedures/Process	1							1	1	1			4	
Retrieving Abandoned/Confiscated Items				1									1	
2017		1	1	8	4		2	5	1	2	3		27	
Civil Rights							1	2					3	
Perceived Religion								1					1	
Racial Profiling or Discrimination							1						1	
Sex/Gender/Gender Identity- Not Transgender								1					1	
Customer Service			1	1				1	1	2			6	
TSO			1	1				1	1	2			6	
Mishandling of Passenger Property				3	1						1		5	
Damaged/Missing Items Private Screening Contractor				1									1	
Damaged/Missing Items--Carry-on Luggage					1								1	
Damaged/Missing Items--Checked Baggage				2							1		3	
Patdown		1		1				1			1		4	
Flyer				1				1			1		3	
Flyer as Observer		1											1	
Persons w/ Disabilities (PWD)				1	1		1	1					4	
Internal Medical Devices							1	1					2	
Mobility Disability (Not Wheelchair or Scooter)				1	1								2	
Property - Special Handling											1		1	
Missing Items - Carry-On											1		1	
Screening				2	2								4	
Inconsistency					1								1	
Procedures/Process				1	1								2	
Retrieving Abandoned/Confiscated Items				1									1	
2018	4	5	7	1	8	7	6	1	3		2	4	48	
Advanced Imaging Technology (AIT)									1				1	
Flyer									1				1	
Civil Rights						1						1	2	
Age						1							1	
Racial Profiling or Discrimination												1	1	
Customer Service	1		1	1	1	4	1	1				1	11	
TSO	1		1	1	1	4	1	1				1	11	
Locks			1										1	
Missing or Damaged Lock			1										1	
Mishandling of Passenger Property	1	1	1		3				1			1	8	
Damaged/Missing Items--Carry-on Luggage					1								1	
Damaged/Missing Items--Checked Baggage	1	1			1				1			1	5	
Disarrayed Items--Carry-on or Checked			1		1								2	
Patdown		1			1	1	2		1			1	7	
Flyer		1			1	1	2					1	6	
Flyer as Observer									1				1	
Persons w/ Disabilities (PWD)	1		1		1	1	1						5	
Diabetes	1												1	
Metal Implants (joint)			1		1	1							3	
Mobility Disability (Not Wheelchair or Scooter)							1						1	
Property - Special Handling		1	1								1		3	
Missing Items - Carry-On		1	1										2	
Missing Items - Checked											1		1	
Screening	1	2	2		2		2				1		10	
Inconsistency		1											1	
Lengthy Lines											1		1	
Procedures/Process	1	1	2		2		2						8	
2019	6	4	2	2	5								19	
Civil Rights	1				1								2	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Constitutional Rights	1												1
Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service		2	1										3
TSO		2	1										3
Mishandling of Passenger Property		1			1								2
Damaged/Missing Items Private Screening Contractor		1			1								2
Patdown		1			1								2
Flyer		1			1								2
Persons w/ Disabilities (PWD)	2			1	1								4
Diabetes	1			1									2
Metal Implants (joint)					1								1
Mobility Disability (Not Wheelchair or Scooter)	1												1
Screening	3		1	1	1								6
Procedures/Process	3		1		1								5
Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
PGV	4	5	6	9	4	3	6	11	4	6	4	8	70	
2015				2	1		1	1		3	2	3	13	
Mishandling of Passenger Property				2	1		1	1		3	2	3	13	
Damaged/Missing Items--Checked Baggage				2	1		1	1		3	2	3	13	
2016	1	1		2	3	2	2	4	2	2		2	21	
Customer Service					1								1	
TSO					1								1	
Locks							1	1					2	
Missing or Damaged Lock							1	1					2	
Mishandling of Passenger Property	1	1		2	2	2	1	2	2	2		2	17	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage	1	1		1	2	2	1	1	2	2		2	15	
Disarrayed Items--Carry-on or Checked								1					1	
Screening								1					1	
Procedures/Process								1					1	
2017	1	4	3	5			2	2	1		1		19	
Civil Rights		2					1						3	
Racial Profiling or Discrimination		2					1						3	
Customer Service			1	1				1			1		4	
CSM			1										1	
TSO				1				1			1		3	
Mishandling of Passenger Property	1	2	2	2			1	1					9	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage	1	2	1				1	1					6	
Disarrayed Items--Carry-on or Checked			1	1									2	
Patdown				1									1	
Flyer				1									1	
Property - Special Handling									1				1	
Damaged Items - Carry-On									1				1	
Screening				1									1	
Procedures/Process				1									1	
2018	2		3			1	1	4	1	1	1	3	17	
Civil Rights								1					1	
Racial Profiling or Discrimination								1					1	
Mishandling of Passenger Property	1		3			1	1	2	1		1		10	
Damaged/Missing Items--Carry-on Luggage								1					1	
Damaged/Missing Items--Checked Baggage	1		2			1	1		1		1		7	
Disarrayed Items--Carry-on or Checked			1					1					2	
Property - Special Handling	1							1		1		1	4	
Damaged Items - Checked	1												1	
Missing Items - Checked								1		1		1	3	
Screening												2	2	
Procedures/Process												1	1	
Retrieving Abandoned/Confiscated Items												1	1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>PHF</b>	<b>5</b>	<b>13</b>	<b>8</b>	<b>3</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>89</b>
<b>2015</b>				<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>14</b>
Identification (ID) Requirements					1								1
Domestic					1								1
Mishandling of Passenger Property				2		2	1	1	2	1	1		10
Damaged/Missing Items--Carry-on Luggage				2		1	1						4
Damaged/Missing Items--Checked Baggage						1		1		1	1		5
Disarrayed Items--Carry-on or Checked									1				1
Patdown										1			1
Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Metal Implants (joint)										1			1
Screening												1	1
Procedures/Process												1	1
<b>2016</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>23</b>
Civil Rights							1						1
Racial Profiling or Discrimination							1						1
Customer Service		1			1					1		2	5
TSO		1			1					1		2	5
Mishandling of Passenger Property	1	1	2		1		3	2	1		3		14
Damaged/Missing Items--Checked Baggage	1	1	2		1		2	2			2		11
Damaged/Missing Items--Unspecified Luggage											1		1
Disarrayed Items--Carry-on or Checked							1		1				2
Persons w/ Disabilities (PWD)						2							2
Cancer (general) Not Breast Cancer						1							1
Metal Implants (joint)						1							1
Screening			1										1
Procedures/Process			1										1
<b>2017</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>21</b>
Civil Rights			1									1	2
Racial Profiling or Discrimination			1									1	2
Customer Service			2							1			3
Others			1										1
TSO			1							1			2
Mishandling of Passenger Property	1			1	2						1		5
Damaged/Missing Items--Carry-on Luggage				1									1
Damaged/Missing Items--Checked Baggage					2						1		3
Disarrayed Items--Carry-on or Checked	1												1
Patdown		1								1			2
Flyer		1								1			2
Property - Special Handling							2	2				1	5
Damaged Items - Carry-On												1	1
Damaged Items - Checked								1					1
Missing Items - Checked							2	1					3
Screening	1				1				1	1			4
Inconsistency									1				1
Procedures/Process	1				1					1			3
<b>2018</b>	<b>1</b>	<b>7</b>	<b>2</b>		<b>2</b>	<b>5</b>	<b>3</b>		<b>2</b>	<b>3</b>	<b>1</b>		<b>26</b>
Customer Service		5	1			4			1		1		12
TSO		5	1			4			1		1		12
Locks										1			1
Missing or Damaged Lock										1			1
Mishandling of Passenger Property	1		1		2					1			5
Damaged/Missing Items--Checked Baggage			1		1					1			3
Disarrayed Items--Carry-on or Checked	1				1								2
Persons w/ Disabilities (PWD)							1						1
Hearing Impairment							1						1
Property - Special Handling		1								1			2
Damaged Items - Checked		1								1			2
Screening		1				1	2		1				5
Lengthy Lines		1					1						2
Procedures/Process						1	1		1				3
<b>2019</b>	<b>1</b>	<b>3</b>			<b>1</b>								<b>5</b>
Customer Service		1			1								2
TSO		1			1								2
Mishandling of Passenger Property	1	1											2
Damaged/Missing Items--Checked Baggage	1	1											2
Property - Special Handling		1											1
Damaged Items - Checked		1											1

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
PHL		342	291	295	336	247	265	257	295	328	338	358	315	3,667
2015					56	38	56	51	54	80	78	105	71	589
	Civil Rights				1			1		1	3	3	2	11
	General Complaint and Discrimination							1				1	1	3
	Racial Profiling or Discrimination				1						3	1	1	6
	Screening of Religious or Cultural Garments											1		1
	Transgender Screening									1				1
	Customer Service				3	6	3	8	3	21	8	12	16	80
	CSM							1					2	3
	Others								1	2	1	1	2	7
	TSO				3	6	3	7	2	19	7	11	12	70
	Expedited Passenger Screening Program				5	1	1	2		2				11
	TSA PreCheck				5	1	1	2		2				11
	Identification (ID) Requirements					1								1
	International Travel					1								1
	Locks				5	4	3	3	4	4	3	7	5	38
	Missing or Damaged Lock				5	4	3	3	4	4	3	7	5	38
	Lost and Found							1						1
	Airport/TSA							1						1
	Mishandling of Passenger Property				35	22	38	33	43	43	59	68	40	381
	Damaged/Missing Items--Carry-on Luggage				5	1	4	2	2	3	2	5	4	28
	Damaged/Missing Items--Checked Baggage				28	21	28	26	39	39	55	60	32	328
	Damaged/Missing Items--Unspecified Luggage												1	1
	Disarrayed Items--Carry-on or Checked				2		6	5	2	1	2	3	3	24
	Patdown					1		1	1	1		1	2	7
	Children							1						1
	Flyer					1			1			1	2	5
	Non-Flyer									1				1
	Persons w/ Disabilities (PWD)				1				2	1	3	3	2	12
	Cancer (general) Not Breast Cancer										1			1
	Cognitive /Developmental /Mental Disability												1	1
	Diabetes								1			2		3
	General										1			1
	Hearing Impairment											1		1
	Mobility Disability (Not Wheelchair or Scooter)								1	1				2
	Respiratory and Inhaler Equipment				1									1
	Wheelchair/ Scooter/ Segway										1		1	2
	Screening				6	3	10	2	1	7	2	11	4	46
	Inconsistency							1						1
	International Screening							1						1
	Lengthy Lines				2	1	2			2				7
	Procedures/Process				4	2	5	2	1	5	2	9	4	34
	Security Breach							1				2		3
	TSA Contact Information								1					1
	General								1					1
2016		105	57	76	89	68	94	87	102	67	79	100	94	1,018
	Advanced Imaging Technology (AIT)		1											1
	General		1											1
	Civil Rights	1	3			1	2	4	3		2	5	6	27
	Constitutional Rights											1	1	2
	General Complaint and Discrimination		1			1								2
	Headwear							1						1
	Racial Profiling or Discrimination	1	2				1	3	3		2	2	4	18
	Sexual Orientation - Not Transgender											2	1	3
	Transgender Screening							1						1
	Customer Service	25	10	15	14	14	21	16	20	16	16	24	14	205
	CSM	1												1
	Others	5	3	4	3	5	3	3	5	1	2	1		35
	TSO	19	7	11	11	9	18	13	15	15	14	23	14	169
	Hazardous Materials Safety		1											1
	General		1											1
	Identification (ID) Requirements	1	1	1										3
	Domestic	1	1											2
	ID Matching Ticket and Boarding Pass Issues			1										1
	Locks	4		4	3	2	2	7	3	3	6	4	4	42
	General							1	1		2		1	5
	Missing or Damaged Lock	4		4	3	2	1	6	3	3	4	4	3	37
	Lost and Found				1	1			1			1	1	5
	Airport/TSA				1	1			1			1	1	5
	Mishandling of Passenger Property	49	33	44	59	37	53	43	54	35	43	57	54	561
	Damaged/Missing Items--Carry-on Luggage	4	2	7	9	6	7	2	4	2	11	8	2	64
	Damaged/Missing Items--Checked Baggage	43	30	34	47	29	42	38	45	31	29	47	48	463
	Damaged/Missing Items--Unspecified Luggage			1		1			1		1	2		6
	Disarrayed Items--Carry-on or Checked	2	1	2	3	1	4	3	4	2	2		4	28
	Patdown	4		4	4	3		3	5	3	3	3	4	36
	Flyer	4		4	4	3		3	5	3	3	3	4	36
	Persons w/ Disabilities (PWD)	7	1	2	4	3	3	3	2	3	1	1	3	33
	Autism Spectrum								1					1
	Breast Cancer	1			1									2
	Cancer (general) Not Breast Cancer						1							1
	Cognitive /Developmental /Mental Disability	1			1									2
	Diabetes			1				1						2
	General				1					1				2
	Internal Medical Devices					1							1	3
	Medically Necessary Medication and Medical	1		1					1	1			1	5

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Metal Implants (joint)	1								1				2
Mobility Disability (Not Wheelchair or Scooter)	1	1			1	1					1	1	6
Ostomy/Ostomates					1								1
Touch Aversion (pain/trauma)	1												1
Wheelchair/ Scooter/ Segway	1			1		1	1			1			5
Request for Assistance							2	1	1				4
Other							1	1					2
Wounded Warrior (MSIJSOC)							1		1				2
Screening	14	7	6	4	6	13	9	13	6	8	5	8	99
Inconsistency	1	2		1		1	1	2	1		1		10
Lengthy Lines	2			3	1	8	1	3	1				19
Procedures/Process	9	4	5		4	3	7	7	3	7	3	8	60
Retrieving Abandoned/Confiscated Items					1			1		1			3
Security Breach	1	1	1			1			1		1		6
Shoe Screening	1												1
TSA Contact Information					1								1
General					1								1
<b>2017</b>	<b>86</b>	<b>77</b>	<b>79</b>	<b>71</b>	<b>48</b>	<b>67</b>	<b>61</b>	<b>67</b>	<b>82</b>	<b>83</b>	<b>73</b>	<b>67</b>	<b>861</b>
Advanced Imaging Technology (AIT)									1				1
Flyer									1				1
Civil Rights	2	5		5	1	3			1	2	2	3	24
Constitutional Rights					1								1
Hair Patdowns										1			1
National Origin												1	1
Perceived Religion		1									1		2
Racial Profiling or Discrimination	2	1		4		1			1		1		10
Sex/Gender/Gender Identity- Not Transgender		2		1		2							5
Sexual Orientation - Not Transgender												1	1
Transgender Screening		1								1		1	3
Customer Service	18	11	22	11	7	9	7	12	13	17	14	12	153
CSM		1		1									2
Others	1	1	1			1	1			2			7
TSO	17	9	21	10	7	8	6	12	13	15	14	12	144
Identification (ID) Requirements							1		1				2
Domestic							1		1				2
Locks	3	2	3	3	4	3	4	5	3	6	3	1	40
General												1	1
Missing or Damaged Lock	3	2	3	3	4	3	4	5	3	6	3		39
Lost and Found	1	1	1	1			1				1	2	8
Airport/TSA	1	1	1	1			1				1	2	8
Mishandling of Passenger Property	53	37	44	41	24	33	22	23	35	29	27	17	385
Damaged/Missing Items--Carry-on Luggage	8	8	7	7	3	2		3	2			1	41
Damaged/Missing Items--Checked Baggage	42	24	35	32	18	28	16	17	31	24	23	14	304
Damaged/Missing Items--Unspecified Luggage	1			1					1	1		1	5
Disarrayed Items--Carry-on or Checked	2	5	2	1	3	3	6	3	1	4	4	1	35
Patdown		8	2	1	4	7	9	10	2	6	2	6	57
Children			1										1
Flyer		8	1	1	4	7	9	6	2	5	2	6	51
Flyer as Observer								3					3
General										1			1
Non-Flyer								1					1
Persons w/ Disabilities (PWD)	3	1	2	2	1	2	1	5	4	4	1	2	28
Autism Spectrum												1	1
Diabetes						1			1	1	1		4
Diapers/Garments/Dressings/Masks		1											1
General												1	1
Internal Medical Devices								2					2
Medically Necessary Medication and Medical Supplies								1	1	1			3
Metal Implants (joint)	1						1						2
Mobility Disability (Not Wheelchair or Scooter)			1	1				1					3
Ostomy/Ostomates								1		2			3
Prosthesis/Amputees and Casts	1								1				2
Service Animals									1				1
Wheelchair/ Scooter/ Segway	1		1	1	1	1							5
Prohibited & Permitted Items										1	1	1	3
Liquids/Gels/Aerosols										1		1	2
Sporting Goods											1		1
Property - Special Handling							13	8	12	12	17	7	69
Damaged Items - Carry-On						1					3	1	5
Damaged Items - Checked							2	2	5	3	4	2	18
Missing Items - Carry-On							2	2	2	4	3		13
Missing Items - Checked							8	4	5	5	7	4	33
Request for Assistance				1	1							1	3
Other				1									1
Wounded Warrior (MSIJSOC)					1							1	2
Screening	6	12	5	6	6	10	3	4	10	6	5	15	88
Crew Member or Airline Employee				1		1							2
Inconsistency	1	1		2	2	2	1	2	2	1		1	15
Lengthy Lines		1	1								1	3	6
Procedures/Process	5	9	2	2	3	7	2	1	8	4	3	11	57
Retrieving Abandoned/Confiscated Items											1		1
Security Breach		1	2	1	1			1		1			7
<b>2018</b>	<b>70</b>	<b>93</b>	<b>69</b>	<b>63</b>	<b>48</b>	<b>48</b>	<b>58</b>	<b>72</b>	<b>99</b>	<b>98</b>	<b>80</b>	<b>83</b>	<b>881</b>
Civil Rights	1	4	2	2	2	1	3	4	2	3	2	3	29
Constitutional Rights												1	1

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Hair Patdowns		1		1									2
National Origin										1			1
Perceived Religion				1								1	2
Racial Profiling or Discrimination		3	2		1		1	2	2	2	2	1	16
Screening of Religious or Cultural Garments					1								1
Sex/Gender/Gender Identity- Not Transgender						1		1					2
Transgender Screening	1						2	1					4
Customer Service	16	15	16	8	9	5	13	15	13	26	16	13	165
CSM					1								1
Others		1								1	1	1	4
TSO	16	14	16	8	8	5	13	15	13	25	15	12	160
Locks	6	2	3		2	2	4	3	4	5	1	5	37
Missing or Damaged Lock	6	2	3		2	2	4	3	4	5	1	5	37
Lost and Found		2	1	1		1		2	7	2	1	2	19
Airport/TSA		2	1	1		1		2	7	2	1	2	19
Mishandling of Passenger Property	16	28	14	24	16	17	8	24	30	23	22	17	239
Damaged/Missing Items--Carry-on Luggage	2			1	1	1			3	2	2	2	14
Damaged/Missing Items--Checked Baggage	12	26	13	19	12	11	7	21	26	18	18	13	196
Damaged/Missing Items--Unspecified Luggage										1	1	1	3
Disarrayed Items--Carry-on or Checked	2	2	1	4	3	5	1	3	1	2	1	1	26
Notice of Violation/Civil Penalties		1											1
General		1											1
Patdown	4	4	6	3	1	2	4		5	4	2	2	37
Flyer	4	4	6	3	1	2	3		5	4	1	2	35
Flyer as Observer											1		1
Non-Flyer							1						1
Persons w/ Disabilities (PWD)	4	7	6	4	2	3	2	2	5	2	3	4	44
Autism Spectrum		1									2		3
Cancer (general) Not Breast Cancer			2				1	1	1				5
Cognitive /Developmental /Mental Disability				1									1
Diabetes									2			1	3
Diapers/Garments/Dressings/Masks									1				1
General			1	1	1								3
Internal Medical Devices	1	1				1							3
Medically Necessary Medication and Medical Supplies			1	1		1							3
Metal Implants (joint)												1	1
Mobility Disability (Not Wheelchair or Scooter)	1	1					1	1	1				5
Ostomy/Ostomates	1												1
Prosthesis/Amputees and Casts				1									1
Touch Aversion (pain/trauma)		2			1					1		2	6
Wheelchair/ Scooter/ Segway	1	2	2			1				1	1		8
Property - Special Handling	16	12	14	13	6	9	12	12	21	25	22	26	188
Damaged Items - Carry-On	3	2		2	1	1	2	3	5	2	4	6	31
Damaged Items - Checked	6	2	8	4	2	2		3	8	5		5	45
Missing Items - Carry-On	3	5	1	2		1	5	4	5	6	5	2	39
Missing Items - Checked	4	3	5	5	3	5	5	2	3	12	13	13	73
Request for Assistance		1			2		1		1				5
Other		1			2		1		1				5
Screening	7	17	7	8	8	8	11	10	10	8	11	11	116
Crew Member or Airline Employee				1									1
Inconsistency		2	2	2	1								7
Lengthy Lines	1	5	2	1	1	1	2		1	3	2	1	20
Procedures/Process	6	10	3	4	6	7	7	10	7	5	9	7	81
Security Breach							2					3	7
TSA Contact Information									1				1
General									1				1
<b>2019</b>	<b>81</b>	<b>64</b>	<b>71</b>	<b>57</b>	<b>45</b>								<b>318</b>
Civil Rights	6	1	4	6	4								21
Constitutional Rights	2												2
Perceived Religion					1								1
Racial Profiling or Discrimination	2		1	1	2								6
Sex/Gender/Gender Identity- Not Transgender	2	1	2	5	1								11
Transgender Screening			1										1
Customer Service	17	9	20	9	7								62
Others		1											1
TSO	17	8	20	9	7								61
Locks	4	5	1	2	2								14
General			1										1
Missing or Damaged Lock	4	5		2	2								13
Lost and Found	1		1	1	2								5
Airport/TSA	1		1	1	2								5
Mishandling of Passenger Property	18	10	12	19	8								67
Damaged/Missing Items--Carry-on Luggage	2	1	1	5									9
Damaged/Missing Items--Checked Baggage	15	8	11	12	6								52
Damaged/Missing Items--Unspecified Luggage				1									1
Disarrayed Items--Carry-on or Checked	1	1		1	2								5
Patdown	5	3	2	3	4								17
Flyer	5	3	2	3	4								17
Persons w/ Disabilities (PWD)	5	3	4	3	3								18
Breast Cancer	1												1
Cancer (general) Not Breast Cancer		1											1
Cognitive /Developmental /Mental Disability				1	1								2
Diabetes			1		1								2
General		2											2
Medically Necessary Medication and Medical	1												1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Metal Implants (joint)				1									1
Mobility Disability (Not Wheelchair or Scooter)	2		1	1									4
Prosthesis/Amputees and Casts	1												1
Touch Aversion (pain/trauma)					1								1
Wheelchair/ Scooter/ Segway			2										2
Property - Special Handling	17	23	19	13	13								85
Damaged Items - Carry-On	4	7	4	2	1								18
Damaged Items - Checked	3	5	3	1	4								16
Missing Items - Carry-On	5	4	4	5	5								23
Missing Items - Checked	5	7	8	5	3								28
Request for Assistance	1	1											2
Other		1											1
Wounded Warrior (MSIJSOC)	1												1
Screening	7	9	8	1	2								27
Lengthy Lines			1										1
Procedures/Process	7	8	7	1	1								24
Retrieving Abandoned/Confiscated Items					1								1
Security Breach		1											1



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
PHX	459	486	516	579	531	563	508	428	389	391	432	336	5,618	
2015				85	65	102	103	73	115	106	116	102	867	
Advanced Imaging Technology (AIT)												1	1	
General												1	1	
Airline				2									2	
Lost Baggage				2									2	
Civil Rights					3		1	2	2	2	3	2	15	
General Complaint and Discrimination					2		1		1		1	1	6	
Racial Profiling or Discrimination					1			2	1	2	2	1	9	
Customer Service				8	3	8	12	12	30	26	35	35	169	
CSM						1		1	1				3	
Others								6	6	23	12	17	84	
TSO				8	3	7	6	5	6	14	15	18	82	
Expedited Passenger Screening Program				3	1	8	2	2	3				19	
TSA Application Program				1									1	
TSA PreCheck				2	1	8	2	2	3				18	
Hazardous Materials Safety							1	1	1				3	
General							1	1	1				3	
Identification (ID) Requirements							2			1		1	4	
Domestic							2			1		1	4	
Locks					3	5	3	1	3	4	7	3	29	
General					1	1							2	
Missing or Damaged Lock					2	4	3	1	3	4	7	3	27	
Lost and Found				2	2	2	1	1	2	4		1	15	
Airport/TSA				2	2	2	1	1	2	4		1	15	
Mishandling of Passenger Property				67	46	67	73	48	59	58	55	40	513	
Damaged/Missing Items Private Screening Contractor						1							1	
Damaged/Missing Items--Carry-on Luggage				10	7	14	7	5	5	7	7	6	68	
Damaged/Missing Items--Checked Baggage				54	37	51	60	41	52	49	43	30	417	
Damaged/Missing Items--Unspecified Luggage											1		1	
Disarrayed Items--Carry-on or Checked				3	2	1	6	2	2	2	4	4	26	
Patdown					1	4	1			3	3	2	14	
Children						2							2	
Flyer					1	2	1			3	3	2	12	
Persons w/ Disabilities (PWD)								2	5	1	3	3	14	
Breast Cancer											1		1	
Cognitive /Developmental /Mental Disability									1			1	2	
General									1	1	1		3	
Internal Medical Devices											1		1	
Metal Implants (joint)									1			1	2	
Mobility Disability (Not Wheelchair or Scooter)									1				1	
Ostomy/Ostomates												1	1	
Respiratory and Inhaler Equipment									1				1	
Wheelchair/ Scooter/ Segway								2					2	
Prohibited & Permitted Items					1								1	
Knives/Tools/Razors/Sharp Objects					1								1	
Screening				3	5	7	7	4	10	7	10	14	67	
Inconsistency				1		1	2		1	1	2	2	10	
Lengthy Lines					2	3	1	1	2	3	5	1	18	
Military						1							1	
Procedures/Process				2	3	2	4	3	7	3	2	10	36	
Retrieving Abandoned/Confiscated Items											1	1	2	
TSA Contact Information						1							1	
General						1							1	
2016	126	140	157	157	172	200	186	142	73	83	131	81	1,648	
Advanced Imaging Technology (AIT)	1												1	
Flyer	1												1	
Civil Rights	5	1	1	1	1	3	4	3	2	5	4		30	
Constitutional Rights							1		1				2	
General Complaint and Discrimination	2	1		1									4	
Headwear											1		1	
Perceived Religion										1			1	
Racial Profiling or Discrimination	3		1		1	3	2	3	1	4	2		20	
Sex/Gender/Gender Identity- Not Transgender											1		1	
Sexual Orientation - Not Transgender							1						1	
Current Topic								5			1		6	
Current Topic								5			1		6	
Customer Service	42	37	52	54	52	49	41	39	16	19	29	14	444	
CSM	1				1		1			1			4	
Others	22	10	25	27	25	11	14	14	3	7	6	1	165	
TSO	19	27	27	27	26	38	26	25	13	11	23	13	275	
Hazardous Materials Safety	1												1	
General	1												1	
Identification (ID) Requirements								1			2		3	
Domestic								1			2		3	
Locks	6	5	4	5	4	8	4	6	1	3	4	3	53	
General	1												1	
Missing or Damaged Lock	5	5	4	5	4	8	4	6	1	3	4	3	52	
Lost and Found	1	4	4	8	9	7	2	2			2	2	41	
Airport/TSA	1	4	4	8	9	7	2	2			2	2	41	
Mishandling of Passenger Property	51	63	61	54	56	94	94	52	40	33	63	46	707	
Damaged/Missing Items--Carry-on Luggage	8	6	8	3	10	16	11	10	8	1	17	6	104	
Damaged/Missing Items--Checked Baggage	37	49	50	48	41	70	75	41	29	28	40	36	544	
Damaged/Missing Items--Unspecified Luggage		1			1	1	1						4	
Disarrayed Items--Carry-on or Checked	6	7	3	3	4	7	7	1	3	4	6	4	55	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Patdown	3	3	4	1	2	3	2	2	4	6	3	8	41
Flyer	2	3	4	1	2	3	2	1	4	6	3	7	38
Flyer as Observer												1	1
General								1					1
Non-Flyer	1												1
Persons w/ Disabilities (PWD)	4	1	4	1	2	2	4	5	1	3	5	2	34
Autism Spectrum								2					2
Cognitive /Developmental /Mental Disability								1					1
Diabetes								1			1		2
General	1						1						2
Hearing Impairment			2								1		3
Internal Medical Devices			1				1						2
Medical Devices - Attached to the Body										1			1
Medically Necessary Medication and Medical Supplies						1		1	1	1	1		5
Metal Implants (joint)	1				1								2
Mobility Disability (Not Wheelchair or Scooter)						1	2			1			4
Ostomy/Ostomates											1		1
Prosthesis/Amputees and Casts					1								1
Respiratory and Inhaler Equipment				1									1
Touch Aversion (pain/trauma)	1	1											2
Wheelchair/ Scooter/ Segway	1		1								1	2	5
Prohibited & Permitted Items			1								1		2
Liquids/Gels/Aerosols			1										1
Sporting Goods											1		1
Screening	12	26	26	33	46	34	35	27	9	14	17	6	285
Inconsistency	1		1	1	3	5	2	2	2	2	3	3	25
Lengthy Lines	5	14	17	18	34	22	24	11	1	1			147
Military											1		1
Procedures/Process	4	10	6	13	8	6	9	14	6	9	13	3	101
Retrieving Abandoned/Confiscated Items	1	1	1			1							4
Security Breach	1	1	1	1						2			6
Shoe Screening					1								1
2017	98	119	136	147	113	129	94	97	110	100	114	97	1,354
Advanced Imaging Technology (AIT)			1					1					2
Flyer			1										1
Flyer as Observer								1					1
Civil Rights	4	1	4	3	5	1	2	3	2	1	5	6	37
Hair Patdowns									1				1
Headwear												1	1
National Origin				1				1		1	2		5
Perceived Religion					1								1
Racial Profiling or Discrimination	4	1	3	2	1	1	1	1	1			3	18
Screening of Religious Cultural and Ceremonial Items			1								1		2
Sex/Gender/Gender Identity- Not Transgender					3		1	1			1		6
Transgender Screening											1	2	3
Customer Service	16	27	31	25	34	34	17	17	20	29	31	25	306
CSM			1	2									3
Others	1	1	4	2	5	1	2		1	4	1		22
TSO	15	26	26	21	29	33	15	17	19	25	30	25	281
Identification (ID) Requirements				1	1								2
Domestic					1								1
ID Matching Ticket and Boarding Pass Issues				1									1
Locks	8	4	4	3	3	3	3	2	4		6	7	51
General			1	1						1	2	1	6
Missing or Damaged Lock	8	4	3	2	3	3	3	2	4	3	4	6	45
Lost and Found	1	3	4	4	2	1	1	2	8	3	9	3	41
Airport/TSA	1	3	4	4	2	1	1	2	8	3	9	3	41
Mishandling of Passenger Property	53	56	55	77	48	57	40	31	25	23	22	21	508
Damaged/Missing Items--Carry-on Luggage	1	11	10	18	12	8	5	2	4	2	7		80
Damaged/Missing Items--Checked Baggage	47	41	37	53	32	43	28	25	13	19	9	20	367
Damaged/Missing Items--Unspecified Luggage	1	1							1				3
Disarrayed Items--Carry-on or Checked	4	3	8	6	4	6	7	4	7	2	6	1	58
Notice of Violation/Civil Penalties						1							1
General						1							1
Patdown	6	5	6	4	3	10	2	6	6	6	7	3	64
Children						1							1
Flyer	6	4	2	3	3	9	2	5	6	6	6	3	55
Flyer as Observer		1	3					1					5
General			1	1									2
Non-Flyer											1		1
Persons w/ Disabilities (PWD)	5	1	7	9	3	2	5	4	4	9	7	4	60
Autism Spectrum			1	1			1			1			4
Breast Cancer			1										1
Cancer (general) Not Breast Cancer			1		1								2
Cognitive /Developmental /Mental Disability						1			1	1			3
Diabetes			2	1					1			1	4
Diapers/Garments/Dressings/Masks							1						1
General	2	1						1			3		7
Hearing Impairment				1	1								2
Internal Medical Devices						1							1
Medically Necessary Medication and Medical Supplies				1			1			1	1	1	5
Metal Implants (joint)				1				1	1	1		1	5
Mobility Disability (Not Wheelchair or Scooter)	1						2			2	1	1	7
Ostomy/Ostomates	1												1
Prosthesis/Amputees and Casts									2	2			4

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Service Animals										1	1		2
Touch Aversion (pain/trauma)								1					1
Wheelchair/ Scooter/ Segway	1		2	4	1			1			1		10
Prohibited & Permitted Items			1						1	1			3
Alcohol and Tobacco										1			1
Breast Milk/Baby Formula/Breast Pump			1										1
Liquids/Gels/Aerosols									1				1
Property - Special Handling							12	17	30	12	19	17	107
Damaged Items - Carry-On								2	4	3	3	1	13
Damaged Items - Checked							5	3	7	2	1	5	23
Missing Items - Carry-On							1	2	4	1	4	5	17
Missing Items - Checked							6	10	15	6	11	6	54
Request for Assistance						1		1					2
Other						1		1					2
Screening	5	22	23	21	14	19	12	13	10	12	8	11	170
Inconsistency		2	6	1	1	1	1	3		2	1	1	19
Lengthy Lines		2	2	1	3	2		2	4	2	1	1	20
Procedures/Process	5	17	15	19	9	14	10	8	6	6	5	9	123
Retrieving Abandoned/Confiscated Items		1				1	1			2	1		6
Security Breach						1							1
Traveling with Cash					1								1
2018	134	116	128	107	101	132	125	116	91	102	71	56	1,279
Advanced Imaging Technology (AIT)								1					1
Flyer as Observer								1					1
Civil Rights	4	3	1	5	1	4	1	5	3	3	3	2	35
Age	2								1				3
Constitutional Rights						1							1
National Origin		1		1	1	1			1				5
Perceived Religion						1							1
Racial Profiling or Discrimination	2		1	3				4	1	3	3		17
Screening of Religious or Cultural Garments		1											1
Sex/Gender/Gender Identity- Not Transgender		1		1		1	1					2	6
Transgender Screening								1					1
Customer Service	29	26	28	19	21	30	24	25	18	26	9	7	262
Others		3	2	3		4				1			13
TSO	29	23	26	16	21	26	24	25	18	25	9	7	249
Identification (ID) Requirements	1												1
Domestic	1												1
Locks	4	3	2	1	4	3	4	6	1	3	5	2	38
Missing or Damaged Lock	4	3	2	1	4	3	4	6	1	3	5	2	38
Lost and Found	11	11	9	13	2	8	9	6	3	2	1	2	77
Airport/TSA	11	11	9	13	2	8	9	6	3	2	1	2	77
Mishandling of Passenger Property	27	27	37	31	27	30	37	21	21	20	15	11	304
Damaged/Missing Items--Carry-on Luggage	1	3	2	2	2	4	3	1	1	2	2	1	24
Damaged/Missing Items--Checked Baggage	19	15	29	23	22	21	28	16	20	16	9	8	226
Damaged/Missing Items--Unspecified Luggage			1							1			2
Disarrayed Items--Carry-on or Checked	7	9	5	6	3	5	6	4		1	4	2	52
Patdown	3	4	7	1	4	8	7	5	3	5	4	3	54
Children						1							1
Flyer	3	3	6	1	3	7	7	4	3	3	4	3	47
Flyer as Observer		1	1		1			1					4
General										1			1
Non-Flyer										1			1
Persons w/ Disabilities (PWD)	5	1	3	5	2	9	7	11	8	3	6	3	63
Autism Spectrum						1	1		2	2			6
Cancer (general) Not Breast Cancer								1			1		2
Cognitive /Developmental /Mental Disability						1					1		2
Diabetes	1				1	1							3
Hearing Impairment				1									1
Internal Medical Devices				1				1					2
Medical Devices - Attached to the Body								1					1
Medically Necessary Medication and Medical	2		2	2				3	1	1			11
Metal Implants (joint)						3	1	2	2		1		9
Mobility Disability (Not Wheelchair or Scooter	1	1			1	1		2	1		1		8
Prosthesis/Amputees and Casts				1		1	2						4
Service Animals	1						1						2
Touch Aversion (pain/trauma)						1	1		1		1	2	6
Visual Impairment							1						1
Wheelchair/ Scooter/ Segway			1					1	1		1	1	5
Prohibited & Permitted Items		1						1					2
Food/Beverages		1						1					2
Property - Special Handling	34	20	21	21	25	26	23	20	19	25	16	15	265
Damaged Items - Carry-On	4		1	3	3	6	2		2	4	1	2	28
Damaged Items - Checked	10	4	7	1	7	8	8	3	8	7	4	3	70
Missing Items - Carry-On	8	7	3	5	2	7	5	8	4	5	3	5	62
Missing Items - Checked	12	9	10	12	13	5	8	9	5	9	8	5	105
Request for Assistance					1		1						2
Other					1		1						2
Screening	16	20	20	11	14	14	12	15	15	15	12	11	175
Crew Member or Airline Employee			1	1									2
Inconsistency	4		3	1	2	1	3	1		3		2	20
Lengthy Lines	2	5	2	1				1	2	1	2		16
Procedures/Process	9	13	13	8	11	13	9	13	12	11	9	7	128
Retrieving Abandoned/Confiscated Items		2	1								1	2	6
Security Breach	1				1				1				3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
2019	101	111	95	83	80								470
Advanced Imaging Technology (AIT)	1												1
Flyer	1												1
Civil Rights	2	8	5	5	1								21
Age			1	1									2
Hair Patdowns				1									1
Perceived Religion		1											1
Racial Profiling or Discrimination	1	6	2	2	1								12
Sex/Gender/Gender Identity- Not Transgender	1	1	2	1									5
Customer Service	20	22	19	14	13								88
Others	1	1											2
TSO	19	21	19	14	13								86
Identification (ID) Requirements			1										1
Domestic			1										1
Locks	2	5	2	1	5								15
General					1								1
Missing or Damaged Lock	2	5	2	1	4								14
Lost and Found	3	1			4								8
Airport/TSA	3	1			4								8
Mishandling of Passenger Property	25	26	25	21	19								116
Damaged/Missing Items--Carry-on Luggage	3	1		1	2								7
Damaged/Missing Items--Checked Baggage	19	22	19	20	11								91
Disarrayed Items--Carry-on or Checked	3	3	6		6								18
Patdown	3	2	3		1								9
Flyer	3	2	3		1								9
Persons w/ Disabilities (PWD)	9	5	4	8	10								36
Cancer (general) Not Breast Cancer				1	1								2
Cognitive /Developmental /Mental Disability				1	1								2
Diabetes	2			1	1								4
General		1		1									2
Hearing Impairment					1								1
Medically Necessary Medication and Medical	2				2								4
Metal Implants (joint)		1											1
Mobility Disability (Not Wheelchair or Scooter)			3		2								5
Ostomy/Ostomates				2									2
Prosthesis/Amputees and Casts	1	1											2
Respiratory and Inhaler Equipment				1									1
Service Animals		2											2
Touch Aversion (pain/trauma)	1				1								2
Wheelchair/ Scooter/ Segway	3		1	1	1								6
Property - Special Handling	25	30	26	18	14								113
Damaged Items - Carry-On	2	6	4	3	1								16
Damaged Items - Checked	6	8	5	2	5								26
Missing Items - Carry-On	7	8	3	4	4								26
Missing Items - Checked	10	8	14	9	4								45
Request for Assistance		1											1
Other		1											1
Screening	11	11	10	16	13								61
Crew Member or Airline Employee				1									1
Inconsistency	2	1	2	2	1								8
Lengthy Lines	1	1	2	1									5
Procedures/Process	6	9	5	9	11								40
Retrieving Abandoned/Confiscated Items			1	2	1								4
Security Breach	2			1									3

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>PIA</b>		<b>12</b>	<b>17</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>5</b>	<b>9</b>	<b>8</b>	<b>110</b>
<b>2015</b>								<b>1</b>	<b>9</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>7</b>
Customer Service												1		1
TSO												1		1
Locks													1	1
Missing or Damaged Lock													1	1
Mishandling of Passenger Property								1		1		2		4
Damaged/Missing Items--Carry-on Luggage												1		1
Damaged/Missing Items--Checked Baggage								1		1		1		3
Screening													1	1
Procedures/Process													1	1
<b>2016</b>		<b>4</b>	<b>1</b>	<b>2</b>		<b>4</b>		<b>2</b>	<b>4</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>23</b>
Civil Rights								1	1					2
Racial Profiling or Discrimination								1	1					2
Customer Service								1	2			1		4
Others									1					1
TSO								1	1			1		3
Locks						1								1
Missing or Damaged Lock						1								1
Mishandling of Passenger Property		3	1	2		2					2	2		12
Damaged/Missing Items--Checked Baggage		3	1	2		2					2	2		12
Patdown									1					1
Flyer									1					1
Screening		1				1							1	3
Lengthy Lines						1								1
Procedures/Process		1											1	2
<b>2017</b>		<b>3</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>36</b>
Civil Rights								1						1
Racial Profiling or Discrimination								1						1
Customer Service			1	1		1				1			2	6
Others			1							1			1	3
TSO				1		1							1	3
Locks								1						1
Missing or Damaged Lock								1						1
Mishandling of Passenger Property		2	3		3	2	1	1	2	1		2		17
Damaged/Missing Items--Checked Baggage		2	3		2	2		1	2	1		2		15
Disarrayed Items--Carry-on or Checked				1			1							2
Patdown		1				1					1		1	4
Flyer		1				1					1		1	4
Persons w/ Disabilities (PWD)									1					1
Diabetes									1					1
Property - Special Handling									1	1	1		1	4
Damaged Items - Checked									1	1				2
Missing Items - Carry-On											1		1	2
Screening			1				1							2
Inconsistency							1							1
Security Breach			1											1
<b>2018</b>		<b>1</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>32</b>
Advanced Imaging Technology (AIT)					1									1
Flyer					1									1
Customer Service			1		2				1	1	1		1	7
Others			1		1						1			3
TSO					1				1	1			1	4
Mishandling of Passenger Property			3	2	1	1	1	1		2				11
Damaged/Missing Items--Carry-on Luggage								1						1
Damaged/Missing Items--Checked Baggage			3	2	1	1	1			1				9
Disarrayed Items--Carry-on or Checked										1				1
Patdown		1	2		1									4
Flyer			2		1									3
Flyer as Observer		1												1
Property - Special Handling				1								1		2
Damaged Items - Checked												1		1
Missing Items - Checked				1										1
Screening				2			3	1		1				7
Procedures/Process				2			3	1		1				7
<b>2019</b>		<b>4</b>	<b>5</b>		<b>2</b>	<b>1</b>								<b>12</b>
Civil Rights			1											1
Racial Profiling or Discrimination			1											1
Mishandling of Passenger Property		2	2			1								5
Damaged/Missing Items--Carry-on Luggage			1											1
Damaged/Missing Items--Checked Baggage		2	1			1								4
Patdown			1											1
Flyer as Observer			1											1
Persons w/ Disabilities (PWD)		1												1
Breast Cancer		1												1
Property - Special Handling			1		1									2
Missing Items - Checked			1		1									2
Screening		1			1									2
Inconsistency		1												1
Procedures/Process					1									1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>PIB</b>	<b>3</b>	<b>3</b>			<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>21</b>
<b>2015</b>							<b>1</b>		<b>1</b>		<b>1</b>		<b>3</b>
Locks											<b>1</b>		<b>1</b>
Missing or Damaged Lock											<b>1</b>		<b>1</b>
Mishandling of Passenger Property									<b>1</b>				<b>1</b>
Damaged/Missing Items--Checked Baggage									<b>1</b>				<b>1</b>
Screening							<b>1</b>						<b>1</b>
Procedures/Process							<b>1</b>						<b>1</b>
<b>2016</b>										<b>2</b>		<b>2</b>	<b>4</b>
Customer Service												<b>1</b>	<b>1</b>
TSO												<b>1</b>	<b>1</b>
Mishandling of Passenger Property										<b>1</b>		<b>1</b>	<b>2</b>
Damaged/Missing Items--Carry-on Luggage										<b>1</b>			<b>1</b>
Damaged/Missing Items--Checked Baggage												<b>1</b>	<b>1</b>
Screening										<b>1</b>			<b>1</b>
Procedures/Process										<b>1</b>			<b>1</b>
<b>2017</b>	<b>1</b>	<b>2</b>			<b>1</b>			<b>1</b>		<b>2</b>			<b>7</b>
Customer Service					<b>1</b>					<b>1</b>			<b>2</b>
TSO					<b>1</b>					<b>1</b>			<b>2</b>
Mishandling of Passenger Property	<b>1</b>	<b>2</b>						<b>1</b>					<b>4</b>
Damaged/Missing Items--Checked Baggage	<b>1</b>	<b>1</b>						<b>1</b>					<b>3</b>
Disarrayed Items--Carry-on or Checked		<b>1</b>											<b>1</b>
Screening										<b>1</b>			<b>1</b>
Procedures/Process										<b>1</b>			<b>1</b>
<b>2018</b>	<b>2</b>	<b>1</b>					<b>1</b>	<b>1</b>		<b>1</b>			<b>6</b>
Mishandling of Passenger Property	<b>1</b>							<b>1</b>					<b>2</b>
Damaged/Missing Items--Checked Baggage	<b>1</b>												<b>1</b>
Disarrayed Items--Carry-on or Checked								<b>1</b>					<b>1</b>
Patdown										<b>1</b>			<b>1</b>
Flyer										<b>1</b>			<b>1</b>
Property - Special Handling		<b>1</b>											<b>1</b>
Missing Items - Checked		<b>1</b>											<b>1</b>
Screening	<b>1</b>						<b>1</b>						<b>2</b>
Procedures/Process	<b>1</b>						<b>1</b>						<b>2</b>
<b>2019</b>					<b>1</b>								<b>1</b>
Screening					<b>1</b>								<b>1</b>
Procedures/Process					<b>1</b>								<b>1</b>

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
PIE	23	31	35	27	31	32	27	22	25	26	23	16	318	
2015				3	1	6	1	3	2	3	3	6	28	
Airline				1									1	
Policy/Regulations/Service				1									1	
Customer Service				1			1	1					3	
TSO				1			1	1					3	
Locks						1							1	
Missing or Damaged Lock						1							1	
Lost and Found						1							1	
Airport/TSA						1							1	
Mishandling of Passenger Property					1	4		2	1	3	3	4	18	
Damaged/Missing Items--Carry-on Luggage					1	2		2			1	2	8	
Damaged/Missing Items--Checked Baggage						2			1	3	2	2	10	
Patdown												1	1	
Flyer												1	1	
Persons w/ Disabilities (PWD)												1	1	
Wheelchair/ Scooter/ Segway												1	1	
Screening				1					1				2	
Procedures/Process				1					1				2	
2016	1	6	8	2	5	7	7	5	3	5	5	2	56	
Customer Service			1		1	2	2	1	1	1	2	1	12	
Others											1		1	
TSO			1		1	2	2	1	1	1	1	1	11	
Locks								1			1		2	
Missing or Damaged Lock								1			1		2	
Mishandling of Passenger Property	1	4	6	2	1	5	3	2	1	1	1	1	28	
Damaged/Missing Items--Carry-on Luggage			1	1		1		1				1	5	
Damaged/Missing Items--Checked Baggage	1	1	6	1	1	4	3	1	1		1		20	
Disarrayed Items--Carry-on or Checked		2											3	
Patdown					1							1	2	
Flyer					1						1		2	
Persons w/ Disabilities (PWD)			1		1					2			4	
General			1										1	
Mobility Disability (Not Wheelchair or Scooter)					1					2			3	
Screening		2			1		2	1	1	1			8	
Gate Pass									1				1	
Inconsistency					1					1			2	
Lengthy Lines							1						1	
Procedures/Process							1	1					2	
Retrieving Abandoned/Confiscated Items		1											1	
Security Breach		1											1	
2017	5	4	9	5	9	7	7	8	10	8	4	4	80	
Customer Service	1	1	1	3	3	2	2	2	1	1		1	18	
TSO	1	1	1	3	3	2	2	2	1	1		1	18	
Identification (ID) Requirements			1										1	
Domestic			1										1	
Locks					1							1	2	
Missing or Damaged Lock					1							1	2	
Mishandling of Passenger Property	3	1	5	2	3	4		1	3	2	1		25	
Damaged/Missing Items--Carry-on Luggage	1		2	2	1								6	
Damaged/Missing Items--Checked Baggage	2	1	3		2	4		1	3	2	1		19	
Patdown							1	1	3	1	1	2	9	
Flyer							1	1	3	1	1	2	9	
Persons w/ Disabilities (PWD)	1	1					1	1	1		1		6	
Cancer (general) Not Breast Cancer							1						1	
Cognitive /Developmental /Mental Disability									1				1	
Internal Medical Devices											1		1	
Mobility Disability (Not Wheelchair or Scooter)		1											1	
Ostomy/Ostomates								1					1	
Touch Aversion (pain/trauma)	1												1	
Property - Special Handling								2	2	2	1		7	
Damaged Items - Checked								1					1	
Missing Items - Carry-On										2			2	
Missing Items - Checked								1	2		1		4	
Screening		1	2		2	1	3	1		2			12	
Inconsistency			1				1						2	
Lengthy Lines							1						1	
Procedures/Process			1		2	1	1	1		2			8	
Retrieving Abandoned/Confiscated Items		1											1	
2018	11	13	8	12	5	12	12	6	10	10	11	4	114	
Civil Rights		1					1	1				2	5	
Racial Profiling or Discrimination		1					1						2	
Sex/Gender/Gender Identity- Not Transgender												2	2	
Transgender Screening								1					1	
Customer Service	6	1	3	2		4	4	1	2	2	2	1	28	
Others									1		1		2	
TSO	6	1	3	2		4	4	1	1	2	1	1	26	
Locks		1				2				1	1		5	
Missing or Damaged Lock		1				2				1	1		5	
Lost and Found											1		1	
Airport/TSA											1		1	
Mishandling of Passenger Property	2	2		4	1	3	2		1	2	2		19	
Damaged/Missing Items--Carry-on Luggage	1	2		1									4	
Damaged/Missing Items--Checked Baggage	1			3	1	3	1		1	1	2		13	
Disarrayed Items--Carry-on or Checked							1			1			2	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Patdown		1		1	3	1	1		2	1			10
Flyer		1		1	3	1	1		2	1			10
Persons w/ Disabilities (PWD)		1	1					1		1	1		5
Diabetes										1			1
General			1										1
Metal Implants (joint)		1											1
Service Animals											1		1
Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling			3	4			2	2	3	3	2	1	20
Damaged Items - Carry-On									1	1			2
Damaged Items - Checked				1				2				1	4
Missing Items - Carry-On			1	2			1		2	2	2		10
Missing Items - Checked			2	1			1						4
Screening	3	6	1	1	1	2	2	1	2		2		21
Inconsistency		1					1		1				3
Lengthy Lines	1												1
Procedures/Process	2	2	1	1	1	2		1	1		2		13
Retrieving Abandoned/Confiscated Items		2					1						3
Traveling with Cash		1											1
2019	6	8	10	5	11								40
Civil Rights	1	1			1								3
Racial Profiling or Discrimination		1			1								2
Sex/Gender/Gender Identity- Not Transgender	1												1
Customer Service	1		4		3								8
Others			1										1
TSO	1		3		3								7
Mishandling of Passenger Property		2	2	1	2								7
Damaged/Missing Items--Checked Baggage		2	2	1	2								7
Patdown		2	1		1								4
Flyer		2	1		1								4
Persons w/ Disabilities (PWD)	1	1			2								4
Mobility Disability (Not Wheelchair or Scooter)		1			2								3
Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	1	1	1	2									5
Damaged Items - Carry-On		1											1
Missing Items - Checked	1		1	2									4
Screening	2	1	2	2	2								9
Procedures/Process	2	1	2	2	2								9



**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>PIH</b>					1							2	3
<b>2015</b>												2	2
Mishandling of Passenger Property												2	2
Damaged/Missing Items--Checked Baggage												2	2
<b>2017</b>					1								1
Mishandling of Passenger Property					1								1
Damaged/Missing Items--Checked Baggage					1								1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>PIR</b>	<b>2</b>	<b>1</b>										<b>2</b>	<b>5</b>
<b>2016</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
<b>2017</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
<b>2018</b>		<b>1</b>										<b>2</b>	<b>3</b>
Mishandling of Passenger Property												1	1
Damaged/Missing Items--Checked Baggage												1	1
Patdown												1	1
Flyer												1	1
Persons w/ Disabilities (PWD)		1											1
Respiratory and Inhaler Equipment		1											1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
PIT	94	84	107	101	72	79	57	81	92	90	92	89	1,038	
2015				15	12	20	11	10	23	16	20	12	139	
Civil Rights									1		1		2	
Racial Profiling or Discrimination									1		1		2	
Customer Service				2	1	4		1	3	2	1	3	17	
CSM				1									1	
Others										1			1	
TSO				1	1	4		1	3	1	1	3	15	
Identification (ID) Requirements									1				1	
Domestic									1				1	
Locks						1	1		1	1	3	1	8	
Missing or Damaged Lock						1	1		1	1	3	1	8	
Lost and Found									1				1	
Airport/TSA									1				1	
Mishandling of Passenger Property				13	9	14	10	8	15	12	11	6	98	
Damaged/Missing Items--Carry-on Luggage				2	1	3		1	1		1	1	10	
Damaged/Missing Items--Checked Baggage				11	8	11	9	7	13	12	9	5	85	
Disarrayed Items--Carry-on or Checked							1		1		1		3	
Patdown						1					1	1	3	
Flyer						1					1	1	3	
Persons w/ Disabilities (PWD)											1	1	2	
Diabetes											1		1	
Ostomy/Ostomates												1	1	
Screening					2			1	1	1	2		7	
Inconsistency											1		1	
Lengthy Lines											1		1	
Procedures/Process					2			1	1				4	
Retrieving Abandoned/Confiscated Items										1			1	
2016	16	20	24	25	18	14	15	27	24	27	26	32	268	
Civil Rights		2	1	2				1	1	3	2	1	13	
Constitutional Rights									1				1	
Racial Profiling or Discrimination		2	1	1				1				1	8	
Sex/Gender/Gender Identity- Not Transgender										1	1		2	
Transgender Screening				1						1			2	
Customer Service	3	4	2	1	2	2	1	5	3	4	5	4	36	
CSM										1			1	
Others		1							1				2	
TSO	3	3	2	1	2	2	1	5	2	3	5	4	33	
Locks	1	1			1	1		1	2		3	2	12	
Missing or Damaged Lock	1	1			1	1		1	2		3	2	12	
Mishandling of Passenger Property	8	12	17	18	13	7	11	12	11	18	14	23	164	
Damaged/Missing Items--Carry-on Luggage		2	1	4	1	1	1	1		1	2	2	16	
Damaged/Missing Items--Checked Baggage	8	10	16	12	12	5	10	10	9	16	11	17	136	
Damaged/Missing Items--Unspecified Luggage										1			1	
Disarrayed Items--Carry-on or Checked				2		1		1	2		1	4	11	
Patdown	1			3			3	4	2	1	1		15	
Flyer	1			3			2	4	2	1	1		14	
Flyer as Observer							1						1	
Persons w/ Disabilities (PWD)	2	1						2	1			1	7	
Diabetes	1												1	
Internal Medical Devices	1												1	
Service Animals									1				1	
Touch Aversion (pain/trauma)		1											1	
Wheelchair/ Scooter/ Segway								2				1	3	
Screening	1		4	1	2	4		2	4	1	1	1	21	
Inconsistency			1		1	1						1	4	
Lengthy Lines			2	1				1					4	
Procedures/Process	1		1		1	3		1	3	1	1		12	
Retrieving Abandoned/Confiscated Items									1				1	
2017	25	23	21	18	14	22	13	17	19	33	22	27	254	
Advanced Imaging Technology (AIT)	1												1	
Flyer	1												1	
Civil Rights			2	1		1			2				6	
Constitutional Rights						1							1	
National Origin									1				1	
Racial Profiling or Discrimination			2	1									3	
Sex/Gender/Gender Identity- Not Transgender									1				1	
Customer Service	3	6	1	1	1	4	4	3	4	5	3	7	42	
CSM									1				1	
Others												1	1	
TSO	3	6	1	1	1	4	4	3	3	5	3	6	40	
Locks	1	2	1	1	1	2	1		1	2	2		14	
Missing or Damaged Lock	1	2	1	1	1	2	1		1	2	2		14	
Lost and Found		1											1	
Airport/TSA		1											1	
Mishandling of Passenger Property	16	11	12	13	10	11	4	7	6	11	8	12	121	
Damaged/Missing Items--Carry-on Luggage		2	2		1					2			7	
Damaged/Missing Items--Checked Baggage	15	9	8	12	9	11	4	7	4	8	6	10	103	
Damaged/Missing Items--Unspecified Luggage			1										1	
Disarrayed Items--Carry-on or Checked	1		1	1					2	1	2	2	10	
Patdown		1	3		2	2	1	2	2	3	2	2	20	
Flyer		1	3		2	2		2	1	3	2	1	17	
Flyer as Observer							1		1			1	3	
Persons w/ Disabilities (PWD)	3			1						1	1		6	
General	1												1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Hearing Impairment				1									1
Medically Necessary Medication and Medical Supplies										1			1
Mobility Disability (Not Wheelchair or Scooter)	1												1
Prosthesis/Amputees and Casts											1		1
Wheelchair/ Scooter/ Segway	1												1
Prohibited & Permitted Items										1			1
Alcohol and Tobacco										1			1
Property - Special Handling							2	3	4	7	4	5	25
Damaged Items - Carry-On											1	2	3
Damaged Items - Checked								1	1	3	1	2	8
Missing Items - Carry-On									2		1		3
Missing Items - Checked							2	2	1	4	1	1	11
Screening	1	2	2	1		2	1	2		3	2	1	17
Inconsistency		1	1	1		1					1		5
Lengthy Lines												1	1
Procedures/Process	1	1	1			1	1	1		3	1		10
Security Breach								1					1
<b>2018</b>	<b>33</b>	<b>26</b>	<b>33</b>	<b>26</b>	<b>15</b>	<b>23</b>	<b>18</b>	<b>27</b>	<b>26</b>	<b>14</b>	<b>24</b>	<b>18</b>	<b>283</b>
Civil Rights	4	1	2		1		1		1		1	1	12
Age	1												1
Hair Patdowns							1						1
National Origin												1	1
Racial Profiling or Discrimination	2	1	1								1		5
Sex/Gender/Gender Identity- Not Transgender	1		1		1								3
Transgender Screening									1				1
Customer Service	7	4	4	2	1	3	2	4	9	8	4	1	49
Others						1			1		1		3
TSO	7	4	4	2	1	2	2	4	8	8	3	1	46
Locks		2		1	2	2	2	1		1		2	13
Missing or Damaged Lock		2		1	2	2	2	1		1		2	13
Lost and Found			1										1
Airport/TSA			1										1
Mishandling of Passenger Property	11	11	10	8	6	5	5	11	6	2	10	5	90
Damaged/Missing Items--Carry-on Luggage	1	1	2			1	1				1		7
Damaged/Missing Items--Checked Baggage	9	6	8	7	4	4	3	9	4	1	8	4	67
Disarrayed Items--Carry-on or Checked	1	4		1	2		1	2	2	1	1	1	16
Patdown			3	3	1	1		1	3				12
Flyer			3	3	1	1		1	2				11
Non-Flyer									1				1
Persons w/ Disabilities (PWD)			1	1		2		2	1		1	1	9
Cancer (general) Not Breast Cancer								1					1
Diabetes											1		1
General				1									1
Medically Necessary Medication and Medical Supplies												1	1
Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Respiratory and Inhaler Equipment						1							1
Service Animals			1										1
Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	5	4	4	3	4	4	4	6	3	2	6	6	51
Damaged Items - Carry-On								1	1			1	3
Damaged Items - Checked		2		2		1	1	1	1		2	4	14
Missing Items - Carry-On		1	1			1	1	1	1	1	1		8
Missing Items - Checked	5	1	3	1	4	2	2	3		1	3	1	26
Screening	6	4	8	8		6	4	2	3	1	2	2	46
International Screening		1											1
Lengthy Lines	2	3	4	5		5	2		2				23
Procedures/Process	4		4	3		1	2	2		1	2	2	21
Retrieving Abandoned/Confiscated Items									1				1
<b>2019</b>	<b>20</b>	<b>15</b>	<b>29</b>	<b>17</b>	<b>13</b>								<b>94</b>
Civil Rights	1	2	3										6
Racial Profiling or Discrimination	1	2	1										4
Sex/Gender/Gender Identity- Not Transgender			1										1
Transgender Screening			1										1
Customer Service	1	3	8	2	3								17
TSO	1	3	8	2	3								17
Locks		1	3	2									6
Missing or Damaged Lock		1	3	2									6
Mishandling of Passenger Property	9	1	5	9	3								27
Damaged/Missing Items--Carry-on Luggage	2												2
Damaged/Missing Items--Checked Baggage	6	1	4	9	1								21
Disarrayed Items--Carry-on or Checked	1		1		2								4
Patdown	1	1	2										4
Flyer	1	1	2										4
Persons w/ Disabilities (PWD)		2	1	1	2								6
Autism Spectrum		1											1
Diapers/Garments/Dressings/Masks		1											1
General				1	1								2
Medically Necessary Medication and Medical Supplies			1										1
Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling	4	3	5	3	4								19
Damaged Items - Checked	2	1	1		1								5
Missing Items - Carry-On	1	1	1		2								5
Missing Items - Checked	1	1	3	3	1								9
Screening	4	2	2		1								9
Inconsistency		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Lengthy Lines	1												1
Procedures/Process	3	1	1		1								6
Security Breach			1										1

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

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
PLN		9	4	4	4	2	1	3	5	6	9	8	9	64
2015									1	1				2
	Locks								1					1
	Missing or Damaged Lock								1					1
	Mishandling of Passenger Property									1				1
	Disarrayed Items--Carry-on or Checked									1				1
2016		1			1	1	1			1	3	2	3	13
	Civil Rights											1		1
	Racial Profiling or Discrimination											1		1
	Mishandling of Passenger Property	1			1	1	1			1	3	1	3	12
	Damaged/Missing Items--Checked Baggage	1				1				1	2	1		6
	Disarrayed Items--Carry-on or Checked				1		1				1		3	6
2017		5	2		1	1		1	1	1	1	3	2	18
	Customer Service	1									1		1	3
	TSO	1									1		1	3
	Locks													1
	Missing or Damaged Lock											1		1
	Mishandling of Passenger Property	3	2		1	1		1	1	1		2	1	13
	Damaged/Missing Items--Checked Baggage	2	2		1	1		1	1			2		10
	Disarrayed Items--Carry-on or Checked	1								1			1	3
	Screening	1												1
	Procedures/Process	1												1
2018		2	1	3	2			2	3	3	5	3	4	28
	Customer Service			1				1	1	1				4
	TSO			1				1	1	1				4
	Locks									1				1
	Missing or Damaged Lock									1				1
	Mishandling of Passenger Property	1						1	1	1	2	1	2	9
	Damaged/Missing Items--Checked Baggage	1									1			2
	Damaged/Missing Items--Unspecified Luggage									1				1
	Disarrayed Items--Carry-on or Checked							1	1		1	1	2	6
	Patdown	1									2			3
	Flyer	1									1			2
	Non-Flyer										1			1
	Property - Special Handling										1	1	1	3
	Damaged Items - Checked										1			1
	Missing Items - Checked												1	2
	Screening		1	2	2				1			1	1	8
	Inconsistency		1											1
	Lengthy Lines			1	1									2
	Procedures/Process			1	1				1			1	1	5
2019		1	1	1										3
	Customer Service	1												1
	TSO	1												1
	Mishandling of Passenger Property		1	1										2
	Damaged/Missing Items--Checked Baggage			1										1
	Disarrayed Items--Carry-on or Checked		1											1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
PNS	15	26	13	32	26	18	30	30	40	28	34	22	314	
2015				4	7	3	3	2	11	9	10	4	53	
Customer Service								1	5	4	3		13	
Others									5	2	3		10	
TSO								1		2			3	
Locks					1								1	
Missing or Damaged Lock					1								1	
Mishandling of Passenger Property				4	6	3	3	1	6	5	5	4	37	
Damaged/Missing Items--Carry-on Luggage				1	1							2	4	
Damaged/Missing Items--Checked Baggage				3	5	3	3	1	5	4	4	2	30	
Disarrayed Items--Carry-on or Checked									1	1	1		3	
Persons w/ Disabilities (PWD)											1		1	
Diabetes											1		1	
Screening											1		1	
Procedures/Process											1		1	
2016	5	6	1	7	7	4	9	13	10	3	9	6	80	
Civil Rights								1					1	
Constitutional Rights								1					1	
Customer Service	1	1		2			2	3	3	1	2		15	
Others	1							1					2	
TSO		1		2			2	2	3	1	2		13	
Identification (ID) Requirements	1												1	
Domestic	1												1	
Locks	1					1			1	1			4	
General	1												1	
Missing or Damaged Lock						1			1	1			3	
Lost and Found				1	1								2	
Airport/TSA				1	1								2	
Mishandling of Passenger Property	1	4	1	3	6	3	4	3	2	1	5	4	37	
Damaged/Missing Items--Carry-on Luggage					1			1					2	
Damaged/Missing Items--Checked Baggage		4	1	3	5	3	4	1	2	1	5	4	33	
Damaged/Missing Items--Unspecified Luggage								1					1	
Disarrayed Items--Carry-on or Checked	1												1	
Patdown				1			1	2	1				5	
Flyer				1			1	2	1				5	
Persons w/ Disabilities (PWD)							1		1				2	
Medically Necessary Medication and Medical Supplies							1						1	
Wheelchair/ Scooter/ Segway									1				1	
Screening	1	1					1	4	2		2	2	13	
Crew Member or Airline Employee								1	1				2	
Inconsistency		1											1	
Lengthy Lines								2					2	
Procedures/Process	1						1	1	1		2	2	8	
2017	3	6	3	5	7	6	11	9	10	7	9	6	82	
Civil Rights		2			1				1				4	
Constitutional Rights		1											1	
Racial Profiling or Discrimination		1			1								2	
Sex/Gender/Gender Identity- Not Transgender									1				1	
Customer Service		1	1		1	1		1	1		2	2	10	
Others												1	1	
TSO		1	1		1	1		1	1		2	1	9	
Locks		1				1			1	2			5	
Missing or Damaged Lock		1				1			1	2			5	
Mishandling of Passenger Property	2	2	2	1	5	2	6	2	3	4	2	1	32	
Damaged/Missing Items--Carry-on Luggage		1		1	1				1				4	
Damaged/Missing Items--Checked Baggage	2		2		4	2	4	2	2	3	1	1	23	
Disarrayed Items--Carry-on or Checked		1					2			1	1		5	
Patdown				1			2	3			1		7	
Flyer				1			2	3			1		7	
Persons w/ Disabilities (PWD)						2						2	5	
Breast Cancer						1							1	
Medically Necessary Medication and Medical Supplies												1	1	
Mobility Disability (Not Wheelchair or Scooter)											1	1	2	
Touch Aversion (pain/trauma)						1							1	
Property - Special Handling							2	3	3		3		11	
Damaged Items - Checked									2		1		3	
Missing Items - Carry-On							2	1					3	
Missing Items - Checked								2	1		2		5	
Screening	1			3			1		1	1		1	8	
Inconsistency	1			1			1			1			4	
Procedures/Process				2					1			1	4	
2018		5	4	12	4	5	7	6	9	9	6	6	73	
Civil Rights												1	1	
Racial Profiling or Discrimination												1	1	
Customer Service				1		1		2	1	1			6	
TSO				1		1		2	1	1			6	
Locks		2	1		1				1	1	1		7	
General					1								1	
Missing or Damaged Lock		2	1						1	1	1		6	
Mishandling of Passenger Property	1	1	1	4	2	3		2	2	1		1	17	
Damaged/Missing Items--Carry-on Luggage				1		1		1				1	4	
Damaged/Missing Items--Checked Baggage			1	3	1	2		1	2	1			11	
Disarrayed Items--Carry-on or Checked		1			1								2	
Patdown	1			1			1		1	2			6	
Flyer		1		1			1			2			5	



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Non-Flyer									1				1
Persons w/ Disabilities (PWD)				1						1		1	3
Mobility Disability (Not Wheelchair or Scooter)										1		1	2
Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling			2	3	1	1	3	2	2	2	3		19
Damaged Items - Carry-On					1		2		1				4
Damaged Items - Checked								2			1		3
Missing Items - Carry-On			1	1		1	1			1	1		6
Missing Items - Checked			1	2					1	1	1		6
Screening		1		2			3		2	1	2	3	14
Inconsistency				1					1	1			3
Lengthy Lines		1					2		1		1		5
Procedures/Process				1							1	3	5
Retrieving Abandoned/Confiscated Items							1						1
2019	7	9	5	4	1								26
Civil Rights		1											1
Racial Profiling or Discrimination		1											1
Customer Service	2	1	1		1								5
TSO	2	1	1		1								5
Locks			1										1
Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	2	2	1									6
Damaged/Missing Items--Checked Baggage	1	2	2	1									6
Patdown	1												1
Flyer	1												1
Persons w/ Disabilities (PWD)		2											2
Medically Necessary Medication and Medical Supplies		1											1
Touch Aversion (pain/trauma)		1											1
Property - Special Handling	2	3	1	2									8
Damaged Items - Carry-On	1												1
Missing Items - Carry-On		1		2									3
Missing Items - Checked	1	2	1										4
Screening	1			1									2
Lengthy Lines	1												1
Procedures/Process				1									1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
PPG	1	1			2	2	1			2			9	
2015										1			1	
Mishandling of Passenger Property										1			1	
Damaged/Missing Items--Checked Baggage										1			1	
2016					1					1			2	
Mishandling of Passenger Property					1					1			2	
Damaged/Missing Items--Checked Baggage					1					1			2	
2017		1			1		1						3	
Locks					1								1	
Missing or Damaged Lock					1								1	
Patdown		1											1	
Flyer		1											1	
Property - Special Handling							1						1	
Missing Items - Carry-On							1						1	
2018						2							2	
Mishandling of Passenger Property						2							2	
Damaged/Missing Items--Checked Baggage						1							1	
Disarrayed Items--Carry-on or Checked						1							1	
2019			1										1	
Mishandling of Passenger Property			1										1	
Damaged/Missing Items--Checked Baggage			1										1	

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>PQI</b>				<b>2</b>										<b>2</b>
<b>2018</b>				<b>1</b>										<b>1</b>
Mishandling of Passenger Property				1										1
Damaged/Missing Items--Checked Baggage				1										1
<b>2019</b>				<b>1</b>										<b>1</b>
Locks				1										1
Missing or Damaged Lock				1										1

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
PSC	14	13	9	14	10	6	6	4	14	10	12	11	123	
2015				2		3						3	17	
Customer Service				1		1		2	3	3	1		3	
TSO				1		1						1	3	
Mishandling of Passenger Property				1		2		2	2	3	1	1	12	
Damaged/Missing Items--Carry-on Luggage										2			2	
Damaged/Missing Items--Checked Baggage				1		1		2	2	1	1	1	9	
Disarrayed Items--Carry-on or Checked						1							1	
Persons w/ Disabilities (PWD)												1	1	
Medically Necessary Medication and Medical Supplies												1	1	
Screening									1				1	
Procedures/Process									1				1	
2016	3	3	2	2	5	1	3	1	7	3	4	6	40	
Civil Rights										1			1	
Racial Profiling or Discrimination										1			1	
Customer Service		1	1	1	2	1	1				1	1	9	
Others		1		1	2						1	1	6	
TSO			1			1	1						3	
Locks							1					1	2	
Missing or Damaged Lock							1					1	2	
Mishandling of Passenger Property	1	1		1	2		1		3	1	2	3	15	
Damaged/Missing Items--Carry-on Luggage					2							2	4	
Damaged/Missing Items--Checked Baggage	1			1			1		2	1	2	1	9	
Disarrayed Items--Carry-on or Checked		1							1				2	
Patdown			1							1			2	
Flyer			1							1			2	
Persons w/ Disabilities (PWD)								1	1				2	
Diabetes									1				1	
General								1					1	
Screening	2				1				3		1	1	8	
Procedures/Process	2				1				3		1	1	8	
SIDA (Security Identification Display Area)		1											1	
General		1											1	
2017	3	5	3	3	3	2	1		1	2	3	2	28	
Customer Service					1						1		2	
TSO					1								2	
Identification (ID) Requirements				1									1	
Domestic				1									1	
Locks						1						1	2	
General												1	1	
Missing or Damaged Lock						1							1	
Mishandling of Passenger Property	2	3	1			1	1			1			9	
Damaged/Missing Items--Checked Baggage	2	3	1			1	1			1			9	
Patdown				1	1						1		3	
Flyer				1	1						1		3	
Persons w/ Disabilities (PWD)				1									1	
Cancer (general) Not Breast Cancer				1									1	
Property - Special Handling									1		1	1	3	
Damaged Items - Carry-On											1		1	
Damaged Items - Checked									1				1	
Missing Items - Checked												1	1	
Screening	1	2	2		1					1			7	
Procedures/Process	1	2	2		1					1			7	
2018	4	3	2	4	2		2	1	3	2	4		27	
Civil Rights									1				1	
Sex/Gender/Gender Identity- Not Transgender									1				1	
Customer Service		1	1	1					1				4	
Others				1									1	
TSO		1	1						1				3	
Mishandling of Passenger Property	2	2			1			1	1		4		11	
Damaged/Missing Items--Checked Baggage		2						1	1		2		6	
Disarrayed Items--Carry-on or Checked	2				1						2		5	
Patdown			1										1	
Non-Flyer			1										1	
Persons w/ Disabilities (PWD)				1			1						2	
Mobility Disability (Not Wheelchair or Scooter)							1						1	
Prosthesis/Amputees and Casts				1									1	
Property - Special Handling				1			1						2	
Damaged Items - Carry-On							1						1	
Damaged Items - Checked				1									1	
Screening	2			1	1					2			6	
Procedures/Process	2			1	1					2			6	
2019	4	2	2	3									11	
Customer Service	1		2										3	
TSO	1		2										3	
Locks				1									1	
Missing or Damaged Lock				1									1	
Patdown	2												2	
Flyer	2												2	
Persons w/ Disabilities (PWD)				2									2	
Metal Implants (joint)				1									1	
Service Animals				1									1	
Property - Special Handling		1											1	
Missing Items - Checked		1											1	
Screening	1	1											2	

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
Procedures/Process		1	1											2
<b>PSE</b>		<b>6</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>62</b>
<b>2015</b>					<b>1</b>		<b>1</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>6</b>
Customer Service													1	1
TSO													1	1
Mishandling of Passenger Property					1		1					1	1	4
Damaged/Missing Items--Checked Baggage					1		1					1	1	4
Patdown											1			1
Children											1			1
<b>2016</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>		<b>19</b>
Civil Rights										1				1
Racial Profiling or Discrimination										1				1
Customer Service							2		1					3
TSO							2		1					3
Locks		1	1								1			3
Missing or Damaged Lock		1	1								1			3
Mishandling of Passenger Property			1	1	1	1	1		1	1	1			8
Damaged/Missing Items--Carry-on Luggage				1										1
Damaged/Missing Items--Checked Baggage			1		1	1	1		1	1	1			7
Persons w/ Disabilities (PWD)								1			1			2
Mobility Disability (Not Wheelchair or Scooter)								1						1
Visual Impairment											1			1
Screening										1		1		2
International Screening												1		1
Procedures/Process										1				1
<b>2017</b>		<b>5</b>	<b>3</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>			<b>1</b>		<b>18</b>
Customer Service		1												1
TSO		1												1
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property		3	3	1		2	2	1						12
Damaged/Missing Items--Carry-on Luggage			1											1
Damaged/Missing Items--Checked Baggage		3	2	1		2	2	1						11
Persons w/ Disabilities (PWD)									1					1
Mobility Disability (Not Wheelchair or Scooter)									1					1
Property - Special Handling								1				1		2
Missing Items - Checked								1				1		2
Screening								1						1
Inconsistency								1						1
<b>2018</b>				<b>2</b>		<b>2</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>19</b>
Customer Service						1						1	1	3
Others												1		1
TSO						1							1	2
Locks				1										1
Missing or Damaged Lock				1										1
Mishandling of Passenger Property									1				3	4
Damaged/Missing Items--Carry-on Luggage													1	1
Damaged/Missing Items--Checked Baggage									1				2	3
Patdown										1				1
Flyer										1				1
Persons w/ Disabilities (PWD)				1							1			2
Cancer (general) Not Breast Cancer				1										1
Diabetes											1			1
Prohibited & Permitted Items								1				1		2
Alcohol and Tobacco								1						1
Knives/Tools/Razors/Sharp Objects												1		1
Property - Special Handling								2			1			4
Damaged Items - Carry-On									1					1
Missing Items - Checked								2			1			3
Screening						1					1			2
Procedures/Process						1					1			2
<b>PSG</b>		<b>1</b>							<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>13</b>
<b>2015</b>												<b>1</b>	<b>1</b>	<b>2</b>
Mishandling of Passenger Property												1	1	2
Damaged/Missing Items--Checked Baggage												1	1	2
<b>2016</b>											<b>1</b>	<b>2</b>		<b>3</b>
Customer Service												1		1
TSO												1		1
Mishandling of Passenger Property											1	1		2
Damaged/Missing Items--Checked Baggage											1	1		2
<b>2017</b>										<b>1</b>	<b>1</b>		<b>3</b>	<b>5</b>
Mishandling of Passenger Property										1	1			2
Damaged/Missing Items--Checked Baggage										1	1			2
Screening													3	3
Procedures/Process													3	3
<b>2018</b>		<b>1</b>							<b>1</b>				<b>1</b>	<b>3</b>
Customer Service													1	1
TSO													1	1
Mishandling of Passenger Property		1												1
Disarrayed Items--Carry-on or Checked		1												1
Patdown									1					1
Flyer as Observer									1					1
<b>PSM</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>13</b>
<b>2015</b>							<b>1</b>							<b>1</b>
Mishandling of Passenger Property							1							1

**TSA Contact Center Traveler Complaints Tool**

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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
PSP	32	39	34	48	61	66	49	36	13	9	18	13	418
2015				10	9	17	11	6	3	3	5	4	68
Civil Rights											1		1
Civil Rights Violation (TSA Employee)											1		1
Customer Service						2				1	1		4
Others										1			1
TSO						2					1		3
Expedited Passenger Screening Program				1	1	3							5
TSA PreCheck				1	1	3							5
Hazardous Materials Safety						1							1
General						1							1
Locks							1			1		2	4
Missing or Damaged Lock							1			1		2	4
Mishandling of Passenger Property				8	8	11	10	6	2	1	3	2	51
Damaged/Missing Items--Carry-on Luggage											1		1
Damaged/Missing Items--Checked Baggage				7	6	8	10	5	2	1	2	2	43
Disarrayed Items--Carry-on or Checked				1	2	3		1					7
Screening				1									1
Procedures/Process				1									1
SIDA (Security Identification Display Area)									1				1
General									1				1
2016	8	11	12	14	16	19	12	11	3	2	5	3	116
Civil Rights								1		1			2
Racial Profiling or Discrimination								1		1			2
Customer Service			5	2	4	1	3	1			1		17
Others					2								2
TSO			5	2	2	1	3	1			1		15
Locks		2		1	2	2		1			1		9
General						1							1
Missing or Damaged Lock		2		1	2	1		1			1		8
Lost and Found				1				1					2
Airport/TSA				1				1					2
Mishandling of Passenger Property	8	9	6	8	9	16	8	5	3	1	3	3	79
Damaged/Missing Items--Carry-on Luggage			1	1	1			1					4
Damaged/Missing Items--Checked Baggage	7	8	4	7	7	13	6	2	3	1	3	2	63
Disarrayed Items--Carry-on or Checked	1	1	1		1	3	2	2				1	12
Persons w/ Disabilities (PWD)				2									2
Metal Implants (joint)				1									1
Mobility Disability (Not Wheelchair or Scooter)				1									1
Screening			1		1		1	2					5
Inconsistency								1					1
Lengthy Lines							1	1					2
Procedures/Process			1		1								2
2017	11	12	9	5	19	14	14	14	5	2	4	2	111
Customer Service	1		1		1	1	1	1	3	1			10
Others					1				1	1			3
TSO	1		1			1	1	1	2				7
Locks		2			1	1	1	2					7
General		1				1							2
Missing or Damaged Lock		1			1		1	2					5
Lost and Found			1		1								2
Airport/TSA			1		1								2
Mishandling of Passenger Property	7	6	7	5	16	9	6	5	1	1	2		65
Damaged/Missing Items--Carry-on Luggage	1				1			1					3
Damaged/Missing Items--Checked Baggage	4	5	5	4	13	8	6	3	1		1		50
Disarrayed Items--Carry-on or Checked	2	1	2	1	2	1		1		1	1		12
Patdown	1	3				1		2					7
Flyer		3				1		2					6
Non-Flyer	1												1
Persons w/ Disabilities (PWD)	1					2	1					1	5
Hearing Impairment						1							1
Metal Implants (joint)												1	1
Prosthesis/Amputees and Casts	1					1							2
Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling							3	4	1		1		9
Damaged Items - Carry-On								1					1
Damaged Items - Checked							2	1	1				4
Missing Items - Checked							1	2			1		4
Screening	1	1					2				1	1	6
Inconsistency												1	1
Procedures/Process		1					2				1		4
Retrieving Abandoned/Confiscated Items	1												1
2018	8	9	7	11	6	16	12	5	2	2	4	4	86
Civil Rights			1									1	2
Transgender Screening			1									1	2
Customer Service		3		2		2	1	1		1	2		12
Others											1		1
TSO		3		2		2	1	1		1	1		11
Locks	1	2		1		1	2	1	1				9
General						1							1
Missing or Damaged Lock	1	2		1			2	1	1				8
Lost and Found			1										1
Airport/TSA			1										1
Mishandling of Passenger Property	6	1	3	5	3	6	5	1			2		32
Damaged/Missing Items--Carry-on Luggage	1										1		2



**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Damaged/Missing Items--Checked Baggage	5	1	3	4	2	4	4	1			1		25
Damaged/Missing Items--Unspecified Luggage							1						1
Disarrayed Items--Carry-on or Checked				1	1	2							4
Patdown		2	1	1	1	1	1						7
Children					1								1
Flyer		2	1			1	1						5
Flyer as Observer				1									1
Persons w/ Disabilities (PWD)									1				1
Touch Aversion (pain/trauma)									1				1
Property - Special Handling			1	2	1	4	2	1		1		3	15
Damaged Items - Carry-On						1							1
Damaged Items - Checked				1	1		1					3	6
Missing Items - Carry-On								1					1
Missing Items - Checked			1	1		3	1			1			7
Screening	1	1			1	2	1	1					7
Procedures/Process	1	1			1	2	1	1					7
<b>2019</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>11</b>								<b>37</b>
Customer Service		2	1		3								6
TSO		2	1		3								6
Locks				2	1								3
General				1									1
Missing or Damaged Lock				1	1								2
Lost and Found					1								1
Airport/TSA					1								1
Mishandling of Passenger Property		1		1	2								4
Damaged/Missing Items--Checked Baggage				1	1								2
Disarrayed Items--Carry-on or Checked		1			1								2
Patdown	1	2	1		1								5
Flyer	1	2	1		1								5
Persons w/ Disabilities (PWD)		1	1										2
Diapers/Garments/Dressings/Masks		1											1
Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	4	1	2	4	3								14
Damaged Items - Carry-On					2								2
Damaged Items - Checked	2	1		1	1								5
Missing Items - Carry-On	1			1									2
Missing Items - Checked	1		2	2									5
Screening			1	1									2
Procedures/Process			1	1									2

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>PUB</b>				<b>1</b>	<b>3</b>		<b>1</b>		<b>3</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>16</b>
<b>2015</b>											<b>1</b>		<b>1</b>
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
<b>2016</b>							<b>1</b>		<b>1</b>			<b>2</b>	<b>4</b>
Locks									1			2	3
Missing or Damaged Lock									1			2	3
Mishandling of Passenger Property							1						1
Damaged/Missing Items--Checked Baggage							1						1
<b>2017</b>				<b>1</b>	<b>1</b>					<b>1</b>			<b>3</b>
Mishandling of Passenger Property					1					1			2
Disarrayed Items--Carry-on or Checked					1					1			2
Screening				1									1
Inconsistency				1									1
<b>2018</b>					<b>2</b>				<b>2</b>	<b>3</b>	<b>1</b>		<b>8</b>
Customer Service					1								1
TSO					1								1
Mishandling of Passenger Property					1				1	1	1		4
Damaged/Missing Items--Checked Baggage									1		1		2
Disarrayed Items--Carry-on or Checked					1					1			2
Persons w/ Disabilities (PWD)										1			1
Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling										1			1
Missing Items - Checked										1			1
Screening									1				1
Procedures/Process									1				1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>PUW</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>40</b>
<b>2015</b>					<b>1</b>	<b>3</b>			<b>3</b>	<b>3</b>	<b>1</b>		<b>8</b>
Customer Service									1				1
CSM									1				1
Locks									1				1
Missing or Damaged Lock									1				1
Mishandling of Passenger Property					1	3			1		1		6
Damaged/Missing Items--Checked Baggage					1	2			1		1		5
Disarrayed Items--Carry-on or Checked						1							1
<b>2016</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>8</b>
Civil Rights							1						1
Racial Profiling or Discrimination							1						1
Locks			1										1
General			1										1
Mishandling of Passenger Property	1			1		1			1		1	1	6
Damaged/Missing Items--Checked Baggage	1			1		1			1		1	1	6
<b>2017</b>		<b>1</b>			<b>3</b>			<b>3</b>	<b>3</b>	<b>2</b>			<b>12</b>
Civil Rights					1								1
Racial Profiling or Discrimination					1								1
Locks								1					1
Missing or Damaged Lock								1					1
Lost and Found					1								1
Airport/TSA					1								1
Mishandling of Passenger Property		1			1			1	2	2			7
Damaged/Missing Items--Checked Baggage		1			1			1	2	2			7
Patdown									1				1
Flyer									1				1
Persons w/ Disabilities (PWD)								1					1
Medically Necessary Medication and Medical Supplies								1					1
<b>2018</b>		<b>1</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>3</b>		<b>1</b>		<b>1</b>	<b>10</b>
Customer Service					1								1
TSO					1								1
Mishandling of Passenger Property					1		1	3				1	6
Damaged/Missing Items--Carry-on Luggage								1					1
Damaged/Missing Items--Checked Baggage					1			2				1	4
Disarrayed Items--Carry-on or Checked							1						1
Patdown										1			1
Flyer										1			1
Property - Special Handling		1	1										2
Damaged Items - Checked			1										1
Missing Items - Checked		1											1
<b>2019</b>			<b>1</b>		<b>1</b>								<b>2</b>
Mishandling of Passenger Property			1		1								2
Damaged/Missing Items--Checked Baggage			1		1								2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>PVC</b>		<b>2</b>				<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>9</b>
<b>2015</b>										<b>1</b>			<b>1</b>
Locks										1			1
General										1			1
<b>2016</b>						<b>1</b>		<b>1</b>				<b>1</b>	<b>3</b>
Customer Service												1	1
TSO												1	1
Mishandling of Passenger Property								1					1
Damaged/Missing Items--Checked Baggage								1					1
Screening						1							1
Lengthy Lines						1							1
<b>2017</b>		<b>1</b>					<b>1</b>				<b>1</b>		<b>3</b>
Mishandling of Passenger Property		1					1				1		3
Damaged/Missing Items--Checked Baggage		1					1				1		3
<b>2018</b>		<b>1</b>								<b>1</b>			<b>2</b>
Locks										1			1
Missing or Damaged Lock										1			1
Property - Special Handling		1											1
Missing Items - Checked		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>PVD</b>	<b>55</b>	<b>51</b>	<b>68</b>	<b>74</b>	<b>43</b>	<b>46</b>	<b>40</b>	<b>48</b>	<b>54</b>	<b>52</b>	<b>75</b>	<b>78</b>	<b>684</b>
<b>2015</b>				<b>9</b>	<b>5</b>	<b>13</b>	<b>10</b>	<b>9</b>	<b>13</b>	<b>13</b>	<b>23</b>	<b>30</b>	<b>125</b>
Civil Rights				1					1	1	1		4
Racial Profiling or Discrimination				1					1	1	1		4
Customer Service							1	1			1	5	8
Others												3	3
TSO							1	1			1	2	5
Hazardous Materials Safety					1								1
General					1								1
Locks					1	1	1	2	1		2	1	9
Missing or Damaged Lock					1	1	1	2	1		2	1	9
Lost and Found									1				1
Airport/TSA									1				1
Mishandling of Passenger Property				8	3	11	7	6	9	11	18	20	93
Damaged/Missing Items--Carry-on Luggage									1				1
Damaged/Missing Items--Checked Baggage				8	3	10	6	6	7	11	13	17	81
Damaged/Missing Items--Unspecified Luggage									1				1
Disarrayed Items--Carry-on or Checked						1	1				5	3	10
Persons w/ Disabilities (PWD)						1	1		1				3
Hearing Impairment						1							1
Internal Medical Devices									1				1
Medically Necessary Medication and Medical Supplies							1						1
Screening										1	1	4	6
Inconsistency												1	1
Procedures/Process										1	1	3	5
<b>2016</b>	<b>14</b>	<b>12</b>	<b>17</b>	<b>18</b>	<b>8</b>	<b>17</b>	<b>7</b>	<b>15</b>	<b>10</b>	<b>8</b>	<b>18</b>	<b>12</b>	<b>156</b>
Civil Rights								1	1				2
Racial Profiling or Discrimination								1	1				2
Customer Service			1	2		1	1	2	1			2	10
TSO			1	2		1	1	2	1			2	10
Locks		2				1	1		1	1	3	1	10
Missing or Damaged Lock		2				1	1		1	1	3	1	10
Mishandling of Passenger Property	14	9	14	16	8	13	5	10	7	7	15	6	124
Damaged/Missing Items--Carry-on Luggage	3				1	1		2			1		8
Damaged/Missing Items--Checked Baggage	8	9	14	16	5	10	5	8	7	6	14	6	108
Damaged/Missing Items--Unspecified Luggage	1												1
Disarrayed Items--Carry-on or Checked	2				2	2				1			7
Persons w/ Disabilities (PWD)						1							1
Mobility Disability (Not Wheelchair or Scooter)						1							1
Screening		1	2			1		2				3	9
Inconsistency		1	1										2
Lengthy Lines						1		2					3
Procedures/Process			1									3	4
<b>2017</b>	<b>14</b>	<b>15</b>	<b>19</b>	<b>23</b>	<b>12</b>	<b>10</b>	<b>17</b>	<b>14</b>	<b>18</b>	<b>12</b>	<b>14</b>	<b>22</b>	<b>190</b>
Civil Rights							1						1
Transgender Screening							1						1
Customer Service		1	2		1		1		1		1	2	9
CSM											1		1
TSO		1	2		1		1		1			2	8
Locks	2	2	2		2		1	2		1	1	2	15
Missing or Damaged Lock	2	2	2		2		1	2		1	1	2	15
Lost and Found									1				1
Airport/TSA									1				1
Mishandling of Passenger Property	10	11	13	18	7	7	11	6	12	7	4	10	116
Damaged/Missing Items--Carry-on Luggage				1	1		1				1	1	5
Damaged/Missing Items--Checked Baggage	9	10	11	15	6	6	5	6	10	4	1	6	89
Disarrayed Items--Carry-on or Checked	1	1	2	2		1	5		2	3	2	3	22
Patdown			1	1	1		1	3					7
Flyer			1	1	1		1	2					6
Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1							1				2	4
Breast Cancer	1												1
General								1					1
Hearing Impairment												1	1
Mobility Disability (Not Wheelchair or Scooter)												1	1
Prohibited & Permitted Items											1		1
General											1		1
Property - Special Handling							1	2	3	3	5	6	20
Damaged Items - Carry-On									1			1	2
Damaged Items - Checked								1		1	1	1	4
Missing Items - Carry-On												1	1
Missing Items - Checked							1	1	2	2	4	3	13
Request for Assistance						1							1
Other						1							1
Screening	1	1	1	4	1	2	1		1	1	2		15
Inconsistency			1							1			2
Lengthy Lines											1		1
Procedures/Process	1	1			1	2	1		1		1		11
Security Breach				1									1
<b>2018</b>	<b>10</b>	<b>14</b>	<b>21</b>	<b>14</b>	<b>11</b>	<b>6</b>	<b>6</b>	<b>10</b>	<b>13</b>	<b>19</b>	<b>20</b>	<b>14</b>	<b>158</b>
Civil Rights		1		1							1		3
Age		1		1							1		3
Customer Service			1	1	1			1		1	1	2	8
TSO			1	1	1			1		1	1	2	8
Locks		1	2	1	1	1	1	3	1	2		1	14

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Missing or Damaged Lock		1	2	1	1	1	1	3	1	2		1	14
Mishandling of Passenger Property	4	7	9	6	4	3	2	2	7	5	9	7	65
Damaged/Missing Items--Checked Baggage	4	7	7	6	3	1	2	2	6	3	8	6	55
Damaged/Missing Items--Unspecified Luggage					1						1		2
Disarrayed Items--Carry-on or Checked			2			2			1	2		1	8
Patdown	1		1		1				1	1	1		6
Flyer	1		1		1				1	1	1		6
Persons w/ Disabilities (PWD)			2	4			1		1	2	2		12
Autism Spectrum				1									1
General										1			1
Hearing Impairment									1				1
Medically Necessary Medication and Medical Supplies			1										1
Mobility Disability (Not Wheelchair or Scooter)										1			1
Prosthesis/Amputees and Casts							1				1		2
Service Animals				1							1		2
Wheelchair/ Scooter/ Segway			1	2									3
Property - Special Handling	4	4	4	1	3	1	1	4	3	5	6	4	40
Damaged Items - Carry-On					1					1	1		3
Damaged Items - Checked	2	1			2	1		2	2	3	1	2	16
Missing Items - Carry-On	1							1			1		3
Missing Items - Checked	1	3	4	1			1	1	1	1	3	2	18
Screening	1	1	2		1	1	1			3			10
Inconsistency		1			1					1			3
Lengthy Lines										1			1
Procedures/Process	1		2			1	1			1			6
<b>2019</b>	<b>17</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>7</b>								<b>55</b>
Civil Rights				1									1
National Origin				1									1
Customer Service	4				1								5
TSO	4				1								5
Locks	3	3		2	1								9
Missing or Damaged Lock	3	3		2	1								9
Mishandling of Passenger Property	6	2	6	3	3								20
Damaged/Missing Items--Checked Baggage	4		6	2	2								14
Damaged/Missing Items--Unspecified Luggage				1									1
Disarrayed Items--Carry-on or Checked	2	2			1								5
Patdown	1												1
Flyer	1												1
Persons w/ Disabilities (PWD)	1	1	1										3
Cognitive /Developmental /Mental Disability		1	1										2
Service Animals	1												1
Property - Special Handling	2	2	4	4	2								14
Damaged Items - Checked	2	1		1	1								5
Missing Items - Carry-On			1										1
Missing Items - Checked		1	3	3	1								8
Screening		2											2
Procedures/Process		2											2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>PVU</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>18</b>
<b>2015</b>				<b>1</b>						<b>1</b>			<b>2</b>
Mishandling of Passenger Property				1						1			2
Damaged/Missing Items--Carry-on Luggage										1			1
Damaged/Missing Items--Checked Baggage				1									1
<b>2016</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>8</b>
Mishandling of Passenger Property		1	1	1			1	1	1				6
Damaged/Missing Items--Carry-on Luggage								1					1
Damaged/Missing Items--Checked Baggage		1	1	1			1		1				5
Patdown										1			1
Flyer										1			1
SIDA (Security Identification Display Area)						1							1
General						1							1
<b>2017</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>					<b>1</b>		<b>6</b>
Mishandling of Passenger Property	2	1	1			1							5
Damaged/Missing Items--Checked Baggage	1		1			1							3
Disarrayed Items--Carry-on or Checked	1	1											2
Property - Special Handling											1		1
Missing Items - Carry-On											1		1
<b>2018</b>			<b>1</b>						<b>1</b>				<b>2</b>
Civil Rights									1				1
Sex/Gender/Gender Identity- Not Transgender									1				1
Mishandling of Passenger Property			1										1
Damaged/Missing Items--Carry-on Luggage			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
PWM	25	22	16	22	10	19	12	16	26	30	39	26	263	
2015				6	2	2	1	4	10	8	15	11	59	
Customer Service										1	2		3	
TSO										1	2		3	
Locks									1	1		1	3	
Missing or Damaged Lock									1	1		1	3	
Lost and Found														
Airport/TSA											1		1	
Mishandling of Passenger Property				6	2	2	1	3	8	5	10	7	44	
Damaged/Missing Items--Carry-on Luggage											1		1	
Damaged/Missing Items--Checked Baggage				5	2	2	1	3	6	5	9	6	39	
Disarrayed Items--Carry-on or Checked				1					2			1	4	
Patdown										1			1	
Flyer										1			1	
Persons w/ Disabilities (PWD)											1		1	
Metal Implants (joint)											1		1	
Screening								1	1		1	3	6	
Procedures/Process									1		1	2	4	
Retrieving Abandoned/Confiscated Items								1				1	2	
2016	5	6		9	2	1	6	5	7	6	5	5	57	
Civil Rights				1									1	
Racial Profiling or Discrimination				1									1	
Customer Service	1								2				3	
TSO	1								2				3	
Locks	1			1				1	1	1	1		6	
Missing or Damaged Lock	1			1				1	1	1	1		6	
Mishandling of Passenger Property	3	4		7	1	1	4	2	4	3	4	4	37	
Damaged/Missing Items--Carry-on Luggage							1					1	2	
Damaged/Missing Items--Checked Baggage	3	4		7		1	3	2	4	1	4	3	32	
Disarrayed Items--Carry-on or Checked					1					2			3	
Persons w/ Disabilities (PWD)		1						1				1	3	
Cognitive /Developmental /Mental Disability								1					1	
Medically Necessary Medication and Medical Supplies												1	1	
Metal Implants (joint)		1											1	
Request for Assistance										1			1	
Wounded Warrior (MSIJSOC)										1			1	
Screening		1			1		2	1		1			6	
Lengthy Lines					1					1			2	
Procedures/Process							2	1					3	
Security Breach		1											1	
2017	8	4	5	4	1	8	4	3	3	4	9	5	58	
Civil Rights				1									1	
Racial Profiling or Discrimination				1									1	
Customer Service	2		1			2			2	1			8	
TSO	2		1			2			2	1			8	
Locks	1			1	1					1	2	1	7	
General				1								1	2	
Missing or Damaged Lock	1				1					1	2		5	
Mishandling of Passenger Property	5	3	2	1		5	3	2	1	2	5	2	31	
Damaged/Missing Items--Checked Baggage	5	3	1	1		5	2	1	1	2	5	1	27	
Disarrayed Items--Carry-on or Checked			1				1	1				1	4	
Patdown		1						1					2	
Flyer		1						1					2	
Persons w/ Disabilities (PWD)												1	1	
Internal Medical Devices												1	1	
Property - Special Handling							1				1	1	3	
Damaged Items - Carry-On							1						1	
Damaged Items - Checked											1	1	2	
Screening			2	1		1					1		5	
Crew Member or Airline Employee						1							1	
Procedures/Process			2	1							1		4	
2018	5	7	4	2	3	8	1	4	6	12	10	5	67	
Advanced Imaging Technology (AIT)												1	1	
Flyer												1	1	
Civil Rights											1		1	
Transgender Screening											1		1	
Customer Service	1	2	1				1	1	1		1		8	
TSO	1	2	1				1	1	1		1		8	
Locks						2				3	1		6	
Missing or Damaged Lock						2				3	1		6	
Mishandling of Passenger Property	2	2		1	1	4		2	1	3	5	3	24	
Damaged/Missing Items--Checked Baggage	1	1		1	1	2		2	1	2	5	3	19	
Disarrayed Items--Carry-on or Checked	1	1				2				1			5	
Patdown			1							1	1	1	4	
Flyer										1	1	1	3	
Non-Flyer			1										1	
Persons w/ Disabilities (PWD)	1								1				2	
Internal Medical Devices	1												1	
Metal Implants (joint)									1				1	
Property - Special Handling				1	2	1			2	4	1		11	
Damaged Items - Carry-On									1				1	
Damaged Items - Checked					1				1	2	1		5	
Missing Items - Checked				1	1	1				2			5	
Request for Assistance										1			1	
Wounded Warrior (MSIJSOC)										1			1	



**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Screening	1	3	2			1		1	1				9
Inconsistency			1					1					2
Procedures/Process	1	3	1			1			1				7
<b>2019</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>2</b>								<b>22</b>
Civil Rights			1										1
Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			2										2
TSO			2										2
Locks	1		1										2
Missing or Damaged Lock	1		1										2
Mishandling of Passenger Property	3	1											4
Damaged/Missing Items--Checked Baggage	3	1											4
Persons w/ Disabilities (PWD)		1											1
Service Animals		1											1
Property - Special Handling	1	2	2	1	2								8
Damaged Items - Carry-On					1								1
Missing Items - Carry-On			1										1
Missing Items - Checked	1	2	1	1	1								6
Screening	2	1	1										4
Procedures/Process	2		1										3
Security Breach		1											1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
RAP	13	2	11	7	5	5	6	8	8	11	9	13	98	
2015				2		2		2	1	1		2	14	
Civil Rights											1		1	
Racial Profiling or Discrimination											1		1	
Customer Service								1					1	
TSO								1					1	
Mishandling of Passenger Property				2		2		1	1	1	2	2	11	
Damaged/Missing Items--Checked Baggage				2		2		1	1	1	2	2	11	
Screening											1		1	
Procedures/Process											1		1	
2016	1		3	1		2	2	1	2	3	3	2	20	
Customer Service	1		1			1				2	1		6	
Others										2			2	
TSO	1		1			1					1		4	
Locks									1				1	
Missing or Damaged Lock									1				1	
Mishandling of Passenger Property			2	1		1	1	1	1	1	2		10	
Damaged/Missing Items--Carry-on Luggage								1					1	
Damaged/Missing Items--Checked Baggage			1	1		1	1		1	1	2		8	
Disarrayed Items--Carry-on or Checked			1										1	
Screening							1					2	3	
Crew Member or Airline Employee												1	1	
Procedures/Process							1					1	2	
2017	4	1	3		2	1	2	2	4	3		5	27	
Civil Rights									1				1	
Racial Profiling or Discrimination									1				1	
Customer Service					1	1			1	1			4	
TSO					1	1			1	1			4	
Locks	1							1	1			2	5	
Missing or Damaged Lock	1							1	1			2	5	
Mishandling of Passenger Property	2		2		1		1	1				1	8	
Damaged/Missing Items--Carry-on Luggage	1							1					2	
Damaged/Missing Items--Checked Baggage	1		2		1							1	5	
Disarrayed Items--Carry-on or Checked							1						1	
Patdown	1												1	
Flyer	1												1	
Property - Special Handling									1			1	2	
Missing Items - Carry-On												1	1	
Missing Items - Checked									1				1	
Screening		1	1				1			2		1	6	
Crew Member or Airline Employee		1											1	
Inconsistency							1						1	
Procedures/Process													1	
Retrieving Abandoned/Confiscated Items			1							2		1	3	
2018	4		3	3	2		2	3	1	4	2	4	28	
Civil Rights					1								1	
Racial Profiling or Discrimination					1								1	
Customer Service			2				1						3	
Others			1										1	
TSO			1				1						2	
Locks	1									1			2	
Missing or Damaged Lock	1									1			2	
Mishandling of Passenger Property	1			1				2		1		2	7	
Damaged/Missing Items--Checked Baggage	1			1				1				1	4	
Damaged/Missing Items--Unspecified Luggage												1	1	
Disarrayed Items--Carry-on or Checked								1		1			2	
Patdown					1						1		2	
Flyer					1						1		2	
Persons w/ Disabilities (PWD)								1					1	
Wheelchair/ Scooter/ Segway								1					1	
Property - Special Handling												1	1	
Damaged Items - Checked												1	1	
Screening	2		1	2				1	1	2	1	1	11	
Crew Member or Airline Employee				1									1	
Lengthy Lines	1							1					2	
Procedures/Process	1		1	1					1	2		1	7	
Retrieving Abandoned/Confiscated Items											1		1	
2019	4	1	2	1	1								9	
Civil Rights	1												1	
Racial Profiling or Discrimination	1												1	
Customer Service	1	1											2	
TSO	1	1											2	
Mishandling of Passenger Property			1		1								2	
Damaged/Missing Items--Carry-on Luggage			1										1	
Damaged/Missing Items--Checked Baggage					1								1	
Patdown	1												1	
Flyer	1												1	
Property - Special Handling	1			1									2	
Damaged Items - Checked	1												1	
Missing Items - Carry-On				1									1	
Screening			1										1	
Crew Member or Airline Employee			1										1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>RDD</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>42</b>
<b>2015</b>					<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>5</b>	<b>2</b>	<b>14</b>
Locks								1					1
General								1					1
Mishandling of Passenger Property					2	1	2		1		5	1	12
Damaged/Missing Items--Checked Baggage					2	1	2		1		5	1	12
Screening												1	1
Lengthy Lines												1	1
<b>2016</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>			<b>2</b>		<b>2</b>	<b>2</b>	<b>14</b>
Civil Rights									1				1
Perceived Religion									1				1
Customer Service									1				1
TSO									1				1
Mishandling of Passenger Property	2	1	2	1		1					2	2	11
Damaged/Missing Items--Checked Baggage	2	1	2	1		1					1	2	10
Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)	1												1
Metal Implants (joint)	1												1
<b>2017</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>					<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>12</b>
Civil Rights										1			1
Sex/Gender/Gender Identity- Not Transgender										1			1
Locks											1		1
Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	1	2	1					1	1		1	8
Damaged/Missing Items--Checked Baggage	1		2						1	1		1	6
Disarrayed Items--Carry-on or Checked		1		1									2
Screening				1						1			2
Procedures/Process				1						1			2
<b>2018</b>												<b>1</b>	<b>1</b>
Property - Special Handling												1	1
Damaged Items - Carry-On												1	1
<b>2019</b>				<b>1</b>									<b>1</b>
Customer Service				1									1
TSO				1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
RDG											1		1
2015											1		1
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
RDM	6	5	9	6	11	9	4	4	6	5	8	7	80	
2015				3	3	5	2	2	1			4	20	
Airline				1									1	
Policy/Regulations/Service				1									1	
Customer Service					1								1	
TSO					1								1	
Locks						1			1				2	
Missing or Damaged Lock						1			1				2	
Lost and Found						1							1	
Airport/TSA						1							1	
Mishandling of Passenger Property				2	2	2	2	2				4	14	
Damaged/Missing Items--Carry-on Luggage						1							1	
Damaged/Missing Items--Checked Baggage				2	2		1	2				4	11	
Disarrayed Items--Carry-on or Checked						1	1						2	
TSA Contact Information						1							1	
General						1							1	
2016	1	1	3	1	6		1	1		3	1	1	19	
Civil Rights					1								1	
Racial Profiling or Discrimination					1								1	
Locks										1			1	
Missing or Damaged Lock										1			1	
Mishandling of Passenger Property			3	1	1		1	1		2	1	1	11	
Damaged/Missing Items--Carry-on Luggage							1			1			2	
Damaged/Missing Items--Checked Baggage			3	1	1			1			1		7	
Disarrayed Items--Carry-on or Checked										1		1	2	
Screening	1	1			4								6	
Inconsistency		1											1	
Procedures/Process	1				4								5	
2017			2		1	3			3	1	3		13	
Civil Rights						1							1	
Sex/Gender/Gender Identity- Not Transgender						1							1	
Customer Service											1		1	
TSO											1		1	
Locks			1										1	
Missing or Damaged Lock			1										1	
Mishandling of Passenger Property			1			2			2	1	1		7	
Damaged/Missing Items--Checked Baggage			1			2			2	1	1		7	
Patdown					1								1	
Flyer					1								1	
Property - Special Handling											1		1	
Missing Items - Checked											1		1	
Screening									1				1	
Inconsistency									1				1	
2018	2	2	3	1		1	1	1	2	1	4	2	20	
Civil Rights	1		1										2	
Racial Profiling or Discrimination	1												1	
Sex/Gender/Gender Identity- Not Transgender			1										1	
Customer Service				1					1		2	1	5	
TSO				1					1		2	1	5	
Locks	1												1	
Missing or Damaged Lock	1												1	
Mishandling of Passenger Property			1								1		2	
Damaged/Missing Items--Checked Baggage			1								1		2	
Patdown		1											1	
Flyer		1											1	
Persons w/ Disabilities (PWD)								1				1	2	
Metal Implants (joint)												1	1	
Prosthesis/Amputees and Casts								1					1	
Property - Special Handling			1						1	1			3	
Missing Items - Carry-On									1				1	
Missing Items - Checked			1							1			2	
Screening		1				1	1				1		4	
Procedures/Process		1				1	1				1		4	
2019	3	2	1	1	1								8	
Customer Service			1										1	
TSO			1										1	
Mishandling of Passenger Property	1			1									2	
Damaged/Missing Items--Checked Baggage	1			1									2	
Notice of Violation/Civil Penalties	1												1	
General	1												1	
Property - Special Handling	1	1											2	
Damaged Items - Checked		1											1	
Missing Items - Checked	1												1	
Screening		1			1								2	
Procedures/Process		1			1								2	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
RDU	130	124	135	133	101	98	91	98	101	113	117	93	1,334	
2015				15	19	12	13	25	24	23	17	21	169	
Advanced Imaging Technology (AIT)						1							1	
Flyer						1							1	
Civil Rights								1					1	
Racial Profiling or Discrimination								1					1	
Customer Service				1	2	1	2	4	2			2	14	
Others												1	1	
TSO				1	2	1	2	4	2			1	13	
Locks				1	1		1	2	2	1	1	3	12	
Missing or Damaged Lock				1	1		1	2	2	1	1	3	12	
Mishandling of Passenger Property				8	14	9	9	16	16	22	14	13	121	
Damaged/Missing Items--Carry-on Luggage					1	1		2		1	1	1	7	
Damaged/Missing Items--Checked Baggage				8	13	8	8	11	16	20	11	11	106	
Disarrayed Items--Carry-on or Checked							1	3		1	2	1	8	
Patdown									1				1	
Flyer									1				1	
Persons w/ Disabilities (PWD)					1			1				1	3	
Medically Necessary Medication and Medical Supplies					1								1	
Visual Impairment								1					1	
Wheelchair/ Scooter/ Segway												1	1	
Screening				5	1	1	1	1	3		2	2	16	
Inconsistency				2	1	1							4	
International Screening				1									1	
Lengthy Lines							1		1				2	
Procedures/Process				2				1	2		2	2	9	
2016	34	23	29	38	17	26	23	25	24	26	32	35	332	
Civil Rights	1		3	4		2		4	2	1	1		18	
General Complaint and Discrimination				1									1	
National Origin								1					1	
Perceived Religion									1				1	
Racial Profiling or Discrimination	1		1	2		2		3		1	1		11	
Sex/Gender/Gender Identity- Not Transgender									1				1	
Transgender Screening			2	1									3	
Customer Service	3	3	1	3	4	1	3	3	2	3	1	5	32	
Others				1	1			1					3	
TSO	3	3	1	2	3	1	3	2	2	3	1	5	29	
Identification (ID) Requirements											1		1	
ID Matching Ticket and Boarding Pass Issues											1		1	
Locks	2	1	2	2	1	3	2	2	1	3	2	1	22	
Missing or Damaged Lock	2	1	2	2	1	3	2	2	1	3	2	1	22	
Mishandling of Passenger Property	25	16	17	24	11	12	10	10	16	12	20	18	191	
Damaged/Missing Items--Carry-on Luggage	2	1	2		1	3	1	3	1	2	2		18	
Damaged/Missing Items--Checked Baggage	20	14	15	20	10	9	9	6	13	10	16	14	156	
Damaged/Missing Items--Unspecified Luggage									1				1	
Disarrayed Items--Carry-on or Checked	3	1		4				1			2	4	16	
Patdown	1	1	3	3		2	4	3		2	4	3	26	
Flyer	1	1	2	1		2	3	3		2	4	3	22	
General			1				1						2	
Non-Flyer				2									2	
Persons w/ Disabilities (PWD)			1	1					1	1		2	6	
Breast Cancer									1				1	
Medically Necessary Medication and Medical Supplies			1									1	2	
Mobility Disability (Not Wheelchair or Scooter)												1	1	
Wheelchair/ Scooter/ Segway				1						1			2	
Screening	2	2	2	1	1	6	4	3	2	4	3	6	36	
Inconsistency				1		2		1					4	
Lengthy Lines			1				1			1		1	4	
Procedures/Process	2		1		1	4	3	2	2	3	3	5	26	
Security Breach		2											2	
2017	29	35	38	30	19	27	27	25	23	33	39	19	344	
Civil Rights		1	3		2			1		3	1		11	
Hair Patdowns					1					1			2	
Racial Profiling or Discrimination		1	2		1					2	1		7	
Screening of Religious or Cultural Garments								1					1	
Sex/Gender/Gender Identity- Not Transgender			1										1	
Customer Service	5	2	4	3	3	5	5	1	3	8	3	2	44	
CSM			1			1							2	
TSO	5	2	3	3	3	4	5	1	3	8	3	2	42	
Locks	4	1	1	4	1	1	3	1	1		1		18	
Missing or Damaged Lock	4	1	1	4	1	1	3	1	1		1		18	
Mishandling of Passenger Property	13	21	18	22	11	15	8	6	13	12	17	6	162	
Damaged/Missing Items--Carry-on Luggage	3	2	3	1	2	2	2			2		1	18	
Damaged/Missing Items--Checked Baggage	10	16	14	20	8	12	3	5	12	10	15	4	129	
Disarrayed Items--Carry-on or Checked		3	1	1	1	1	3	1	1		2	1	15	
Patdown	2	3	7		1	1	6	5	4	2	2	3	36	
Children						1	1						2	
Flyer	2	3	7		1		4	4	4	2	2	2	31	
Flyer as Observer												1	1	
Non-Flyer							1	1					2	
Persons w/ Disabilities (PWD)	1	2	1			2		1		1	1		9	
General			1							1			2	
Internal Medical Devices		1											1	
Medical Devices - Attached to the Body		1											1	
Medically Necessary Medication and Medical Supplies								1					1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Ostomy/Ostomates	1												1
Prosthesis/Amputees and Casts						2							2
Touch Aversion (pain/trauma)											1		1
Prohibited & Permitted Items											1		1
Breast Milk/Baby Formula/Breast Pump											1		1
Property - Special Handling							4	7	2	5	8	2	28
Damaged Items - Carry-On							1				1		2
Damaged Items - Checked							3	2	1	4	3	1	14
Missing Items - Carry-On								1		1			2
Missing Items - Checked								4	1		4	1	10
Request for Assistance											1		1
Other											1		1
Screening	4	5	4	1	1	3	1	3		2	4	6	34
Inconsistency						2	1						3
Lengthy Lines												1	1
Procedures/Process	4	5	3	1	1	1		2		2	3	4	26
Retrieving Abandoned/Confiscated Items											1	1	2
Security Breach								1					1
Shoe Screening			1										1
<b>2018</b>	<b>34</b>	<b>38</b>	<b>29</b>	<b>28</b>	<b>23</b>	<b>33</b>	<b>28</b>	<b>23</b>	<b>30</b>	<b>31</b>	<b>29</b>	<b>18</b>	<b>344</b>
Civil Rights	2	1		2	1	1	1	1	2	1	3	1	16
Constitutional Rights								1	1				2
Hair Patdowns				2			1						3
National Origin		1			1								2
Perceived Religion	1												1
Racial Profiling or Discrimination											2		3
Screening of Religious Cultural and Ceremonial Items										1			1
Sex/Gender/Gender Identity- Not Transgender	1					1							2
Transgender Screening											1	1	2
Customer Service	7	3	6	4	1	7	3	6	2	2	4	5	50
Others										1	2		3
TSO	7	3	6	4	1	7	3	6	2	1	2	5	47
Locks	1	2	1	1	4	1	3	1	3	2	2		21
General					1				1				2
Missing or Damaged Lock	1	2	1	1	3	1	3	1	2	2	2		19
Mishandling of Passenger Property	7	9	12	8	7	11	12	4	8	8	6	6	98
Damaged/Missing Items--Carry-on Luggage			1			1		1	1	1		1	6
Damaged/Missing Items--Checked Baggage	6	7	10	7	6	10	10	2	4	5	5	4	76
Damaged/Missing Items--Unspecified Luggage					1								1
Disarrayed Items--Carry-on or Checked	1	2	1	1			2	1	3	2	1	1	15
Notice of Violation/Civil Penalties												1	1
General												1	1
Patdown	3	4		1	2	1			4	3	1	1	20
Flyer	3	3		1	2	1			4	2	1	1	18
Flyer as Observer										1			1
Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	6	3	1	2	3	4	4	3	3			30
Autism Spectrum									1				1
Breast Cancer						1							1
Cancer (general) Not Breast Cancer		1											1
General						1		1					2
Internal Medical Devices								1					1
Medically Necessary Medication and Medical Supplies		1					2		1				4
Metal Implants (joint)	1	1	2	1				1		1			7
Mobility Disability (Not Wheelchair or Scooter)					2	1							3
Service Animals							1						1
Touch Aversion (pain/trauma)										1			1
Visual Impairment										1			1
Wheelchair/ Scooter/ Segway		3	1				1	1	1				7
Property - Special Handling	6	7	2	9	3	2	2	3	5	5	9	3	56
Damaged Items - Carry-On		2		1			1		2			2	8
Damaged Items - Checked	1	2		3					1	1	3	1	12
Missing Items - Carry-On	2	1			1	1							5
Missing Items - Checked	3	2	2	5	2	1	1	3	2	4	6		31
Request for Assistance										1			1
Other										1			1
Screening	7	6	5	2	3	7	3	4	3	6	4	1	51
Inconsistency	1								1				2
Lengthy Lines	3			1	1	2		1					8
Procedures/Process	3	5	5	1	2	4	3	3	2	6	3	1	38
Retrieving Abandoned/Confiscated Items											1		1
Security Breach		1				1							2
<b>2019</b>	<b>33</b>	<b>28</b>	<b>39</b>	<b>22</b>	<b>23</b>								<b>145</b>
Civil Rights	1	1	2	1	2								7
Age			1										1
Racial Profiling or Discrimination	1	1											2
Sex/Gender/Gender Identity- Not Transgender			1	1	1								3
Transgender Screening					1								1
Customer Service	8	7	8	4	4								31
Others	1												1
TSO	7	7	8	4	4								30
Locks	2	3	2	2	2								11
Missing or Damaged Lock	2	3	2	2	2								11
Lost and Found	1			1									2
Airport/TSA	1			1									2

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Mishandling of Passenger Property	11	5	9	3	4								32
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage	10	5	7	2	3								27
Disarrayed Items--Carry-on or Checked			2	1	1								4
Patdown	2	3	5	2	2								14
Flyer	2	3	4	2	2								13
Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	2	1	2	3	5								13
Cognitive /Developmental /Mental Disability				1									1
Diabetes				1	1								2
Medical Devices - Attached to the Body					1								1
Medically Necessary Medication and Medical	1												1
Metal Implants (joint)			2										2
Mobility Disability (Not Wheelchair or Scooter)	1	1		1	1								4
Wheelchair/ Scooter/ Segway					2								2
Property - Special Handling	2	4	8	4	2								20
Damaged Items - Carry-On			1		1								2
Damaged Items - Checked	1	1	2	1									5
Missing Items - Carry-On		1	3		1								5
Missing Items - Checked	1	2	2	3									8
Screening	4	4	3	2	2								15
Crew Member or Airline Employee				1									1
Inconsistency					1								1
Lengthy Lines	1	1		1									3
Procedures/Process	3	3	3										9
Retrieving Abandoned/Confiscated Items					1								1



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>RFD</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>18</b>
<b>2015</b>						<b>2</b>				<b>1</b>	<b>1</b>		<b>4</b>
Customer Service						1							1
TSO						1							1
Mishandling of Passenger Property						1				1	1		3
Damaged/Missing Items--Checked Baggage						1				1	1		3
<b>2016</b>	<b>1</b>		<b>1</b>						<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>7</b>
Customer Service										1			1
TSO										1			1
Mishandling of Passenger Property	1		1						1		1	2	6
Damaged/Missing Items--Carry-on Luggage											1	1	2
Damaged/Missing Items--Checked Baggage	1		1						1			1	4
<b>2017</b>											<b>1</b>		<b>1</b>
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
<b>2018</b>					<b>1</b>			<b>1</b>	<b>1</b>			<b>1</b>	<b>4</b>
Human Capital									1				1
Prospective Employment with TSA									1				1
Screening					1			1				1	3
Procedures/Process					1			1					2
Retrieving Abandoned/Confiscated Items												1	1
<b>2019</b>				<b>1</b>	<b>1</b>								<b>2</b>
Customer Service					1								1
Others					1								1
Property - Special Handling				1									1
Missing Items - Carry-On				1									1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>RHI</b>	<b>1</b>		<b>3</b>	<b>2</b>		<b>2</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>13</b>
<b>2015</b>									<b>1</b>		<b>1</b>		<b>2</b>
Customer Service									1				1
TSO									1				1
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
<b>2016</b>						<b>1</b>							<b>1</b>
Patdown						1							1
Flyer						1							1
<b>2017</b>										<b>1</b>		<b>1</b>	<b>2</b>
Screening										1		1	2
Procedures/Process										1		1	2
<b>2018</b>	<b>1</b>		<b>3</b>	<b>2</b>		<b>1</b>					<b>1</b>		<b>8</b>
Customer Service			1								1		2
TSO			1								1		2
Mishandling of Passenger Property	1		1			1							3
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage						1							1
Disarrayed Items--Carry-on or Checked			1										1
Persons w/ Disabilities (PWD)			1										1
Ostomy/Ostomates			1										1
Property - Special Handling				1									1
Missing Items - Checked				1									1
Screening				1									1
Procedures/Process				1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>RIC</b>	<b>56</b>	<b>59</b>	<b>68</b>	<b>49</b>	<b>56</b>	<b>50</b>	<b>40</b>	<b>61</b>	<b>62</b>	<b>70</b>	<b>64</b>	<b>44</b>	<b>679</b>
<b>2015</b>				<b>7</b>	<b>12</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>20</b>	<b>11</b>	<b>14</b>	<b>13</b>	<b>99</b>
Customer Service				1	2	1		1	2	1	3	2	13
CSM						1							1
Others												1	1
TSO				1	2			1	2	1	3	1	11
Expedited Passenger Screening Program					1	2							3
TSA PreCheck					1	2							3
Locks										1	2	1	4
Missing or Damaged Lock										1	2	1	4
Mishandling of Passenger Property				4	4	2	5	5	16	5	7	8	56
Damaged/Missing Items--Carry-on Luggage					1			1	2	1		1	6
Damaged/Missing Items--Checked Baggage				4	3	2	4	4	13	4	7	7	48
Disarrayed Items--Carry-on or Checked							1		1				2
Patdown						2	1	1		1			5
Flyer						2	1	1		1			5
Persons w/ Disabilities (PWD)				2	1				1	1	2		7
Diabetes											1		1
General										1			1
Metal Implants (joint)											1		1
Ostomy/Ostomates					1				1				2
Touch Aversion (pain/trauma)				1									1
Wheelchair/ Scooter/ Segway				1									1
Screening					4	1		1	1	2		2	11
Inconsistency								1				1	2
Lengthy Lines									1				1
Procedures/Process					4	1				2		1	8
<b>2016</b>	<b>16</b>	<b>12</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>10</b>	<b>13</b>	<b>20</b>	<b>12</b>	<b>16</b>	<b>15</b>	<b>9</b>	<b>143</b>
Civil Rights		1						1					2
Racial Profiling or Discrimination		1						1					2
Customer Service	1	2		1	2	2	3	2	4	5	1	2	25
CSM									2				2
Others	1					1		1			1		4
TSO		2		1	2	1	3	1	2	5		2	19
Locks			1							1	1		3
Missing or Damaged Lock			1							1	1		3
Mishandling of Passenger Property	12	3	5	4	4	4	6	8	1	6	10	6	69
Damaged/Missing Items--Carry-on Luggage	1	1		1	1			4		1	3		12
Damaged/Missing Items--Checked Baggage	8	2	5	3	3	3	6	2	1	4	6	5	48
Disarrayed Items--Carry-on or Checked	3					1		2		1	1	1	9
Patdown	1	2					2	2	4	1			12
Flyer	1	2					2	2	3				10
Flyer as Observer									1	1			2
Persons w/ Disabilities (PWD)		1						2	1	1	1		6
Diabetes		1											1
Metal Implants (joint)								1			1		2
Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Wheelchair/ Scooter/ Segway										1			1
Screening	2	3		1	2	4	2	5	2	2	2	1	26
Crew Member or Airline Employee									1				1
Inconsistency	1	1		1	1			1					5
Lengthy Lines						2			1		1		4
Procedures/Process	1	2			1	2	2	4		2	1	1	16
<b>2017</b>	<b>8</b>	<b>12</b>	<b>24</b>	<b>15</b>	<b>7</b>	<b>17</b>	<b>10</b>	<b>18</b>	<b>19</b>	<b>23</b>	<b>14</b>	<b>15</b>	<b>182</b>
Civil Rights		1		2	1		1	2	1			1	9
Hair Patdowns								1					1
Racial Profiling or Discrimination		1			1		1	1	1			1	6
Sex/Gender/Gender Identity- Not Transgender				1									1
Transgender Screening				1									1
Customer Service	2	5	7	4	3	5	1	2	3	4	3	2	41
Others								1					1
TSO	2	5	7	4	3	5	1	1	3	4	3	2	40
Locks		1	1			2			1	2		1	8
Missing or Damaged Lock		1	1			2			1	2		1	8
Mishandling of Passenger Property	1	3	8	6	2	6	3	1	6	6	4	2	48
Damaged/Missing Items--Carry-on Luggage			1			1	1		1			1	5
Damaged/Missing Items--Checked Baggage		3	5	6	2	5	2	1	4	6	2	1	37
Disarrayed Items--Carry-on or Checked	1		2						1		2		6
Patdown		2	4			3	2		1	4	2		18
Flyer		2	4			3	2		1	4	2		18
Persons w/ Disabilities (PWD)	1		1					1	3	3	1	2	12
Diabetes									1			1	2
Diapers/Garments/Dressings/Masks									1				1
General								1					1
Internal Medical Devices										1			1
Medically Necessary Medication and Medical Supplies										1			1
Metal Implants (joint)											1		1
Mobility Disability (Not Wheelchair or Scooter)									1				1
Service Animals										1			1
Touch Aversion (pain/trauma)			1									1	2
Wheelchair/ Scooter/ Segway	1												1
Prohibited & Permitted Items								1	1				2
Firearm/Ammunition								1					1
Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling							2	4		2	3	5	16

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged Items - Carry-On								1					1
Damaged Items - Checked							1				1	1	3
Missing Items - Carry-On								1					1
Missing Items - Checked							1	2		2	2	4	11
Screening	4		3	3	1	1	1	7	3	2	1	2	28
Inconsistency				1				1	1	1		1	5
Lengthy Lines								1					1
Procedures/Process	3		2	2	1	1	1	5	2	1	1	1	20
Retrieving Abandoned/Confiscated Items			1										1
Security Breach	1												1
2018	16	13	20	15	18	15	11	15	11	20	21	7	182
Advanced Imaging Technology (AIT)								1					1
Flyer								1					1
Civil Rights			2				2			1	4		9
Hair Patdowns			1										1
Headwear											1		1
Racial Profiling or Discrimination			1				2				2		5
Sex/Gender/Gender Identity- Not Transgender										1			1
Sexual Orientation - Not Transgender											1		1
Customer Service	4	1	4	3	3	6	4	2	1	4	4	1	37
Others			2			1	1	1		1			6
TSO	4	1	2	3	3	5	3	1	1	3	4	1	31
Locks	3		2	1								1	7
Missing or Damaged Lock	3		2	1								1	7
Lost and Found	1												1
Airport/TSA	1												1
Mishandling of Passenger Property	5	3	2	4	3	2	3	4	6	7	4	1	44
Damaged/Missing Items--Carry-on Luggage					1		1			2		1	5
Damaged/Missing Items--Checked Baggage	4	3	2	3	2	1	1	3	4	3	4		30
Disarrayed Items--Carry-on or Checked	1			1		1	1	1	2	2			9
Patdown		2	3	1	4	1		2	1	2	5		21
Flyer		2	3	1	4	1		1	1	2	4		19
Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)	2	1	2	1	1	1		1				1	10
Diapers/Garments/Dressings/Masks			1										1
Medically Necessary Medication and Medical	1												1
Metal Implants (joint)				1									1
Mobility Disability (Not Wheelchair or Scooter)	1				1							1	3
Prosthesis/Amputees and Casts						1		1					2
Service Animals		1											1
Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling		4	3		3			2	1	4	1	3	21
Damaged Items - Carry-On										1			1
Damaged Items - Checked		1	1		2						1	1	6
Missing Items - Carry-On		1			1			1		1		1	5
Missing Items - Checked		2	2					1	1	2		1	9
Screening	1	2	2	5	4	5	2	3	2	2	3		31
Inconsistency	1			1				1	1				4
Lengthy Lines			1	1	2	1	1			1			7
Procedures/Process		2	1	3	2	4	1	2	1	1	3		20
2019	16	22	18	6	11								73
Civil Rights	2	1	2		2								7
Racial Profiling or Discrimination		1	2		2								5
Sex/Gender/Gender Identity- Not Transgender	1												1
Sexual Orientation - Not Transgender	1												1
Customer Service	6	5	2	2	3								18
TSO	6	5	2	2	3								18
Locks	1		2	1									4
Missing or Damaged Lock	1		2	1									4
Mishandling of Passenger Property	1	5	3	1	2								12
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	1	4	2	1	1								9
Disarrayed Items--Carry-on or Checked		1			1								2
Patdown	1	1	2										4
Flyer	1	1	2										4
Persons w/ Disabilities (PWD)		3		2									5
Mobility Disability (Not Wheelchair or Scooter)				1									1
Service Animals		1											1
Touch Aversion (pain/trauma)				1									1
Visual Impairment		1											1
Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	1	3	2		1								7
Damaged Items - Carry-On			1										1
Damaged Items - Checked	1												1
Missing Items - Carry-On					1								1
Missing Items - Checked		3	1										4
Screening	4	4	5		3								16
Lengthy Lines		2											2
Procedures/Process	4	2	5		3								14

**TSA Contact Center Traveler Complaints Tool**

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

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

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>RKS</b>		<b>2</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>37</b>
<b>2015</b>									<b>2</b>					<b>2</b>
	Mishandling of Passenger Property								2					2
	Damaged/Missing Items--Checked Baggage								2					2
<b>2016</b>			<b>1</b>	<b>1</b>		<b>3</b>				<b>1</b>				<b>6</b>
	Customer Service					1								1
	TSO					1								1
	Identification (ID) Requirements					2								2
	Domestic					2								2
	Mishandling of Passenger Property		1	1						1				3
	Damaged/Missing Items--Checked Baggage		1	1						1				3
<b>2017</b>		<b>1</b>	<b>2</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>11</b>
	Customer Service		1	1										2
	Others			1										1
	TSO		1											1
	Mishandling of Passenger Property			1		1	1	1	2	1			1	8
	Damaged/Missing Items--Checked Baggage			1		1	1	1						4
	Disarrayed Items--Carry-on or Checked								2	1			1	4
	Property - Special Handling							1						1
	Missing Items - Checked							1						1
<b>2018</b>			<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>14</b>
	Customer Service										1			1
	TSO										1			1
	Mishandling of Passenger Property		2	1	1	1				1	2	1	1	10
	Damaged/Missing Items--Checked Baggage		1	1		1				1			1	5
	Disarrayed Items--Carry-on or Checked		1		1						2	1		5
	Persons w/ Disabilities (PWD)							1						1
	Medically Necessary Medication and Medical Supplies							1						1
	Property - Special Handling								1					1
	Missing Items - Checked								1					1
	Screening				1									1
	Procedures/Process				1									1
<b>2019</b>		<b>2</b>	<b>1</b>		<b>1</b>									<b>4</b>
	Locks	1												1
	Missing or Damaged Lock	1												1
	Mishandling of Passenger Property	1	1		1									3
	Damaged/Missing Items--Checked Baggage	1	1		1									3

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
RNO		48	47	59	49	48	65	47	46	56	43	54	58	620
2015					10	6	9	11	11	17	14	16	18	112
	Advanced Imaging Technology (AIT)											1		1
	Flyer											1		1
	Customer Service				2		1	4	1	2	3	2	5	20
	Others										2	1	2	5
	TSO				2		1	4	1	2	1	1	3	15
	Expedited Passenger Screening Program								1					1
	TSA PreCheck								1					1
	Hazardous Materials Safety							1						1
	General							1						1
	Locks							1	1	1		2	1	6
	Missing or Damaged Lock							1	1	1		2	1	6
	Lost and Found							1				1		2
	Airport/TSA							1				1		2
	Mishandling of Passenger Property				8	4	6	3	6	13	10	7	9	66
	Damaged/Missing Items--Carry-on Luggage				4	1	1	1		1	2	2		12
	Damaged/Missing Items--Checked Baggage				4	3	5	2	6	12	8	5	8	53
	Disarrayed Items--Carry-on or Checked												1	1
	Patdown								1					1
	Flyer								1					1
	Persons w/ Disabilities (PWD)							1			1	1	1	4
	Diapers/Garments/Dressings/Masks							1						1
	Medically Necessary Medication and Medical Supplies												1	1
	Metal Implants (joint)										1			1
	Mobility Disability (Not Wheelchair or Scooter)											1		1
	Screening					2	2		1	1		2	2	10
	Inconsistency					1								1
	Lengthy Lines					1						1		2
	Procedures/Process						1		1	1		1	2	6
	Retrieving Abandoned/Confiscated Items						1							1
2016		11	12	17	9	11	27	16	18	18	6	12	11	168
	Civil Rights	1			1	1	2	2	1	2				10
	Racial Profiling or Discrimination	1			1	1	1	2		1				7
	Sex/Gender/Gender Identity- Not Transgender								1	1				2
	Transgender Screening						1							1
	Customer Service		1	3		3	10	4	3			1	2	27
	CSM					1								1
	Others			2			4							6
	TSO		1	1		2	6	4	3			1	2	20
	Locks	2		1				1	1				2	7
	Missing or Damaged Lock	2		1				1	1				2	7
	Lost and Found			1	1	1	1							4
	Airport/TSA			1	1	1	1							4
	Mishandling of Passenger Property	7	9	8	5	2	6	5	5	10	6	5	5	73
	Damaged/Missing Items--Carry-on Luggage			2			1	1		5		1	1	13
	Damaged/Missing Items--Checked Baggage	6	7	6	5	2	5	3	4	5	6	4	2	55
	Disarrayed Items--Carry-on or Checked	1						1	1				2	5
	Patdown	1		1	1	2		1	1	2		2	2	13
	Flyer			1	1	2		1	1			2	2	10
	Non-Flyer	1								2				3
	Persons w/ Disabilities (PWD)			1		1	2		4	1		1		10
	Breast Cancer								1					1
	Diabetes						1		1					2
	General											1		1
	Hearing Impairment								1					1
	Internal Medical Devices					1								1
	Metal Implants (joint)								1	1				2
	Mobility Disability (Not Wheelchair or Scooter)						1							1
	Wheelchair/ Scooter/ Segway			1										1
	Screening		2	2	1	1	6	3	3	3		3		24
	Inconsistency			1	1							1		3
	Lengthy Lines		1				3			1				5
	Procedures/Process		1	1		1	3	3	2	2		2		15
	Retrieving Abandoned/Confiscated Items								1					1
2017		14	8	12	12	10	16	11	8	7	12	10	16	136
	Civil Rights	3					1		1					5
	Racial Profiling or Discrimination	3							1					4
	Sex/Gender/Gender Identity- Not Transgender						1							1
	Customer Service		2	2	2	1	2	1		2	2	1	2	17
	TSO		2	2	2	1	2	1		2	2	1	2	17
	Human Capital												1	1
	Prospective Employment with TSA												1	1
	Locks	1	1		1	2	1		1			1		8
	General											1		1
	Missing or Damaged Lock	1	1		1	2	1		1					7
	Lost and Found												1	1
	Airport/TSA												1	1
	Mishandling of Passenger Property	8	4	5	7	2	8	1	4	2	6	6	4	57
	Damaged/Missing Items--Carry-on Luggage	2	2	1	1	1				1				8
	Damaged/Missing Items--Checked Baggage	6	2	4	5	1	6		3	1	4	6	4	42
	Disarrayed Items--Carry-on or Checked				1		2	1	1		2			7
	Patdown			3	2	2	1	1		1		1	2	13
	Flyer			3	1	2	1	1		1		1	2	12
	General				1									1



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Persons w/ Disabilities (PWD)	1		1		1	3	1	1		2	1	2	13
Cancer (general) Not Breast Cancer										1			1
Cognitive /Developmental /Mental Disability							1						1
Diabetes					1	1							2
Diapers/Garments/Dressings/Masks												1	1
General			1										1
Medically Necessary Medication and Medical	1										1		2
Metal Implants (joint)										1		1	2
Ostomy/Ostomates						1							1
Touch Aversion (pain/trauma)						1							1
Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling							5	1	2	1		3	12
Damaged Items - Checked							4						4
Missing Items - Carry-On							1		1				2
Missing Items - Checked								1	1	1		3	6
Screening	1	1	1		2		2			1		1	9
Inconsistency		1					1					1	3
Lengthy Lines					1								1
Procedures/Process	1		1		1		1			1			5
<b>2018</b>	<b>14</b>	<b>16</b>	<b>13</b>	<b>9</b>	<b>10</b>	<b>13</b>	<b>9</b>	<b>9</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>13</b>	<b>147</b>
Advanced Imaging Technology (AIT)	1							1					2
Flyer	1							1					2
Civil Rights	2	2	1	1			1				1		8
Age											1		1
Hair Patdowns		1											1
National Origin							1						1
Racial Profiling or Discrimination	1		1										2
Sex/Gender/Gender Identity- Not Transgender	1												1
Transgender Screening		1		1									2
Customer Service	1	1		1		1			1		3	2	10
Others						1							1
TSO	1	1		1					1		3	2	9
Locks	1		1	2	1	2			1	1	1	1	11
General						1							1
Missing or Damaged Lock	1		1	2	1	1			1	1	1	1	10
Lost and Found			1								1		2
Airport/TSA			1								1		2
Mishandling of Passenger Property	3	2	3	2	2	2	3	3	3	1	3	5	32
Damaged/Missing Items--Carry-on Luggage		1							1	1	1		4
Damaged/Missing Items--Checked Baggage	2		3	1	2	2	2	2	2		1	3	20
Disarrayed Items--Carry-on or Checked	1	1		1			1	1			1	2	8
Patdown	2	2	2		1	2	1	1	2	2	2		17
Flyer	2	1	2		1	2	1		2	2	2		15
General		1											1
Non-Flyer								1					1
Persons w/ Disabilities (PWD)		1	2		1	1		1	2	2	1	1	12
General									1				1
Medical Devices - Attached to the Body								1					1
Medically Necessary Medication and Medical Supplies			2										2
Mobility Disability (Not Wheelchair or Scooter)									1	1		1	3
Visual Impairment											1		1
Wheelchair/ Scooter/ Segway		1			1	1				1			4
Property - Special Handling	2	3		2	1	3	1	1	4	1	2	3	23
Damaged Items - Carry-On		2		2					1				5
Damaged Items - Checked	2				1			1	2		1	1	8
Missing Items - Checked		1				3	1		1	1	1	2	10
Screening	2	5		1	4	2	3	2	1	4	2	1	30
Inconsistency			1				1						2
Lengthy Lines		1			1	1		1		1			5
Procedures/Process	2	3	2	1	3	1	2	1	1	3	2	1	22
Retrieving Abandoned/Confiscated Items		1											1
<b>2019</b>	<b>9</b>	<b>11</b>	<b>17</b>	<b>9</b>	<b>11</b>								<b>57</b>
Advanced Imaging Technology (AIT)			1										1
Flyer as Observer			1										1
Civil Rights	1		1										2
Age	1												1
Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	1	2	1		1								5
TSO	1	2	1		1								5
Locks		1	1	1	2								5
Missing or Damaged Lock		1	1	1	2								5
Mishandling of Passenger Property	2	1	5	2	5								15
Damaged/Missing Items--Carry-on Luggage					1								1
Damaged/Missing Items--Checked Baggage	2		5	2	4								13
Disarrayed Items--Carry-on or Checked		1											1
Patdown	2	1	3	1	1								8
Flyer	2	1	2	1	1								7
Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	2	1	1	2	2								8
Breast Cancer			1										1
Diabetes					1								1
Hearing Impairment	1												1
Medically Necessary Medication and Medical Supplies				1									1
Mobility Disability (Not Wheelchair or Scooter)	1												1
Ostomy/Ostomates				1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Wheelchair/ Scooter/ Segway		1			1								2
Property - Special Handling	1	2	3	1									7
Damaged Items - Carry-On		1											1
Damaged Items - Checked	1												1
Missing Items - Carry-On			1										1
Missing Items - Checked		1	2	1									4
Screening		3	1	2									6
Lengthy Lines		2											2
Procedures/Process		1	1	2									4

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
ROA		9	8	7	6	4	6	6	7	10	6	5	5	79
<b>2015</b>									2	3			3	8
Customer Service										1				1
Others										1				1
Mishandling of Passenger Property									2	2			3	7
Damaged/Missing Items--Checked Baggage									2	2			3	7
<b>2016</b>		3					1	4	1	1	2	2	1	15
Animals		1												1
Carry-On		1												1
Civil Rights											1			1
Perceived Religion											1			1
Customer Service								1				1		2
TSO								1				1		2
Locks										1	1			2
Missing or Damaged Lock										1	1			2
Mishandling of Passenger Property		2							1			1		4
Damaged/Missing Items--Checked Baggage		2							1			1		4
Patdown								1						1
Flyer								1						1
Persons w/ Disabilities (PWD)								1						1
Mobility Disability (Not Wheelchair or Scooter)								1						1
Request for Assistance								1						1
Wounded Warrior (MSIJSOC)								1						1
Screening							1						1	2
Procedures/Process							1						1	2
<b>2017</b>		1	4	3	2	3	2	1	3	3	3	2	1	28
Civil Rights													1	1
Hair Patdowns													1	1
Customer Service			1	1		1	1		1		1			6
Others											1			1
TSO			1	1		1	1		1					5
Mishandling of Passenger Property		1	1	1	1			1		2				7
Damaged/Missing Items--Carry-on Luggage										1				1
Damaged/Missing Items--Checked Baggage		1	1	1	1			1		1				6
Patdown				1		1						1		3
Flyer				1		1								2
Flyer as Observer												1		1
Property - Special Handling										1				1
Missing Items - Checked										1				1
Screening			2		1	1	1		2		2	1		10
Inconsistency											1			1
Procedures/Process			2		1	1			2		1	1		8
Security Breach							1							1
<b>2018</b>		2	3	1	2		3	1	1	3	1	1		18
Customer Service					1		1		1					3
Others							1							1
TSO				1					1					2
Locks										1				1
Missing or Damaged Lock										1				1
Mishandling of Passenger Property		2	3	1			1							7
Damaged/Missing Items--Carry-on Luggage							1							1
Damaged/Missing Items--Checked Baggage		1	3	1										5
Disarrayed Items--Carry-on or Checked		1												1
Property - Special Handling					1		1				1	1		4
Damaged Items - Checked					1							1		2
Missing Items - Carry-On							1							1
Missing Items - Checked											1			1
Screening								1		2				3
Procedures/Process								1		2				3
<b>2019</b>		3	1	3	2	1								10
Customer Service		2		1										3
TSO		2		1										3
Mishandling of Passenger Property			1		1									2
Damaged/Missing Items--Checked Baggage			1		1									2
Patdown				1	1									2
Flyer				1	1									2
Property - Special Handling							1							1
Damaged Items - Carry-On														1
Screening		1		1										2
Lengthy Lines		1		1										2

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
ROC		8	15	13	16	15	15	13	15	13	18	26	13	180
2015					1		1	1	2	1	1	7	3	17
Civil Rights									1					1
Racial Profiling or Discrimination									1					1
Customer Service											1	2	1	4
Others													1	1
TSO											1	2		3
Locks												1		1
Missing or Damaged Lock												1		1
Mishandling of Passenger Property					1		1	1	1	1		3	2	10
Damaged/Missing Items--Carry-on Luggage													1	1
Damaged/Missing Items--Checked Baggage					1			1	1	1		3	1	8
Damaged/Missing Items--Unspecified Luggage							1							1
Screening												1		1
Procedures/Process												1		1
2016			2	3	1	2	6	1	5	4	6	3	2	35
Civil Rights									1		1			2
Racial Profiling or Discrimination									1					1
Sex/Gender/Gender Identity- Not Transgender											1			1
Customer Service					1		2	1	1	1	1	1	1	9
Others					1		1		1					3
TSO							1	1		1	1	1	1	6
Locks											1			1
Missing or Damaged Lock											1			1
Mishandling of Passenger Property							1			2	3	2	1	15
Damaged/Missing Items Private Screening Contractor				2		2			2	2	1			5
Damaged/Missing Items--Carry-on Luggage										1				1
Damaged/Missing Items--Checked Baggage						2	1			1	2	1	1	8
Disarrayed Items--Carry-on or Checked												1		1
Patdown			1				1		1	1				4
Flyer			1				1		1					3
Non-Flyer										1				1
Persons w/ Disabilities (PWD)							1							1
Ostomy/Ostomates							1							1
Prohibited & Permitted Items				1										1
Food/Beverages				1										1
Screening			1				1							2
Procedures/Process			1				1							2
2017		4	3	2	4	6	2	7	4	7	5	3	7	54
Civil Rights					1			1					2	4
National Origin													1	1
Racial Profiling or Discrimination													1	1
Screening of Religious Cultural and Ceremonial Items								1						1
Sex/Gender/Gender Identity- Not Transgender					1									1
Customer Service		1		1		1		2	1	3	2	1	2	14
Others				1				2						3
TSO		1				1			1	3	2	1	2	11
Locks										1			1	2
Missing or Damaged Lock										1			1	2
Mishandling of Passenger Property				1		3	1	1		1		1	1	10
Damaged/Missing Items Private Screening Contractor			1			2								3
Damaged/Missing Items--Carry-on Luggage						1								1
Damaged/Missing Items--Checked Baggage				1			1	1		1		1	1	6
Patdown		1	1		2	1	1	1	2	1	1	1		12
Flyer		1	1		2	1	1	1	2	1	1	1		12
Persons w/ Disabilities (PWD)					1				1	1				3
Mobility Disability (Not Wheelchair or Scooter)									1					1
Touch Aversion (pain/trauma)					1									1
Wheelchair/ Scooter/ Segway										1				1
Property - Special Handling											1			1
Damaged Items - Checked											1			1
Request for Assistance											1			1
Other											1			1
Screening		2	1			1		2					1	7
Procedures/Process		2	1			1		2					1	7
2018		2	4	2	6	6	6	4	4	1	6	13	1	55
Civil Rights					1	1						3		5
Constitutional Rights												1		1
Hair Patdowns												1		1
Racial Profiling or Discrimination					1	1						1		3
Customer Service		1	1		3		1	2			2	2		12
Others		1			1									2
TSO			1		2		1	2			2	2		10
Locks								1						1
Missing or Damaged Lock								1						1
Mishandling of Passenger Property		1			1		1				2	4		9
Damaged/Missing Items--Carry-on Luggage												1		1
Damaged/Missing Items--Checked Baggage		1			1		1				2	2		7
Damaged/Missing Items--Unspecified Luggage												1		1
Patdown							1	1	1					3
Flyer							1	1	1					3
Persons w/ Disabilities (PWD)			1			3					1	2		7
Medically Necessary Medication and Medical Supplies						1					1			2
Metal Implants (joint)												1		1
Mobility Disability (Not Wheelchair or Scooter)			1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Ostomy/Ostomates											1		1
Respiratory and Inhaler Equipment					1								1
Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling		1		1	1			2		1			6
Missing Items - Carry-On								2		1			3
Missing Items - Checked		1		1	1								3
Screening		1	2		1	3		1	1		2	1	12
Inconsistency						1					1		2
Lengthy Lines					1	1							2
Procedures/Process		1	2			1			1				5
Security Breach								1			1	1	3
<b>2019</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>1</b>								<b>19</b>
Civil Rights		1											1
Hair Patdowns		1											1
Customer Service		2	2										4
Others		1	1										2
TSO		1	1										2
Locks		1		1									2
Missing or Damaged Lock		1		1									2
Mishandling of Passenger Property	1	1	1	1									4
Damaged/Missing Items Private Screening Contractor		1											1
Damaged/Missing Items--Checked Baggage	1		1										2
Disarrayed Items--Carry-on or Checked				1									1
Patdown	1												1
Flyer	1												1
Persons w/ Disabilities (PWD)		1	1	1	1								4
Medically Necessary Medication and Medical Supplies			1										1
Metal Implants (joint)				1									1
Mobility Disability (Not Wheelchair or Scooter)		1											1
Ostomy/Ostomates					1								1
Property - Special Handling			1										1
Damaged Items - Checked			1										1
Screening			1	1									2
Inconsistency			1										1
Procedures/Process				1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
ROW	1	2	6		1	2			1	3	5	6	27
<b>2015</b>													
Mishandling of Passenger Property										1	1		2
Damaged/Missing Items--Carry-on Luggage										1			1
Patdown											1		1
Flyer as Observer											1		1
<b>2016</b>		2	1						1	1		3	8
Civil Rights										1			1
Racial Profiling or Discrimination										1			1
Customer Service												1	1
TSO												1	1
Mishandling of Passenger Property		2	1						1				4
Damaged/Missing Items Private Screening Contractor									1				1
Damaged/Missing Items--Checked Baggage		2	1										3
Screening												2	2
Lengthy Lines												1	1
Procedures/Process												1	1
<b>2017</b>			2		1					1		1	5
Customer Service										1			1
TSO										1			1
Mishandling of Passenger Property			2		1								3
Damaged/Missing Items--Checked Baggage			2		1								3
Screening												1	1
Procedures/Process												1	1
<b>2018</b>			3			2					4	2	11
Civil Rights						1							1
Screening of Religious Cultural and Ceremonial Items						1							1
Customer Service			1										1
TSO			1										1
Mishandling of Passenger Property											1		1
Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)											1		1
Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling			1			1					1		3
Missing Items - Checked			1			1					1		3
Screening			1								1	2	4
Procedures/Process			1								1	2	4
<b>2019</b>	1												1
Locks	1												1
Missing or Damaged Lock	1												1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
RST	10		5	5	10	6	1	3	6	7	7	5	65
2015				1	3	2					1		7
Mishandling of Passenger Property				1		2					1		4
Damaged/Missing Items--Checked Baggage				1		2					1		4
Screening					3								3
Retrieving Abandoned/Confiscated Items					3								3
2016	2		3		1	1			1	1		1	10
Locks			1										1
Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1		1		1				1			1	5
Damaged/Missing Items--Carry-on Luggage												1	1
Damaged/Missing Items--Checked Baggage	1		1		1				1				4
Patdown						1							1
Flyer						1							1
Persons w/ Disabilities (PWD)			1							1			2
Diapers/Garments/Dressings/Masks			1										1
Mobility Disability (Not Wheelchair or Scooter)										1			1
Screening	1												1
Crew Member or Airline Employee	1												1
2017	1			1	2	1		1	1	4	3	1	15
Customer Service					2				1				3
TSO					2				1				3
Locks	1									1			2
Missing or Damaged Lock	1									1			2
Mishandling of Passenger Property				1				1		1			3
Damaged/Missing Items--Checked Baggage			1					1		1			3
Patdown						1					1		2
Flyer						1					1		2
Persons w/ Disabilities (PWD)										1	1		2
Touch Aversion (pain/trauma)										1	1		2
Property - Special Handling											1	1	2
Missing Items - Checked											1	1	2
Screening										1			1
Procedures/Process										1			1
2018	4		2	1	3	2	1	2	4	2	3	3	27
Civil Rights										1			1
Racial Profiling or Discrimination										1			1
Customer Service					1			1		1			3
TSO					1			1		1			3
Mishandling of Passenger Property	1				2						1		4
Damaged/Missing Items--Checked Baggage					1						1		2
Damaged/Missing Items--Unspecified Luggage	1												1
Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)			1	1			1					1	4
Cognitive /Developmental /Mental Disability			1										1
General							1						1
Internal Medical Devices				1								1	2
Property - Special Handling	2		1			1			1			1	6
Damaged Items - Checked	1		1									1	3
Missing Items - Checked	1					1			1				3
Screening	1					1		1	3		2	1	9
Lengthy Lines									2		1		3
Procedures/Process	1					1		1	1		1	1	6
2019	3			2	1								6
Customer Service	1												1
TSO	1												1
Mishandling of Passenger Property				1	1								2
Damaged/Missing Items--Checked Baggage					1								1
Disarrayed Items--Carry-on or Checked				1									1
Patdown				1									1
Flyer				1									1
Persons w/ Disabilities (PWD)	1												1
General	1												1
Screening	1												1
Procedures/Process	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
RSW	95	124	205	199	165	208	185	151	113	93	79	72	1,689	
2015				29	18	44	32	23	28	24	18	22	238	
Customer Service				1	1	3	2		8	4	4	4	27	
Others									4	2	2	2	10	
TSO				1	1	3	2		4	2	2	2	17	
Expedited Passenger Screening Program				4	2	3	1		1				11	
TSA PreCheck				4	2	3	1		1				11	
Identification (ID) Requirements							1	1					2	
Domestic							1	1					2	
Locks				2		2	3	2		1		3	13	
Missing or Damaged Lock				2		2	3	2		1		3	13	
Lost and Found							1	2					3	
Airport/TSA							1	2					3	
Mishandling of Passenger Property				18	13	29	20	17	14	19	13	12	155	
Damaged/Missing Items--Carry-on Luggage				2	1	3	1	4		2		1	14	
Damaged/Missing Items--Checked Baggage				15	11	24	17	11	14	17	13	11	133	
Disarrayed Items--Carry-on or Checked				1	1	2	2	2					8	
Patdown							1						1	
Flyer							1						1	
Persons w/ Disabilities (PWD)				1	1	2	2		2				8	
Diabetes				1									1	
Diapers/Garments/Dressings/Masks									1				1	
Hearing Impairment						2							2	
Medically Necessary Medication and Medical Supplies							1						1	
Metal Implants (joint)									1				1	
Ostomy/Ostomates					1								1	
Prosthesis/Amputees and Casts							1						1	
Screening				3	1	5	1	1	3		1	3	18	
Inconsistency												1	1	
Lengthy Lines												1	1	
Procedures/Process				3	1	4		1	3		1	1	14	
Retrieving Abandoned/Confiscated Items						1	1						2	
2016	17	33	57	49	40	72	66	57	32	22	22	24	491	
Advanced Imaging Technology (AIT)		1	1										2	
Flyer			1										1	
General		1											1	
Civil Rights	1		1	1				1	3		1		8	
General Complaint and Discrimination			1										1	
National Origin								1					1	
Racial Profiling or Discrimination	1			1					1		1		4	
Sex/Gender/Gender Identity- Not Transgender									2				2	
Customer Service	9	6	18	16	8	14	14	11	6	5	7	1	115	
Others	4	3	12	7	4	3	7	2	4	1	4	1	52	
TSO	5	3	6	9	4	11	7	9	2	4	3		63	
Locks		1	2	1	2	4	2	2	2	1		3	20	
General			1										1	
Missing or Damaged Lock		1	1	1	2	4	2	2	2	1		3	19	
Lost and Found		1	1			2	1						5	
Airport/TSA		1	1			2	1						5	
Mishandling of Passenger Property	5	20	26	20	25	39	28	35	15	10	12	12	247	
Damaged/Missing Items Private Screening Contractor						1							1	
Damaged/Missing Items--Carry-on Luggage		1	4	1	1	2	3	1	2			1	16	
Damaged/Missing Items--Checked Baggage	5	17	22	16	21	29	22	29	12	9	9	11	202	
Disarrayed Items--Carry-on or Checked		2		3	3	7	3	5	1	1	3		28	
Patdown	1	1	3	3	1			2	1	2	1		15	
Flyer		1	3	3	1			2	1	1			12	
Flyer as Observer	1												1	
Non-Flyer										1	1		2	
Persons w/ Disabilities (PWD)	1	1		2	2	3	1			1	1	1	13	
Diabetes				1							1		2	
Medically Necessary Medication and Medical	1				1								2	
Metal Implants (joint)						2							2	
Mobility Disability (Not Wheelchair or Scooter)				1	1								2	
Prosthesis/Amputees and Casts							1						1	
Respiratory and Inhaler Equipment		1											1	
Touch Aversion (pain/trauma)										1			1	
Wheelchair/ Scooter/ Segway						1						1	2	
Prohibited & Permitted Items							1						1	
General							1						1	
Request for Assistance							1						1	
Other							1						1	
Screening		2	5	6	2	10	18	6	5	3		7	64	
Crew Member or Airline Employee									1				1	
Inconsistency			1				1						2	
Lengthy Lines			4	6		9	12	1					32	
Procedures/Process		1			2	1	4	4	4	3		7	26	
Retrieving Abandoned/Confiscated Items		1											1	
Security Breach							1	1					2	
2017	26	32	58	45	31	40	52	41	24	26	20	11	406	
Advanced Imaging Technology (AIT)				1									1	
Flyer				1									1	
Civil Rights					1			1					2	
Constitutional Rights					1								1	
Transgender Screening								1					1	
Customer Service	10	4	6	8	2	5	8	3	5	6	2	2	61	



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Others	4	2	4	3			1	1	1	3		1	20
TSO	6	2	2	5	2	5	7	2	4	3	2	1	41
Locks	3	2		1	2	2	2	1	1	2	1		17
General						1							1
Missing or Damaged Lock	3	2		1	2	1	2	1	1	2	1		16
Lost and Found			1										1
Airport/TSA			1										1
Mishandling of Passenger Property	8	20	36	28	20	26	18	21	16	11	9	1	214
Damaged/Missing Items--Carry-on Luggage			2	2	2	3							9
Damaged/Missing Items--Checked Baggage	8	15	31	21	18	19	17	16	15	11	7	1	179
Disarrayed Items--Carry-on or Checked		5	3	5		4	1	5	1		2		26
Patdown	2	3	4	2		2	3	1	1		1	2	21
Flyer	2	3	4	2		2	2	1	1		1	2	20
Flyer as Observer							1						1
Persons w/ Disabilities (PWD)			2	1	2	3	1	3			1	1	14
Cognitive /Developmental /Mental Disability			1										1
Diabetes				1									1
Diapers/Garments/Dressings/Masks								1				1	2
Hearing Impairment						1							1
Internal Medical Devices					1			2					3
Medically Necessary Medication and Medical Supplies						1							1
Metal Implants (joint)					1								1
Mobility Disability (Not Wheelchair or Scooter)			1										1
Touch Aversion (pain/trauma)							1						1
Wheelchair/ Scooter/ Segway						1					1		2
Prohibited & Permitted Items		1											1
Medication/Prescription/Medically Necessary Items		1											1
Property - Special Handling							16	9	1	3	4	2	35
Damaged Items - Carry-On								1					1
Damaged Items - Checked							5	1		2	2		10
Missing Items - Carry-On								1		1			2
Missing Items - Checked							11	6	1		2	2	22
Request for Assistance				1									1
Other				1									1
Screening	3	2	9	3	4	2	4	2		4	2	3	38
Crew Member or Airline Employee				1	1								2
Inconsistency		2					1	1		1	1		6
Lengthy Lines				1									1
Procedures/Process	1		8	1	2	2	3			1	1	3	22
Retrieving Abandoned/Confiscated Items			1					1		1			3
Security Breach	2				1					1			4
<b>2018</b>	<b>30</b>	<b>33</b>	<b>47</b>	<b>43</b>	<b>42</b>	<b>52</b>	<b>35</b>	<b>30</b>	<b>29</b>	<b>21</b>	<b>19</b>	<b>15</b>	<b>396</b>
Advanced Imaging Technology (AIT)						1							1
Flyer						1							1
Civil Rights			2	1						1			4
Age			1										1
Sex/Gender/Gender Identity- Not Transgender			1	1									2
Sexual Orientation - Not Transgender										1			1
Customer Service	7	8	9	8	7	7	5	8	10	2	1	3	75
Others		1	2				2	3	3	1		1	13
TSO	7	7	7	8	7	7	3	5	7	1	1	2	62
Locks	1		1	2	1	3		1					9
General	1												1
Missing or Damaged Lock			1	2	1	3		1					8
Lost and Found				1		1							2
Airport/TSA				1		1							2
Mishandling of Passenger Property	12	11	14	16	12	22	10	10	6	4	7	7	131
Damaged/Missing Items--Carry-on Luggage				2				1					3
Damaged/Missing Items--Checked Baggage	11	9	13	10	11	17	9	9	6	3	2	6	106
Damaged/Missing Items--Unspecified Luggage				1									1
Disarrayed Items--Carry-on or Checked	1	2	1	3	1	5	1			1	5	1	21
Patdown		1		2	2		2		4	4	1	2	18
Children										1			1
Flyer		1		2			2		4	3	1	2	15
Flyer as Observer					1								1
Non-Flyer					1								1
Persons w/ Disabilities (PWD)	1		1		4	2	2	2	1	2	1	1	17
Autism Spectrum					1	1							2
Breast Cancer							1						1
Diabetes									1				1
Medical Devices - Attached to the Body										1			1
Metal Implants (joint)					1								1
Mobility Disability (Not Wheelchair or Scooter)			1				1				1		3
Ostomy/Ostomates										1			1
Prosthesis/Amputees and Casts					2			1					3
Respiratory and Inhaler Equipment	1							1					2
Wheelchair/ Scooter/ Segway						1						1	2
Prohibited & Permitted Items										1			1
Firearm/Ammunition										1			1
Property - Special Handling	5	5	13	4	11	6	9	4	6	5	5	1	74
Damaged Items - Carry-On	1		1	1	1								4
Damaged Items - Checked		1	3	1	3	3		1	2	3	2	1	20
Missing Items - Carry-On		2	1		1		3	1	1	1	1		11
Missing Items - Checked	4	2	8	2	6	3	6	2	3	1	2		39
Request for Assistance								1					1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Other								1					1
Screening	4	8	7	9	5	10	7	4	2	2	4	1	63
Children										1			1
Inconsistency		1								1			2
Lengthy Lines	1	5	1	3	2	5	2				1		20
Procedures/Process	3	2	6	4	3	5	5	4	2		3	1	38
Retrieving Abandoned/Confiscated Items				2									2
<b>2019</b>	<b>22</b>	<b>26</b>	<b>43</b>	<b>33</b>	<b>34</b>								<b>158</b>
Civil Rights	1	1	2										4
Racial Profiling or Discrimination		1	1										2
Sex/Gender/Gender Identity- Not Transgender	1		1										2
Customer Service		4	9	10	1								24
Others		1	1	1									3
TSO		3	8	9	1								21
Locks		2	1	1	2								6
Missing or Damaged Lock		2	1	1	2								6
Lost and Found				1	1								2
Airport/TSA				1	1								2
Mishandling of Passenger Property	10	10	15	5	10								50
Damaged/Missing Items--Carry-on Luggage	1	2											3
Damaged/Missing Items--Checked Baggage	7	7	15	4	9								42
Disarrayed Items--Carry-on or Checked	2	1		1	1								5
Patdown	2	2	1		3								8
Flyer	2	2	1		3								8
Persons w/ Disabilities (PWD)	1			2	4								7
Metal Implants (joint)	1												1
Mobility Disability (Not Wheelchair or Scooter)				1	2								3
Touch Aversion (pain/trauma)				1									1
Wheelchair/ Scooter/ Segway					2								2
Property - Special Handling	6	4	10	8	6								34
Damaged Items - Carry-On	2	1											3
Damaged Items - Checked	2	1	3	3	1								10
Missing Items - Carry-On				1	1								2
Missing Items - Checked	2	2	7	4	4								19
Screening	2	3	5	6	7								23
Inconsistency			1		2								3
Lengthy Lines				2	2								4
Procedures/Process	2	3	3	4	3								15
Security Breach			1										1

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SAF	27	13	8	9	8	11	17	19	17	17	21	15	182	
2015				1	1	2	4	6	4	3	4	5	30	
Civil Rights							1						1	
Racial Profiling or Discrimination							1						1	
Customer Service							1	1					2	
TSO							1	1					2	
Locks								1		1			2	
Missing or Damaged Lock								1		1			2	
Mishandling of Passenger Property					1	2	2	4	3	1	4	5	22	
Damaged/Missing Items--Carry-on Luggage												1	1	
Damaged/Missing Items--Checked Baggage					1	2	2	4	3	1	3	4	20	
Disarrayed Items--Carry-on or Checked											1		1	
Persons w/ Disabilities (PWD)									1				1	
Mobility Disability (Not Wheelchair or Scooter)									1				1	
Screening				1						1			2	
Procedures/Process				1						1			2	
2016	3	4	2	1	3	3	5	4	3	2	2	5	37	
Customer Service			1				1	1	1	2		1	7	
TSO			1				1	1	1	2		1	7	
Locks	1												1	
Missing or Damaged Lock	1												1	
Mishandling of Passenger Property	2	2	1	1	1	3	3	3	2			3	21	
Damaged/Missing Items--Checked Baggage	2	1	1	1	1	3	3	3	2			3	20	
Disarrayed Items--Carry-on or Checked		1											1	
Patdown		1			1								2	
Flyer		1			1								2	
Persons w/ Disabilities (PWD)											1		1	
Mobility Disability (Not Wheelchair or Scooter)											1		1	
Screening		1			1		1				1	1	5	
Lengthy Lines		1					1						2	
Procedures/Process					1						1	1	3	
2017	8	4	3	3	3	4	3	6	3	7	11	3	58	
Customer Service		2			1			1		2			6	
Others					1					1			2	
TSO		2						1		1			4	
Locks					1	2	1	2	1	1			8	
Missing or Damaged Lock					1	2	1	2	1	1			8	
Mishandling of Passenger Property	7	1	2	3		2			2	4	6	2	29	
Damaged/Missing Items--Checked Baggage	6		2	3		2			1	3	5	1	23	
Disarrayed Items--Carry-on or Checked	1	1							1	1	1	1	6	
Patdown	1				1		1				1		4	
Flyer	1				1		1				1		4	
Property - Special Handling								2			2		4	
Damaged Items - Carry-On								1					1	
Damaged Items - Checked								1					1	
Missing Items - Checked											2		2	
Screening		1	1				1	1			2	1	7	
Inconsistency		1											1	
Lengthy Lines							1	1					2	
Procedures/Process			1								2	1	4	
2018	12	5	2	4	1	2	5	3	7	5	4	2	52	
Civil Rights	1										1		2	
Headwear											1		1	
Racial Profiling or Discrimination	1												1	
Customer Service	2	1								1			4	
TSO	2	1								1			4	
Locks								1	4	1		1	7	
Missing or Damaged Lock								1	4	1		1	7	
Mishandling of Passenger Property	5	2	1	2			3	2	1	1		1	18	
Damaged/Missing Items--Carry-on Luggage							1						1	
Damaged/Missing Items--Checked Baggage	1			2			2	2	1	1		1	10	
Disarrayed Items--Carry-on or Checked	4	2	1										7	
Patdown						1							1	
Flyer						1							1	
Persons w/ Disabilities (PWD)	1												1	
Metal Implants (joint)	1												1	
Property - Special Handling	1		1				1			1	1		5	
Missing Items - Checked	1		1				1			1	1		5	
Screening	2	2		2	1	1	1		2	1	2		14	
Inconsistency							1						1	
Procedures/Process	2	2		2	1	1			2	1	2		13	
2019	4		1										5	
Locks			1										1	
Missing or Damaged Lock			1										1	
Mishandling of Passenger Property	2												2	
Damaged/Missing Items--Checked Baggage	1												1	
Disarrayed Items--Carry-on or Checked	1												1	
Screening	2												2	
Procedures/Process	2												2	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SAN	261	201	256	269	235	257	243	253	250	266	250	222	2,963	
2015				43	43	44	40	48	45	65	52	52	432	
Advanced Imaging Technology (AIT)				1									1	
Flyer				1									1	
Civil Rights							1		1	2			4	
General Complaint and Discrimination									1	1			2	
Racial Profiling or Discrimination							1			1			2	
Customer Service				1	3	5	3	12	10	10	13	10	67	
Others							3	8	4	3	7	4	29	
TSO				1	3	5		4	6	7	6	6	38	
Expedited Passenger Screening Program				1	4	3	2			1			11	
TSA PreCheck				1	4	3	2			1			11	
Hazardous Materials Safety					1					1			2	
General					1					1			2	
Identification (ID) Requirements												1	1	
International Travel												1	1	
Locks					6	1		2	4	3	4	2	22	
General										1	1		2	
Missing or Damaged Lock					6	1		2	4	2	3	2	20	
Lost and Found						1					1		2	
Airport/TSA						1					1		2	
Mishandling of Passenger Property				37	24	29	31	29	25	43	31	33	282	
Damaged/Missing Items--Carry-on Luggage				3	1	2	1	4	6	6	2	1	26	
Damaged/Missing Items--Checked Baggage				32	21	24	29	22	19	33	26	29	235	
Damaged/Missing Items--Unspecified Luggage								1					1	
Disarrayed Items--Carry-on or Checked				2	2	3	1	2		4	3	3	20	
Patdown					1		1		2				4	
Flyer					1		1		2				4	
Persons w/ Disabilities (PWD)				2		2				1	2	1	8	
Cognitive /Developmental /Mental Disability												1	1	
Medical Devices - Attached to the Body										1			1	
Medically Necessary Medication and Medical Supplies											1		1	
Mobility Disability (Not Wheelchair or Scooter)						1							2	
Visual Impairment						1							1	
Wheelchair/ Scooter/ Segway				2									2	
Screening				1	4	3	2	5	3	4	1	5	28	
Inconsistency								1	1				2	
Lengthy Lines					1	1	1	1			1	1	6	
Procedures/Process				1	3	2	1	3	2	4		4	20	
2016	49	44	64	55	51	78	73	76	53	52	62	61	718	
Advanced Imaging Technology (AIT)							1	1					2	
Flyer							1	1					2	
Civil Rights	1	2	1	1	2	2	1	2	2	2	2		18	
Constitutional Rights											1		1	
General Complaint and Discrimination	1												1	
National Origin						1							1	
Perceived Religion									1				1	
Racial Profiling or Discrimination		2	1	1	2	1	1	2	1				11	
Sex/Gender/Gender Identity- Not Transgender										1			1	
Transgender Screening										1	1		2	
Customer Service	5	8	10	12	10	19	12	18	13	11	15	14	147	
Others	1		4	2	3	8	4	5	4	4	3	2	40	
TSO	4	8	6	10	7	11	8	13	9	7	12	12	107	
Identification (ID) Requirements		1		1			1	1				1	5	
Domestic		1		1				1				1	4	
ID Matching Ticket and Boarding Pass Issues							1						1	
Locks	3	4	2	4		3	4	2	2	2	1	8	35	
Missing or Damaged Lock	3	4	2	4		3	4	2	2	2	1	8	35	
Lost and Found	1	1	2		1		1	1					7	
Airport/TSA	1	1	2		1		1	1					7	
Mishandling of Passenger Property	35	23	43	31	31	45	39	28	28	31	33	26	393	
Damaged/Missing Items--Carry-on Luggage	4	1	5		2	6	4	3	1	5	5	2	38	
Damaged/Missing Items--Checked Baggage	28	20	37	27	26	34	32	24	25	23	23	21	320	
Damaged/Missing Items--Unspecified Luggage	1	1					1		1				4	
Disarrayed Items--Carry-on or Checked	2	1	1	4	3	5	2	1	1	3	5	3	31	
Patdown	1		2	2	1	2	2	1	2	1	3	5	22	
Children						1							1	
Flyer	1		2	2	1	1	2	1	2	1	3	5	21	
Persons w/ Disabilities (PWD)	1	2		1	1	1	3	4	2	1	1	1	18	
Breast Cancer		1											1	
Diabetes						1		1					2	
General	1											1	2	
Medical Devices - Attached to the Body									1				1	
Medically Necessary Medication and Medical Supplies									1				1	
Metal Implants (joint)											1		1	
Mobility Disability (Not Wheelchair or Scooter)				1			1						2	
Ostomy/Ostomates								1					1	
Prosthesis/Amputees and Casts		1					2						3	
Touch Aversion (pain/trauma)										1			1	
Wheelchair/ Scooter/ Segway								2					2	
Wounded Warrior					1								1	
Request for Assistance							2						2	
Other							2						2	
Screening	2	3	4	3	5	6	7	18	4	4	7	6	69	
Inconsistency		2	1		1	1	1	1		2	2	2	13	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
Lengthy Lines							3	8			2		13	
Procedures/Process	2	1	3	3	3	5	3	7	4	2	3	4	40	
Retrieving Abandoned/Confiscated Items					1			2					3	
2017	50	52	61	57	42	60	39	54	71	69	59	53	667	
Civil Rights		1	1	4	1	5	2	1	5	1	1	1	23	
Constitutional Rights									1				1	
Hair Patdowns						1		1					2	
Headwear					1								1	
National Origin				2					1				3	
Racial Profiling or Discrimination		1	1	1		3	2		3	1		1	13	
Sex/Gender/Gender Identity- Not Transgender				1		1					1		3	
Customer Service	11	12	9	7	10	13	13	17	12	19	11	15	149	
Others	1	2	1	1	1	2	2	5	1	2		2	20	
TSO	10	10	8	6	9	11	11	12	11	17	11	13	129	
Identification (ID) Requirements												1	1	
Domestic												1	1	
Locks	2	2	2	6	1	6		5	3	3	5	4	39	
General				1							1	1	3	
Missing or Damaged Lock	2	2	2	5	1	6		5	3	3	4	3	36	
Lost and Found							1						1	
Airport/TSA							1						1	
Mishandling of Passenger Property	22	26	37	31	24	17	10	16	25	21	20	13	262	
Damaged/Missing Items--Carry-on Luggage	4	2	7	1	1	2		2			1	1	21	
Damaged/Missing Items--Checked Baggage	17	22	30	25	22	12	9	11	21	16	17	10	212	
Damaged/Missing Items--Unspecified Luggage		1									1		2	
Disarrayed Items--Carry-on or Checked	1	1		5	1	3	1	3	4	5	1	2	27	
Patdown	2	3	2	1	5	2	3	2	3	1	1	1	26	
Children									1				1	
Flyer	2	2	2	1	4	2	2	2	1	1	1	1	21	
Flyer as Observer		1					1		1				3	
Non-Flyer					1								1	
Persons w/ Disabilities (PWD)	3	4	2	2		6		1	3	4	1	4	30	
Cognitive /Developmental /Mental Disability	1					1							2	
Diabetes			1	1									2	
Diapers/Garments/Dressings/Masks										1			1	
General		1								1		2	4	
Internal Medical Devices	1												1	
Medical Devices - Attached to the Body									1				1	
Metal Implants (joint)								1		1			2	
Mobility Disability (Not Wheelchair or Scooter)		1				2				1			4	
Ostomy/Ostomates				1									1	
Prosthesis/Amputees and Casts		1	1										2	
Service Animals	1					1							2	
Touch Aversion (pain/trauma)											1	1	2	
Visual Impairment						1							1	
Wheelchair/ Scooter/ Segway		1				1			1			1	4	
Wounded Warrior									1				1	
Prohibited & Permitted Items				1						1		1	3	
Firearm/Ammunition				1									1	
Food/Beverages										1			1	
Knives/Tools/Razors/Sharp Objects												1	1	
Property - Special Handling							4	6	14	15	11	7	57	
Damaged Items - Carry-On								1			1		2	
Damaged Items - Checked							2	2	5	7	5	1	22	
Missing Items - Carry-On								1		1	2	1	5	
Missing Items - Checked							2	2	9	7	3	5	28	
Screening	10	4	8	5	1	11	6	6	6	4	9	6	76	
Inconsistency	2					1	1		1	1	1		7	
Lengthy Lines	2			1		1	2	1	2		1	1	11	
Military			1										1	
Procedures/Process	6	4	7	3	1	8	3	4	3	3	7	5	54	
Retrieving Abandoned/Confiscated Items				1		1							2	
Security Breach								1					1	
2018	82	61	75	61	51	75	91	75	81	80	77	56	865	
Advanced Imaging Technology (AIT)												1	1	
Flyer												1	1	
Civil Rights	2	1	1	1		1	2	5	3	7	1	2	26	
Age										1			1	
National Origin	1								1				2	
Perceived Religion									1				1	
Racial Profiling or Discrimination	1	1		1		1		4	1	3			12	
Sex/Gender/Gender Identity- Not Transgender			1							2		2	5	
Sexual Orientation - Not Transgender								1			1		2	
Transgender Screening							2			1			3	
Customer Service	24	17	21	17	14	19	33	19	21	24	20	16	245	
Others	5	1	6	1	4	5	5			3	2	1	33	
TSO	19	16	15	16	10	14	28	19	21	21	18	15	212	
Identification (ID) Requirements	1												1	
Domestic	1												1	
Locks	5	2	2	4	2	3	1	5	2	4	2	2	34	
General						1			1		1		3	
Missing or Damaged Lock	5	2	2	4	2	2	1	5	1	4	1	2	31	
Lost and Found								1	1		1		3	
Airport/TSA								1	1		1		3	
Mishandling of Passenger Property	18	15	18	12	12	20	17	12	15	15	16	11	181	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged/Missing Items--Carry-on Luggage	1	1	4	1	1		2	1	3		1	2	17
Damaged/Missing Items--Checked Baggage	15	12	12	10	9	16	12	9	10	14	10	8	137
Damaged/Missing Items--Unspecified Luggage						1		1			1		3
Disarrayed Items--Carry-on or Checked	2	2	2	1	2	3	3	1	2	1	4	1	24
Patdown	2	3	4	1	2	4	4	5	3	7	3	4	42
Children												1	1
Flyer	2	3	4	1	2	4	4	5	3	6	2	3	39
Flyer as Observer											1		1
Non-Flyer										1			1
Persons w/ Disabilities (PWD)	2	6	3	2	4	5	7	6	6	3	6	3	53
Breast Cancer					1								1
Cognitive /Developmental /Mental Disability								1				1	2
Diabetes		1			2		3		1			1	8
General						1	1	1				1	4
Hearing Impairment								2	1				3
Internal Medical Devices							2						2
Medical Devices - Attached to the Body						1							1
Medically Necessary Medication and Medical Supplies						2	1				1		4
Metal Implants (joint)				1									1
Mobility Disability (Not Wheelchair or Scooter)		1							2	2	3		8
Prosthesis/Amputees and Casts			2										2
Respiratory and Inhaler Equipment	1				1						2		4
Service Animals		1				1							2
Touch Aversion (pain/trauma)	1	1						1	1				4
Wheelchair/ Scooter/ Segway		2	1	1				1	1	1			7
Property - Special Handling	12	6	15	13	6	11	14	10	15	10	21	11	144
Damaged Items - Carry-On	1			4			3	2	2	2	3	1	18
Damaged Items - Checked	1	1	1	2		4	3	4	5	1	4	5	31
Missing Items - Carry-On	2		2	1	4		2		2	4	3	1	21
Missing Items - Checked	8	5	12	6	2	7	6	4	6	3	11	4	74
Screening	16	11	11	11	11	12	13	12	15	10	7	6	135
Crew Member or Airline Employee			2										2
Inconsistency	1	1	1	1	2	1		1	1	1	2		12
Lengthy Lines	4	4	2	1	2	1	2	1	2		1		20
Procedures/Process	11	6	6	9	7	10	11	9	12	9	3	5	98
Retrieving Abandoned/Confiscated Items											1	1	2
Security Breach								1					1
<b>2019</b>	<b>80</b>	<b>44</b>	<b>56</b>	<b>53</b>	<b>48</b>								<b>281</b>
Advanced Imaging Technology (AIT)		1											1
Flyer		1											1
Civil Rights	5	6	4	1	1								17
Age	1	2											3
Constitutional Rights		1											1
Hair Patdowns	1												1
Racial Profiling or Discrimination	3	2	2		1								8
Sex/Gender/Gender Identity- Not Transgender		1	2										3
Transgender Screening				1									1
Customer Service	23	10	8	10	17								68
Others	1	3			2								6
TSO	22	7	8	10	15								62
Locks	2		4	1	3								10
Missing or Damaged Lock	2		4	1	3								10
Mishandling of Passenger Property	16	7	12	14	10								59
Damaged/Missing Items--Carry-on Luggage	2	1			1								4
Damaged/Missing Items--Checked Baggage	12	5	8	12	7								44
Damaged/Missing Items--Unspecified Luggage			1	1	1								3
Disarrayed Items--Carry-on or Checked	2	1	3	1	1								8
Patdown	5	3	2	5	2								17
Flyer	4	3	2	5	1								15
Flyer as Observer	1												1
Non-Flyer					1								1
Persons w/ Disabilities (PWD)	4	2	5	3	2								16
Breast Cancer			2										2
Cancer (general) Not Breast Cancer		1											1
General	1												1
Hearing Impairment			1										1
Medically Necessary Medication and Medical	1		1										2
Mobility Disability (Not Wheelchair or Scooter)	1	1		3									5
Prosthesis/Amputees and Casts			1										1
Service Animals	1												1
Wheelchair/ Scooter/ Segway					2								2
Property - Special Handling	16	7	16	13	10								62
Damaged Items - Carry-On		2	3	4	3								12
Damaged Items - Checked	5	2	5	2	4								18
Missing Items - Carry-On	4	1	3	1	2								11
Missing Items - Checked	7	2	5	6	1								21
Screening	9	8	5	6	3								31
Inconsistency		2			1								3
Lengthy Lines		1	1										2
Procedures/Process	8	5	4	5	2								24
Retrieving Abandoned/Confiscated Items				1									1
Security Breach	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SAT	86	103	105	128	92	90	89	87	93	102	93	68	1,136	
2015				27	22	16	23	14	19	24	24	13	182	
Civil Rights				2	2				1			1	6	
General Complaint and Discrimination					1								1	
Racial Profiling or Discrimination				2					1			1	4	
Screening of Religious Cultural and Ceremonial Items					1								1	
Customer Service				2	2	1	1	2	3	4	4	1	20	
CSM									1	1			2	
TSO				2	2	1	1	2	2	3	4	1	18	
Expedited Passenger Screening Program				3			1						4	
TSA PreCheck				3			1						4	
Locks						2	1	1		3	2	2	11	
Missing or Damaged Lock						2	1	1		3	2	2	11	
Lost and Found									2				2	
Airport/TSA									2				2	
Mishandling of Passenger Property				16	17	12	17	10	13	15	17	6	123	
Damaged/Missing Items--Carry-on Luggage				1	1	1	3	1		1	1		9	
Damaged/Missing Items--Checked Baggage				14	15	10	13	8	11	12	15	4	102	
Damaged/Missing Items--Unspecified Luggage							1				1		2	
Disarrayed Items--Carry-on or Checked				1	1	1		1	2	2		2	10	
Patdown				1		1	1					2	5	
Flyer				1		1	1					2	5	
Persons w/ Disabilities (PWD)				2						1		1	4	
Cognitive /Developmental /Mental Disability										1			1	
General				1									1	
Internal Medical Devices												1	1	
Touch Aversion (pain/trauma)				1									1	
Screening					1		2	1		1	1		6	
Inconsistency							2						2	
Procedures/Process								1		1	1		3	
Security Breach					1								1	
TSA Contact Information				1									1	
General				1									1	
2016	26	21	26	25	21	21	25	27	19	32	28	22	293	
Advanced Imaging Technology (AIT)	1												1	
Flyer	1												1	
Civil Rights	1	1	1				1					1	5	
General Complaint and Discrimination	1	1											2	
Racial Profiling or Discrimination			1				1					1	3	
Customer Service	6	2	3	5	2	4	1	11	7	4	5	5	55	
CSM	1												1	
Others	1		1			1			1			1	6	
TSO	4	2	2	5	2	3	1	10	6	4	5	4	48	
Identification (ID) Requirements								1				1	2	
Domestic								1				1	2	
Locks	1			1	3	1	2	1	1	3	3	1	17	
General											1		1	
Missing or Damaged Lock	1			1	3	1	2	1	1	3	2	1	16	
Lost and Found	1				1					1			3	
Airport/TSA	1				1					1			3	
Mishandling of Passenger Property	16	18	18	12	10	12	15	13	6	21	16	12	169	
Damaged/Missing Items--Carry-on Luggage	3	5	2	3	2	1	1	1	1	3	3	2	27	
Damaged/Missing Items--Checked Baggage	12	12	15	9	8	11	12	10	5	18	12	10	134	
Damaged/Missing Items--Unspecified Luggage							1						1	
Disarrayed Items--Carry-on or Checked	1	1	1				1	2			1		7	
Patdown			2	2	1	1	2		1	1	1	1	12	
Children										1			1	
Flyer			1	1	1	1	2		1		1	1	9	
Non-Flyer			1	1									2	
Persons w/ Disabilities (PWD)				1	2		1		1		1	1	7	
General				1									1	
Medically Necessary Medication and Medical Supplies									1				1	
Metal Implants (joint)					1						1		2	
Mobility Disability (Not Wheelchair or Scooter)												1	1	
Respiratory and Inhaler Equipment					1		1						2	
Screening			2	3	2	3	3	1	3	2	2		21	
Crew Member or Airline Employee										1			1	
Inconsistency				1	2						1		4	
Lengthy Lines			1										1	
Procedures/Process			1	2		3	1	1	2	1	1		12	
Security Breach							2		1				3	
TSA Contact Information				1									1	
General				1									1	
2017	21	26	31	29	11	31	17	17	28	18	22	15	266	
Advanced Imaging Technology (AIT)		1											1	
Non-Flyer		1											1	
Civil Rights		1		1		3	1	1					7	
Hair Patdowns						1							1	
Perceived Religion						1							1	
Racial Profiling or Discrimination		1		1		1	1	1					5	
Customer Service	4	3	5	4	2	1	3	4	6	3	2	1	38	
CSM									1				1	
Others	1		2										3	
TSO	3	3	3	4	2	1	3	4	5	3	2	1	34	
Identification (ID) Requirements		1											1	



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
International Travel		1											1
Locks	2	2	2		1			1	1		3		12
General									1				1
Missing or Damaged Lock	2	2	2		1			1			3		11
Lost and Found				2									2
Airport/TSA				2									2
Mishandling of Passenger Property	12	16	18	18	5	16	7	5	15	7	13	8	140
Damaged/Missing Items--Carry-on Luggage	2	3	2	3			1		2		1		14
Damaged/Missing Items--Checked Baggage	9	11	14	15	4	15	6	5	13	5	10	7	114
Damaged/Missing Items--Unspecified Luggage		1											1
Disarrayed Items--Carry-on or Checked	1	1	2		1	1				2	2	1	11
Patdown		1			3	8	1	1			1	1	16
Flyer		1			3	8	1	1			1	1	16
Persons w/ Disabilities (PWD)		1				1		1					3
Hearing Impairment								1					1
Medically Necessary Medication and Medical Supplies		1											1
Mobility Disability (Not Wheelchair or Scooter)						1							1
Prohibited & Permitted Items				1									1
Firearm/Ammunition				1									1
Property - Special Handling							1	4	4	6	2	4	21
Damaged Items - Checked							1		1	3		2	7
Missing Items - Checked								4	3	3	2	2	14
Screening	3		6	3		2	4		2	2	1	1	24
Crew Member or Airline Employee			1										1
Inconsistency	1			1		1	2						5
Lengthy Lines			1										1
Procedures/Process	2		3	2		1	1		2	2	1	1	15
Retrieving Abandoned/Confiscated Items			1				1						2
<b>2018</b>	<b>19</b>	<b>25</b>	<b>14</b>	<b>21</b>	<b>21</b>	<b>22</b>	<b>24</b>	<b>29</b>	<b>27</b>	<b>28</b>	<b>19</b>	<b>18</b>	<b>267</b>
Civil Rights	2	1	2			1				2	1		9
Hair Patdowns						1					1		2
Racial Profiling or Discrimination		1	2							2			5
Sex/Gender/Gender Identity- Not Transgender	1												1
Transgender Screening	1												1
Customer Service	3	4	2	3	5	2	3	8	7	6	3	2	48
Others		1			1			2	2	1			7
TSO	3	3	2	3	4	2	3	6	5	5	3	2	41
Locks	4	1	1	4		2	1	2	1	1	1	1	19
General	1												1
Missing or Damaged Lock	3	1	1	4		2	1	2	1	1	1	1	18
Lost and Found		1											1
Airport/TSA		1											1
Mishandling of Passenger Property	3	9	1	10	4	7	7	6	8	7	5	7	74
Damaged/Missing Items--Carry-on Luggage					1	1			1	1	1		5
Damaged/Missing Items--Checked Baggage	1	7	1	9	3	6	6	5	7	5	3	6	59
Damaged/Missing Items--Unspecified Luggage	1												1
Disarrayed Items--Carry-on or Checked	1	2		1			1	1		1	1	1	9
Patdown	1	1	1	1	2	2	1	1	3		2	1	16
Flyer	1	1	1	1	2	2	1	1	1		2	1	14
Flyer as Observer									1				1
Non-Flyer									1				1
Persons w/ Disabilities (PWD)					1	1	1	4	1				8
Cognitive /Developmental /Mental Disability							1	1					2
Diabetes						1		1					2
Hearing Impairment								1					1
Internal Medical Devices					1								1
Ostomy/Ostomates								1					1
Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	4	2	7	3	6	4	8	6	5	11	4	3	63
Damaged Items - Carry-On	1		1		1	1		1	1	3	1	1	11
Damaged Items - Checked	1			3	3	1	4	1	2	5	2		22
Missing Items - Carry-On		1				1	1		1				4
Missing Items - Checked	2	1	6		2	1	3	4	1	3	1	2	26
Request for Assistance					1							1	2
Other												1	1
Wounded Warrior (MSIJSOC)					1								1
Screening	2	6			2	3	3	2	2	1	3	3	27
Crew Member or Airline Employee	1												1
Inconsistency	1							1		1	1		4
Lengthy Lines		1				1	1						3
Procedures/Process		5			2	2	2	1	2		2	3	19
<b>2019</b>	<b>20</b>	<b>31</b>	<b>34</b>	<b>26</b>	<b>17</b>								<b>128</b>
Civil Rights		4	5	2	2								13
Hair Patdowns			1										1
National Origin			2										2
Perceived Religion					1								1
Racial Profiling or Discrimination		3	1										4
Sex/Gender/Gender Identity- Not Transgender		1	1	2									4
Transgender Screening					1								1
Customer Service	3	7	8	3	1								22
Others		4			1								5
TSO	3	3	8	3									17
Locks				2	2								4
Missing or Damaged Lock				2	2								4
Mishandling of Passenger Property	8	2	11	7	5								33

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Damaged/Missing Items--Checked Baggage	5	2	8	6	4								25
Damaged/Missing Items--Unspecified Luggag	1												1
Disarrayed Items--Carry-on or Checked	2		3	1	1								7
Patdown	1	1											2
Flyer	1	1											2
Persons w/ Disabilities (PWD)	2	1		2	1								6
Cognitive /Developmental /Mental Disability				1									1
Diabetes				1									1
General	1												1
Medical Devices - Attached to the Body		1			1								2
Metal Implants (joint)	1												1
Property - Special Handling	3	11	6	9	5								34
Damaged Items - Carry-On	1	1		1									3
Damaged Items - Checked	1	3	2	4	1								11
Missing Items - Carry-On		2	2	2	2								8
Missing Items - Checked	1	5	2	2	2								12
Screening	3	5	4	1	1								14
Inconsistency		1	1										2
Procedures/Process	3	4	3	1	1								12

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SAV	34	40	35	34	42	41	21	37	46	35	38	42	445	
2015				4	10	10	2	5	12	7	9	10	69	
Civil Rights												1	1	
Racial Profiling or Discrimination												1	1	
Customer Service					1		1		4		2	1	9	
CSM									1				1	
Others									2		2		4	
TSO					1		1		1			1	4	
Expedited Passenger Screening Program				1		1							2	
TSA PreCheck				1		1							2	
Human Capital												1	1	
Former Employee												1	1	
Locks					1	1			1	1	2		6	
Missing or Damaged Lock					1	1			1	1	2		6	
Mishandling of Passenger Property				3	8	7	1	5	7	6	5	6	48	
Damaged/Missing Items--Carry-on Luggage						1			1				2	
Damaged/Missing Items--Checked Baggage				2	8	6	1	5	6	5	4	6	43	
Disarrayed Items--Carry-on or Checked				1						1	1		3	
Prohibited & Permitted Items						1							1	
Firearm/Ammunition						1							1	
Screening												1	1	
Lengthy Lines												1	1	
2016	10	7	4	10	8	12	10	13	8	5	10	14	111	
Advanced Imaging Technology (AIT)					1								1	
Flyer					1								1	
Civil Rights				1	1	1					1	1	5	
General Complaint and Discrimination				1									1	
Racial Profiling or Discrimination					1						1	1	3	
Transgender Screening						1							1	
Customer Service	1		1	2	2	6	1	6	3	2	4	4	32	
Others	1		1	2		4	1	4	1	1	4	1	20	
TSO					2	2		2	2	1		3	12	
Locks	1		1				1				1	1	5	
General	1												1	
Missing or Damaged Lock			1				1				1	1	4	
Lost and Found						1							1	
Airport/TSA						1							1	
Mishandling of Passenger Property	7	5	1	6	3	3	7	5	3	3	3	4	50	
Damaged/Missing Items Private Screening Contractor							1						1	
Damaged/Missing Items--Checked Baggage	6	5		6	3	3	5	5	3	3	3	3	45	
Disarrayed Items--Carry-on or Checked	1		1				1					1	4	
Patdown							1						1	
Flyer							1						1	
Screening	1	2	1	1	1	1		2	2		1	4	16	
Crew Member or Airline Employee											1		1	
Inconsistency		1	1									1	3	
Lengthy Lines						1							1	
Procedures/Process	1	1		1				2	2			3	10	
Security Breach					1								1	
2017	10	13	14	6	7	10	4	13	15	7	12	7	118	
Customer Service	2	2	4	2					1		2	2	15	
TSO	2	2	4	2					1		2	2	15	
Identification (ID) Requirements		1											1	
Domestic		1											1	
Locks		1		1	1			1	3			2	9	
Missing or Damaged Lock		1		1	1			1	3			2	9	
Mishandling of Passenger Property	5	7	9	2	5	7	1	3	4	2	4	1	50	
Damaged/Missing Items--Carry-on Luggage	2	2			1	1			1				7	
Damaged/Missing Items--Checked Baggage	3	5	7	2	4	6	1	3	3	1	4		39	
Disarrayed Items--Carry-on or Checked			2							1		1	4	
Patdown	1			1	1			1	1	1	1	1	8	
Flyer	1			1	1			1	1	1		1	7	
Flyer as Observer											1		1	
Persons w/ Disabilities (PWD)	1					1		1					3	
Medical Devices - Attached to the Body	1												1	
Mobility Disability (Not Wheelchair or Scooter)						1							1	
Touch Aversion (pain/trauma)								1					1	
Property - Special Handling							1	2	3	2	3	1	12	
Damaged Items - Carry-On											1		1	
Damaged Items - Checked									2	2			5	
Missing Items - Carry-On												1	1	
Missing Items - Checked								2	1		2		5	
Screening	1	2	1			2	2	5	3	2	2		20	
Inconsistency		1	1			1			1				4	
Lengthy Lines								2					2	
Procedures/Process	1	1				1	2	3	1	2	2		13	
Security Breach									1				1	
2018	4	8	6	8	9	9	5	6	11	16	7	11	100	
Civil Rights								1					1	
Screening of Religious or Cultural Garments								1					1	
Customer Service	1				1	1	1	1	2	1	1	1	10	
TSO	1				1	1	1	1	2	1	1	1	10	
Locks		1		1						1			3	
Missing or Damaged Lock		1		1						1			3	
Mishandling of Passenger Property	1	4	1	3	2	5	2	1	5	7	3	4	38	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Damaged/Missing Items--Carry-on Luggage	1	1				1			1		2		6
Damaged/Missing Items--Checked Baggage		3	1	3	2	4	1	1	4	3	1	4	27
Disarrayed Items--Carry-on or Checked							1			4			5
Patdown			1		3	1				1		1	7
Flyer			1		2	1				1		1	6
Non-Flyer					1								1
Persons w/ Disabilities (PWD)		1	1		1						1	1	5
General												1	1
Respiratory and Inhaler Equipment			1										1
Touch Aversion (pain/trauma)		1											1
Wheelchair/ Scooter/ Segway					1						1		2
Property - Special Handling	1	1	1	2	1	2		2	3	5		4	22
Damaged Items - Carry-On		1	1			1				2		2	7
Damaged Items - Checked	1								2	1		1	5
Missing Items - Carry-On					1	1		1	1				4
Missing Items - Checked				2				1		2		1	6
Screening	1	1	2	2	1		2	1	1	1	2		14
Lengthy Lines			1				2			1			4
Procedures/Process	1	1	1	2				1	1		1		8
Retrieving Abandoned/Confiscated Items					1								1
Security Breach											1		1
<b>2019</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>6</b>	<b>8</b>								<b>47</b>
Civil Rights		3	2										5
Hair Patdowns		1											1
Racial Profiling or Discrimination		1	1										2
Sex/Gender/Gender Identity- Not Transgender		1											1
Transgender Screening			1										1
Customer Service		1	1	1									3
Others		1											1
TSO			1	1									2
Locks	1	1	1	1	2								6
Missing or Damaged Lock	1	1	1	1	2								6
Mishandling of Passenger Property	3	3		1	2								9
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage	1	3		1	1								6
Disarrayed Items--Carry-on or Checked	1				1								2
Patdown		1	2										3
Flyer		1	2										3
Property - Special Handling	2	2	3	1	4								12
Damaged Items - Carry-On			1		1								2
Damaged Items - Checked	2												2
Missing Items - Carry-On				1	1								2
Missing Items - Checked		2	2		2								6
Screening	4	1	2	2									9
Inconsistency	2												2
Lengthy Lines	1												1
Procedures/Process	1	1	2	2									6

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SBA	18	7	6	4	12	11	8	7	7	16	10	7	113	
2015				1		1	3	1	1	4		2	13	
Customer Service						1						1	2	
Others												1	1	
TSO						1							1	
Mishandling of Passenger Property				1			3			2			6	
Damaged/Missing Items--Carry-on Luggage										1			1	
Damaged/Missing Items--Checked Baggage				1			3			1			5	
Patdown								1					1	
Flyer								1					1	
Screening									1	2		1	4	
Lengthy Lines										1			2	
Procedures/Process										1			1	
Retrieving Abandoned/Confiscated Items									1				1	
2016	4	2		1	4	4	1			2	4	3	25	
Customer Service	1	1			1	1					1		5	
Others	1	1			1								3	
TSO						1					1		2	
Locks	1	1											2	
Missing or Damaged Lock	1	1											2	
Mishandling of Passenger Property	2			1	1		1			1	2	2	10	
Damaged/Missing Items--Checked Baggage	2			1	1		1			1	2	2	10	
Patdown											1		1	
Flyer											1		1	
Persons w/ Disabilities (PWD)					1							1	2	
Diabetes					1								1	
Wheelchair/ Scooter/ Segway												1	1	
Screening					1	3				1			5	
Lengthy Lines						1				1			2	
Procedures/Process					1	1							2	
Retrieving Abandoned/Confiscated Items						1							1	
2017	4	1	6		2	3	2	3	2	5	2	1	31	
Advanced Imaging Technology (AIT)											1		1	
Flyer											1		1	
Civil Rights	1		1							1		1	4	
Civil Rights Violation (TSA Employee)	1												1	
National Origin			1										1	
Racial Profiling or Discrimination										1			1	
Sex/Gender/Gender Identity- Not Transgender												1	1	
Customer Service	1					2							3	
TSO	1					2							3	
Locks	1				1								2	
Missing or Damaged Lock	1				1								2	
Mishandling of Passenger Property	1	1	2		1			1	1	2			9	
Damaged/Missing Items--Carry-on Luggage									1				1	
Damaged/Missing Items--Checked Baggage	1	1	2					1		2			7	
Disarrayed Items--Carry-on or Checked					1								1	
Patdown			2			1	1	2		1			7	
Flyer			2			1	1	2		1			7	
Persons w/ Disabilities (PWD)							1		1				2	
Prosthesis/Amputees and Casts							1						1	
Wheelchair/ Scooter/ Segway									1				1	
Property - Special Handling										1			1	
Damaged Items - Checked										1			1	
Screening			1								1		2	
Lengthy Lines											1		1	
Procedures/Process			1										1	
2018	7	2		1	4	3	2	3	4	5	4	1	36	
Customer Service				1					1	1	1	1	5	
Others												1	1	
TSO				1					1	1	1		4	
Locks					1				1		1		3	
Missing or Damaged Lock					1				1		1		3	
Mishandling of Passenger Property	2	1			1		1	2			1		8	
Damaged/Missing Items--Carry-on Luggage							1						1	
Damaged/Missing Items--Checked Baggage	2	1			1			1			1		6	
Disarrayed Items--Carry-on or Checked								1					1	
Patdown	2				1	2			1	2	1		9	
Flyer	2				1	2			1	2	1		9	
Persons w/ Disabilities (PWD)	2					1				1			4	
Internal Medical Devices	2												2	
Service Animals						1							1	
Visual Impairment										1			1	
Property - Special Handling									1				1	
Damaged Items - Checked									1				1	
Screening	1	1			1		1	1		1			6	
Crew Member or Airline Employee		1											1	
Procedures/Process	1				1		1	1		1			5	
2019	3	2		1	2								8	
Customer Service					1								1	
Others					1								1	
Mishandling of Passenger Property	1												1	
Damaged/Missing Items--Checked Baggage	1												1	
Patdown	1	1		1	1								4	
Flyer		1		1	1								3	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Flyer as Observer	1												1
Property - Special Handling	1	1											2
Damaged Items - Checked	1	1											2

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
SBN		20	9	8	6	7	8	6	5	10	6	10	8	103
2015					1					5	2	1	2	11
Civil Rights													1	1
Racial Profiling or Discrimination													1	1
Customer Service										2				2
Others										1				1
TSO										1				1
Mishandling of Passenger Property					1					3	2	1	1	8
Damaged/Missing Items--Carry-on Luggage										1				1
Damaged/Missing Items--Checked Baggage					1					2	2	1	1	7
2016		7		3			2	3	2		1	1	1	20
Customer Service		1		1					1				1	4
Others		1							1				1	3
TSO				1										1
Lost and Found											1			1
Airport/TSA											1			1
Mishandling of Passenger Property		5		2			2	2	1			1		13
Damaged/Missing Items--Checked Baggage		5		2			2	2				1		12
Disarrayed Items--Carry-on or Checked									1					1
Screening		1						1						2
Inconsistency								1						1
Procedures/Process		1												1
2017		3	1		2	2	1	1	3	2	1	1	3	20
Civil Rights									1					1
Sexual Orientation - Not Transgender									1					1
Locks		1								1				2
General										1				1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property		2			1	1	1	1	1		1	1	1	10
Damaged/Missing Items--Carry-on Luggage													1	1
Damaged/Missing Items--Checked Baggage		2			1	1	1		1		1	1		8
Damaged/Missing Items--Unspecified Luggage								1						1
Patdown			1			1			1					3
Flyer			1			1			1					3
Screening					1					1			2	4
Procedures/Process										1			2	3
Retrieving Abandoned/Confiscated Items					1									1
2018		3	1	4	1	3	5	2		3	2	7	2	33
Advanced Imaging Technology (AIT)										1				1
Flyer										1				1
Civil Rights							1							1
Racial Profiling or Discrimination							1							1
Customer Service				1			1			1	1			4
TSO				1			1			1	1			4
Locks						1								1
Missing or Damaged Lock						1								1
Mishandling of Passenger Property				1	1	1						1		4
Damaged/Missing Items--Checked Baggage				1		1						1		3
Disarrayed Items--Carry-on or Checked					1									1
Patdown		1	1				1			1		1	1	6
Flyer		1	1				1			1		1	1	6
Persons w/ Disabilities (PWD)							1					1		2
Diabetes							1							1
Diapers/Garments/Dressings/Masks												1		1
Property - Special Handling		1		1		1						2	1	6
Damaged Items - Checked												1		1
Missing Items - Checked		1		1		1						1	1	5
Screening		1		1			1	2			1	2		8
Inconsistency		1												1
Lengthy Lines								1						1
Procedures/Process				1			1	1			1	2		6
2019		7	7	1	2	2								19
Civil Rights		1	1											2
Racial Profiling or Discrimination		1	1											2
Customer Service		2	1		1									4
TSO		2	1		1									4
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property		1				1								2
Damaged/Missing Items--Checked Baggage						1								1
Disarrayed Items--Carry-on or Checked		1												1
Patdown			1											1
Flyer			1											1
Property - Special Handling		2	3	1	1	1								8
Damaged Items - Carry-On			3											3
Missing Items - Carry-On		1			1									2
Missing Items - Checked		1		1		1								3
Screening			1											1
Lengthy Lines			1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>SBP</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>13</b>	<b>9</b>	<b>7</b>	<b>13</b>	<b>7</b>	<b>84</b>
<b>2015</b>				<b>1</b>	<b>1</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>10</b>
Civil Rights												1	1
General Complaint and Discrimination												1	1
Customer Service								1					1
Others								1					1
Mishandling of Passenger Property				1				1	1	1	1	2	7
Damaged/Missing Items--Carry-on Luggage									1	1			2
Damaged/Missing Items--Checked Baggage				1				1			1	2	5
Screening					1								1
Procedures/Process					1								1
<b>2016</b>		<b>1</b>	<b>1</b>				<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>15</b>
Civil Rights		1											1
Racial Profiling or Discrimination		1											1
Customer Service			1					3	1	1	1		7
TSO			1					3	1	1	1		7
Mishandling of Passenger Property							1	1	2				4
Damaged/Missing Items--Checked Baggage								1	2				3
Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)											1		1
Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening								1			1		2
Inconsistency											1		1
Procedures/Process								1					1
<b>2017</b>			<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>27</b>
Customer Service				1	2	2	1		2	1	1	1	11
Others											1	1	2
TSO				1	2	2	1		2	1			9
Locks						1							1
Missing or Damaged Lock						1							1
Mishandling of Passenger Property					1						1		2
Damaged/Missing Items--Carry-on Luggage											1		1
Damaged/Missing Items--Checked Baggage					1								1
Patdown						1		1			1		3
Flyer						1		1			1		3
Property - Special Handling							1						1
Damaged Items - Carry-On							1						1
Screening			2				1	2	2	1	1		9
Crew Member or Airline Employee									1				1
Inconsistency			1										1
Lengthy Lines								2	1				3
Procedures/Process			1				1			1	1		4
<b>2018</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>		<b>3</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>22</b>
Civil Rights												1	1
Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1							1			1		3
TSO	1							1			1		3
Mishandling of Passenger Property		1	1					1	1	1			5
Damaged/Missing Items--Checked Baggage		1	1					1	1	1			5
Patdown					1					1			2
Flyer					1					1			2
Persons w/ Disabilities (PWD)										1			1
Medical Devices - Attached to the Body										1			1
Property - Special Handling											1		1
Damaged Items - Checked											1		1
Screening			1			2		1			3	2	9
Procedures/Process			1			2		1			3	2	9
<b>2019</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>								<b>10</b>
Customer Service		2	1		1								4
Others		2	1										3
TSO					1								1
Patdown	1			1									2
Flyer	1			1									2
Persons w/ Disabilities (PWD)		1			1								2
Mobility Disability (Not Wheelchair or Scooter)		1											1
Touch Aversion (pain/trauma)					1								1
Screening	1		1										2
Procedures/Process	1		1										2



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SBY	1	1	4			4	1	3		1			15	
2015								1					1	
Mishandling of Passenger Property								1					1	
Damaged/Missing Items--Checked Baggage								1					1	
2016			1	3		1	1	1					7	
Customer Service			1			1							2	
TSO			1			1							2	
Mishandling of Passenger Property				1			1	1					3	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage							1	1					2	
Patdown				1									1	
Flyer				1									1	
Screening				1									1	
Procedures/Process				1									1	
2017				1		1		1					3	
Customer Service				1				1					2	
TSO				1				1					2	
Mishandling of Passenger Property						1							1	
Damaged/Missing Items--Checked Baggage						1							1	
2018						2				1			3	
Locks						1							1	
Missing or Damaged Lock						1							1	
Property - Special Handling						1				1			2	
Damaged Items - Checked						1				1			2	
2019		1											1	
Customer Service		1											1	
TSO		1											1	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>SCC</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>16</b>
<b>2015</b>				<b>1</b>			<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>6</b>
Mishandling of Passenger Property				1			2	1		1	1		6
Damaged/Missing Items--Checked Baggage				1			2	1			1		5
Disarrayed Items--Carry-on or Checked										1			1
<b>2016</b>		<b>1</b>			<b>2</b>		<b>1</b>					<b>1</b>	<b>5</b>
Mishandling of Passenger Property		1			2		1					1	5
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage					1		1						2
Disarrayed Items--Carry-on or Checked					1							1	2
<b>2017</b>									<b>1</b>		<b>1</b>		<b>2</b>
Mishandling of Passenger Property									1		1		2
Damaged/Missing Items--Checked Baggage									1		1		2
<b>2018</b>	<b>1</b>											<b>2</b>	<b>3</b>
Mishandling of Passenger Property	1											1	2
Damaged/Missing Items--Checked Baggage												1	1
Disarrayed Items--Carry-on or Checked	1												1
Screening												1	1
Procedures/Process												1	1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>SCK</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>51</b>
<b>2015</b>					<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>10</b>
Locks							1						1
Missing or Damaged Lock							1						1
Mishandling of Passenger Property					1	2		2	1	1	2		9
Damaged/Missing Items--Checked Baggage					1	2		1	1	1	2		8
Disarrayed Items--Carry-on or Checked								1					1
<b>2016</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>16</b>
Civil Rights					1								1
General Complaint and Discrimination					1								1
Customer Service		1											1
TSO		1											1
Mishandling of Passenger Property	1	1	1		2	2	1	2		1	1	1	13
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage			1		2	2	1	1		1	1		9
Disarrayed Items--Carry-on or Checked		1						1				1	3
Screening	1												1
Procedures/Process	1												1
<b>2017</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>				<b>16</b>
Civil Rights						1							1
Perceived Religion						1							1
Customer Service							1						1
Others							1						1
Mishandling of Passenger Property	2	2	1	1		2			2				10
Damaged/Missing Items--Carry-on Luggage	1					1							2
Damaged/Missing Items--Checked Baggage	1	2	1	1		1			2				8
Patdown									1				1
Flyer									1				1
Property - Special Handling							1		1				2
Damaged Items - Checked									1				1
Missing Items - Checked							1						1
Screening								1					1
Inconsistency								1					1
<b>2018</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>			<b>1</b>		<b>3</b>	<b>8</b>
Civil Rights										1			1
Racial Profiling or Discrimination										1			1
Customer Service												3	3
TSO												3	3
Locks					1								1
Missing or Damaged Lock					1								1
Screening		1	1				1						3
Procedures/Process		1	1				1						3
<b>2019</b>				<b>1</b>									<b>1</b>
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SDF	40	33	49	47	34	51	41	40	59	38	52	39	523	
2015				8	6	6	8	9	16	8	16	12	89	
Civil Rights				1									1	
Racial Profiling or Discrimination				1									1	
Customer Service							1	2	2		1	2	8	
TSO							1	2	2		1	2	8	
Expedited Passenger Screening Program				2									2	
TSA PreCheck				2									2	
Hazardous Materials Safety						1							1	
General						1							1	
Locks								2	3	1	1		7	
Missing or Damaged Lock								2	3	1	1		7	
Mishandling of Passenger Property				5	6	5	6	5	11	6	13	7	64	
Damaged/Missing Items--Carry-on Luggage				1		1	1		1	1	1	1	7	
Damaged/Missing Items--Checked Baggage				3	5	3	4	4	9	5	12	3	48	
Disarrayed Items--Carry-on or Checked				1	1	1	1	1	1			3	9	
Patdown												2	2	
Flyer												2	2	
Persons w/ Disabilities (PWD)							1						1	
Wounded Warrior							1						1	
Screening										1	1	1	3	
Inconsistency											1		1	
Procedures/Process										1		1	2	
2016	9	7	13	10	6	17	16	9	14	7	15	16	139	
Civil Rights		1				1	1			1	2		6	
Perceived Religion										1			1	
Racial Profiling or Discrimination		1				1					2		4	
Transgender Screening							1						1	
Customer Service			1	1		2	1		1			1	7	
Others												1	1	
TSO			1	1		2	1		1				6	
Locks	1	1		1	2				2			4	11	
Missing or Damaged Lock	1	1		1	2				2			4	11	
Lost and Found											1		1	
Airport/TSA											1		1	
Mishandling of Passenger Property	7	4	11	6	3	12	12	7	7	6	12	8	95	
Damaged/Missing Items--Carry-on Luggage				1		1						1	3	
Damaged/Missing Items--Checked Baggage	6	4	10	4	3	10	10	7	7	4	11	7	83	
Disarrayed Items--Carry-on or Checked	1		1	1		1	2			2	1		9	
Patdown					1	1	1	1	1			1	6	
Flyer					1	1	1		1			1	5	
General								1					1	
Persons w/ Disabilities (PWD)	1			1									2	
Breast Cancer	1												1	
Mobility Disability (Not Wheelchair or Scooter)				1									1	
Request for Assistance									1				1	
Other									1				1	
Screening		1	1	1		1	1		2			2	9	
Lengthy Lines		1		1					1				3	
Procedures/Process			1			1	1		1			2	6	
TSA Contact Information								1					1	
General								1					1	
2017	11	5	13	16	9	15	6	9	13	9	11	5	122	
Civil Rights		1	1	3		2							7	
National Origin			1										1	
Racial Profiling or Discrimination		1		3									4	
Transgender Screening						2							2	
Customer Service	1	1	2		2		1		1	2		1	11	
Others			1										1	
TSO	1	1	1		2		1		1	2		1	10	
Locks	1	1		1	1						2		6	
General		1											1	
Missing or Damaged Lock	1			1	1						2		5	
Lost and Found	1		1	2	1	1							6	
Airport/TSA	1		1	2	1	1							6	
Mishandling of Passenger Property	5	2	5	9	5	11	2	3	8	3	7	3	63	
Damaged/Missing Items--Carry-on Luggage		1		1				1					3	
Damaged/Missing Items--Checked Baggage	5	1	5	7	5	7	2	1	7	3	6	3	52	
Disarrayed Items--Carry-on or Checked				1		4		1	1		1		8	
Patdown			1			1	1	2	1				6	
Flyer			1			1	1	2	1				6	
Persons w/ Disabilities (PWD)	1												1	
Diabetes	1												1	
Prohibited & Permitted Items			1										1	
Food/Beverages			1										1	
Property - Special Handling							1	3	1	3	1	1	10	
Damaged Items - Carry-On							1						1	
Damaged Items - Checked									1	2		1	4	
Missing Items - Carry-On								1					1	
Missing Items - Checked								2		1	1		4	
Screening	2		2	1			1	1	2	1	1		11	
Inconsistency				1				1					2	
Lengthy Lines	1								1				2	
Procedures/Process	1		2				1		1	1	1		7	
2018	15	11	14	4	7	13	11	13	16	14	10	6	134	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Civil Rights		1				1				2	1		5
Hair Patdowns						1				1			2
Racial Profiling or Discrimination		1								1	1		3
Customer Service	2	1			1	4		1	1			1	11
Others						1							1
TSO	2	1			1	3		1	1			1	10
Locks			2	1						2	1		6
General			1										1
Missing or Damaged Lock			1	1						2	1		5
Lost and Found					1							1	2
Airport/TSA					1							1	2
Mishandling of Passenger Property	10	4	4	2	2	3	3	8	4	4	4	3	51
Damaged/Missing Items--Checked Baggage	9	3	3	2	2	3	2	6	4	4	2	3	43
Disarrayed Items--Carry-on or Checked	1	1	1				1	2			2		8
Patdown		1	1		1	1	1	1	1	1		1	9
Flyer		1	1		1	1	1	1	1	1		1	9
Persons w/ Disabilities (PWD)		1				1					1		3
Autism Spectrum											1		1
Cognitive /Developmental /Mental Disability		1											1
Diapers/Garments/Dressings/Masks						1							1
Property - Special Handling	2	3	4	1		2	4	2	8	3	2		31
Damaged Items - Checked	2	2	2			1	1	1	3				12
Missing Items - Carry-On						1							1
Missing Items - Checked		1	2	1			3	1	5	3	2		18
Screening	1		3		2	1	3	1	2	2	1		16
Lengthy Lines					1	1	1						3
Procedures/Process	1		3				2	1	1	2	1		11
Retrieving Abandoned/Confiscated Items									1				1
Security Breach					1								1
2019	5	10	9	9	6								39
Civil Rights		1											1
National Origin		1											1
Customer Service	1	1	1	2	1								6
TSO	1	1	1	2	1								6
Locks	1		1	1									3
Missing or Damaged Lock	1		1	1									3
Mishandling of Passenger Property		4	2	2	2								10
Damaged/Missing Items--Checked Baggage		4	2	2	2								10
Patdown		1			1								2
Flyer		1			1								2
Persons w/ Disabilities (PWD)	1	1	1										3
Medically Necessary Medication and Medical	1	1											2
Mobility Disability (Not Wheelchair or Scooter)			1										1
Property - Special Handling	2	1	3	3	2								11
Damaged Items - Checked	1		1	1									3
Missing Items - Carry-On			1										1
Missing Items - Checked	1	1	1	2	2								7
Screening		1	1	1									3
Procedures/Process		1	1	1									3

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
SEA		375	421	427	420	369	498	338	421	468	431	531	442	5,141
2015					73	44	68	80	64	127	111	166	147	880
	Advanced Imaging Technology (AIT)									1		1		2
	Flyer									1		1		2
	Airline				2									2
	Policy/Regulations/Service				2									2
	Animals									1				1
	Carry-On									1				1
	Civil Rights				1			1		1	5	2	3	13
	General Complaint and Discrimination									1	2		1	4
	Racial Profiling or Discrimination				1			1			3	2	1	8
	Screening of Religious or Cultural Garments												1	1
	Customer Service				3	2	12	10	5	21	9	26	23	111
	CSM						1	1					1	3
	Others									5	2		3	10
	TSO				3	2	11	9	5	16	7	26	19	98
	Expedited Passenger Screening Program				4		1	4	1					10
	Known Crew Member							1						1
	TSA PreCheck				4		1	3	1					9
	Hazardous Materials Safety				1	1	1							3
	General				1	1	1							3
	Identification (ID) Requirements				1								1	2
	Domestic				1									1
	International Travel												1	1
	Locks				5	4	3	3	7	7	6	8	13	56
	General					1				1	1		1	4
	Missing or Damaged Lock				5	3	3	3	7	6	5	8	12	52
	Lost and Found				2		3			2	1	1	1	10
	Airport/TSA				2		3			2	1	1	1	10
	Mishandling of Passenger Property				50	29	41	47	41	76	72	88	71	515
	Damaged/Missing Items--Carry-on Luggage				3	5	5	6	6	9	8	11	11	64
	Damaged/Missing Items--Checked Baggage				46	22	32	39	34	61	59	68	55	416
	Damaged/Missing Items--Unspecified Luggage							1						1
	Disarrayed Items--Carry-on or Checked				1	2	4	1	1	6	5	9	5	34
	Patdown				2	1	1	1			1	4	3	13
	Flyer				2	1	1	1			1	4	3	13
	Persons w/ Disabilities (PWD)						1	2	3		4	4	7	21
	Cognitive /Developmental /Mental Disability								1				1	2
	General								1				1	2
	Internal Medical Devices												1	1
	Medically Necessary Medication and Medical Supplies							1				1	1	3
	Metal Implants (joint)							1					1	2
	Mobility Disability (Not Wheelchair or Scooter)						1				2	2	1	6
	Touch Aversion (pain/trauma)										1			1
	Wheelchair/ Scooter/ Segway								1		1	1	1	4
	Screening				2	7	4	11	7	18	13	32	25	119
	Crew Member or Airline Employee												1	1
	Inconsistency					1	2	1		1		3		8
	Lengthy Lines				1	2		4	2	7	4	18	15	53
	Procedures/Process				1	3	2	6	3	8	7	10	9	49
	Retrieving Abandoned/Confiscated Items					1			1	1	2	1		6
	Security Breach									1				1
	Shoe Screening								1					1
	TSA Contact Information						1	1						2
	General						1	1						2
2016		97	104	99	93	101	242	113	146	102	112	146	116	1,471
	Civil Rights	1	4	3	1	2	6	1	6	5	7	1	2	39
	Constitutional Rights										2			2
	General Complaint and Discrimination		2		1									3
	Headwear					1							1	2
	National Origin								1	1				2
	Racial Profiling or Discrimination	1	1	2		1	4	1	3	2	2	1	1	19
	Screening of Religious Cultural and Ceremonial Items						1							1
	Sex/Gender/Gender Identity- Not Transgender									2	1			3
	Sexual Orientation - Not Transgender										2			2
	Transgender Screening		1	1			1		2					5
	Customer Service	14	21	21	11	17	36	26	26	18	13	24	17	244
	CSM	1							1		1			3
	Others	1	1	2		1	5	3	5	2	3	1	1	25
	TSO	12	20	19	11	16	31	23	20	16	9	23	16	216
	Identification (ID) Requirements				1		1							2
	Domestic				1		1							2
	Locks	9	4	4	6	2	5	4	4	7	7	9	6	67
	General				1				2					3
	Missing or Damaged Lock	9	4	4	5	2	5	4	2	7	7	9	6	64
	Lost and Found	1	1	2			3	1		1	1	1	1	12
	Airport/TSA	1	1	2			3	1		1	1	1	1	12
	Mishandling of Passenger Property	58	58	54	52	36	59	49	62	46	56	81	64	675
	Damaged/Missing Items Private Screening Contractor										1			1
	Damaged/Missing Items--Carry-on Luggage	3	7	14	9	5	13	8	7	9	8	8	9	100
	Damaged/Missing Items--Checked Baggage	50	43	38	43	30	43	35	45	34	40	69	51	521
	Damaged/Missing Items--Unspecified Luggage	1					1		2				1	5
	Disarrayed Items--Carry-on or Checked	4	8	2		1	2	6	8	3	7	4	3	48
	Patdown	1	1	1	3	7	4	4	4	3	5	6	4	43
	Flyer	1	1		3	6	3	4	4	3	5	3	3	36

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Flyer as Observer			1								2		3
General						1							1
Non-Flyer					1						1	1	3
Persons w/ Disabilities (PWD)	1	3	4	4	3	8	2	3	5	11	6	4	54
Cognitive /Developmental /Mental Disability						1				1		1	3
Diabetes				2									2
Diapers/Garments/Dressings/Masks										1			1
General				1		2					2		5
Medical Devices - Attached to the Body			1										1
Medically Necessary Medication and Medical Supplies						1			1	1			3
Metal Implants (joint)									1	1			2
Mobility Disability (Not Wheelchair or Scooter)				1	2	2	2	3		3	3	2	18
Ostomy/Ostomates		1							1				2
Prosthesis/Amputees and Casts						1					1		2
Respiratory and Inhaler Equipment					1								1
Service Animals	1	2											3
Touch Aversion (pain/trauma)										1		1	2
Wheelchair/ Scooter/ Segway			3			1			2	3			9
Screening	12	11	9	15	34	120	26	41	17	12	18	17	332
Crew Member or Airline Employee						2							2
Inconsistency	1	1	3	2	2	3		2		1	2	2	19
Lengthy Lines	2	2	3	4	23	99	15	24	7	5	3	5	192
Procedures/Process	8	6	3	7	9	13	10	14	9	6	12	6	103
Retrieving Abandoned/Confiscated Items		1		1		3	1		1			2	9
Security Breach	1	1		1				1			1	2	7
TSA Contact Information		1	1									1	3
General		1	1									1	3
2017	97	104	129	115	68	88	55	87	88	90	105	93	1,119
Advanced Imaging Technology (AIT)				1									1
Flyer				1									1
Civil Rights	2	6	6	3	4	5		1	2	2	1	2	34
Hair Patdowns						1							1
Headwear			1										1
National Origin		1			1							1	3
Perceived Religion	1		1							1			3
Racial Profiling or Discrimination	1	3	4	2		3		1	1		1		16
Screening of Religious Cultural and Ceremonial Items						1							1
Sex/Gender/Gender Identity- Not Transgender				1	3				1	1		1	7
Transgender Screening		2											2
Customer Service	16	19	22	19	12	20	10	18	16	26	20	13	211
CSM			2	2		1							5
Others	2		3	1		1		1		1			9
TSO	14	19	17	16	12	18	10	17	16	25	20	13	197
Identification (ID) Requirements	1										1		2
Domestic	1												1
ID Matching Ticket and Boarding Pass Issues											1		1
Locks	5	4	3	4	3	2	2	9	5	5	8	3	53
General		1		1	1				2	2			7
Missing or Damaged Lock	5	3	3	3	2	2	2	9	3	3	8	3	46
Lost and Found		3	4	2		1			1	1	1	2	15
Airport/TSA		3	4	2		1			1	1	1	2	15
Mishandling of Passenger Property	54	44	61	63	38	37	19	25	31	29	36	29	466
Damaged/Missing Items--Carry-on Luggage	12	13	12	9	5	5	2	1	2	1	5	7	74
Damaged/Missing Items--Checked Baggage	39	29	44	45	31	30	17	22	26	24	25	19	351
Damaged/Missing Items--Unspecified Luggage	1	1									1		3
Disarrayed Items--Carry-on or Checked	2	1	5	9	2	2		2	3	4	5	3	38
Patdown	4	8	10	3	4	11	4	8	3	5	10	3	73
Flyer	4	6	9	3	4	9	3	4	3	5	8	3	61
Flyer as Observer		2	1			2		1					6
Non-Flyer							1	3			2		6
Persons w/ Disabilities (PWD)	2	4	3		2	1	4	2	2	2	6	9	37
Autism Spectrum	1	1											2
Cancer (general) Not Breast Cancer			1		1								2
Cognitive /Developmental /Mental Disability							1	1				1	3
Diabetes												1	1
General		1					1				2		4
Hearing Impairment		1	1										2
Medical Devices - Attached to the Body					1								1
Medically Necessary Medication and Medical Supplies												4	4
Metal Implants (joint)			1							1		1	3
Mobility Disability (Not Wheelchair or Scooter)						1			1		1	1	4
Ostomy/Ostomates							1					1	2
Prosthesis/Amputees and Casts								1					1
Touch Aversion (pain/trauma)	1									1	1		3
Wheelchair/ Scooter/ Segway		1					1				2		5
Prohibited & Permitted Items									4				4
Firearm/Ammunition									1				1
Food/Beverages									1				1
General									1				1
Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling							11	15	13	15	15	20	89
Damaged Items - Carry-On								2	3	2	1	1	9
Damaged Items - Checked							4	3	1	6	5	6	25
Missing Items - Carry-On								2	4	2	2	2	12
Missing Items - Checked							7	8	5	5	7	11	43



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Request for Assistance	1				1		1	1			1	1	6
Other	1				1		1	1				1	5
Wounded Warrior (MSIJSOC)											1		1
Screening	12	16	20	20	4	11	4	8	11	5	6	11	128
Crew Member or Airline Employee											1	1	2
Inconsistency		2	2	2	1	2		1	2	3			15
International Screening						1							1
Lengthy Lines	2	5	5	6		1		2	2	2	1	1	27
Procedures/Process	7	7	11	11	2	7	4	3	6		3	9	70
Retrieving Abandoned/Confiscated Items	1	1	1	1				2					6
Security Breach	2	1	1		1				1		1		7
<b>2018</b>	<b>88</b>	<b>104</b>	<b>95</b>	<b>87</b>	<b>88</b>	<b>100</b>	<b>90</b>	<b>124</b>	<b>151</b>	<b>118</b>	<b>114</b>	<b>86</b>	<b>1,245</b>
Advanced Imaging Technology (AIT)	1												1
General	1												1
Civil Rights	1	4		5	4	2	4	5	7	6	5		43
Age	1										1		2
National Origin							1		3	1	1		6
Perceived Religion								1					1
Racial Profiling or Discrimination		1		1	2		3	3	2	4	3		19
Screening of Religious Cultural and Ceremonial Items						1							1
Sex/Gender/Gender Identity- Not Transgender		2		3	2				1				8
Sexual Orientation - Not Transgender										1			1
Transgender Screening		1		1		1		1	1				5
Customer Service	19	19	18	11	13	14	24	24	22	20	25	11	220
CSM												1	1
Others						3	1	1	3	4	2		14
TSO	19	19	18	11	13	11	23	23	19	16	23	10	205
Locks	8	7	2		10	5	4	4	5	4	7	5	64
General				1									1
Missing or Damaged Lock	8	7	2	2	10	5	4	4	5	4	7	5	63
Lost and Found	1			1	2			1	3	3	3		14
Airport/TSA	1			1	2			1	3	3	3		14
Mishandling of Passenger Property	15	22	19	29	18	20	21	16	25	26	31	24	266
Damaged/Missing Items--Carry-on Luggage	3	6		2	2	4	3	1	2	4	2	1	30
Damaged/Missing Items--Checked Baggage	10	14	15	22	12	13	15	15	17	18	23	20	194
Damaged/Missing Items--Unspecified Luggage										1	2		3
Disarrayed Items--Carry-on or Checked	2	2	4	5	4	3	3		6	3	4	3	39
Notice of Violation/Civil Penalties												1	1
General												1	1
Patdown	5	3	4	10	4	2		3	1	5	7	1	45
Flyer	5	3	3	10	4			3	1	4	4	1	38
Flyer as Observer			1			1				1	3		6
Non-Flyer						1							1
Persons w/ Disabilities (PWD)	4	2	5	2	6	7	3	4	3	6	3	8	53
Autism Spectrum												1	1
Breast Cancer											1		1
Cognitive /Developmental /Mental Disability				1	1	1				1			4
Diabetes					1								1
General		1							1				2
Internal Medical Devices					1								1
Medical Devices - Attached to the Body										1			1
Medically Necessary Medication and Medical	1		2	1		4	1	1				1	11
Metal Implants (joint)						1							1
Mobility Disability (Not Wheelchair or Scooter)			1		1		1	1				1	5
Ostomy/Ostomates								1			1		2
Prosthesis/Amputees and Casts											1		1
Respiratory and Inhaler Equipment					2							2	4
Service Animals	2									2			4
Touch Aversion (pain/trauma)		1					1						2
Visual Impairment										1		1	2
Wheelchair/ Scooter/ Segway	1		2			1		1	2	1		2	10
Property - Special Handling	21	22	19	20	22	24	11	18	20	19	14	22	232
Damaged Items - Carry-On	1	2	3	5	2	4	3	2	2	3	1	2	30
Damaged Items - Checked	10	4	8	5	8	3	2	3	5	6	5	5	64
Missing Items - Carry-On	7	4	4	3	4	3	2	1	7	3	5	7	50
Missing Items - Checked	3	12	4	7	8	14	4	12	6	7	3	8	88
Request for Assistance		1	2		1	2				1			7
Other			1		1	1							3
Wounded Warrior (MSIJSOC)		1	1			1				1			4
Screening	13	24	26	6	8	24	23	49	65	28	19	14	299
Children											1		1
Crew Member or Airline Employee		1						1					2
Gate Pass									1				1
Inconsistency	1	2	1	1		2			1	1	2		11
Lengthy Lines	2	8	7	1	4	12	12	27	50	6	10	5	144
Procedures/Process	9	12	16	3	4	9	10	19	12	21	5	6	126
Retrieving Abandoned/Confiscated Items		1	2	1			1	1	1		1	1	9
Security Breach	1					1		1				2	5
<b>2019</b>	<b>93</b>	<b>109</b>	<b>104</b>	<b>52</b>	<b>68</b>								<b>426</b>
Advanced Imaging Technology (AIT)			1										1
Flyer			1										1
Civil Rights	4	3	5	2									14
Age	1			1									2
Constitutional Rights				1									1
Hair Patdowns			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Headwear	1												1
Racial Profiling or Discrimination		2	3										5
Sex/Gender/Gender Identity- Not Transgender	2	1	1										4
Customer Service	15	21	28	8	13								85
Others		1	1		1								3
TSO	15	20	27	8	12								82
Locks	5	8	4	3	6								26
General			1										1
Missing or Damaged Lock	5	8	3	3	6								25
Lost and Found	1	1	1	2									5
Airport/TSA	1	1	1	2									5
Mishandling of Passenger Property	17	23	27	11	10								88
Damaged/Missing Items--Carry-on Luggage		1	1										2
Damaged/Missing Items--Checked Baggage	12	18	21	8	9								68
Damaged/Missing Items--Unspecified Luggage			1										1
Disarrayed Items--Carry-on or Checked	5	4	4	3	1								17
Patdown	2	5	2	2	5								16
Children		1											1
Flyer	2	3	1	1	5								12
Flyer as Observer		1											1
Non-Flyer			1	1									2
Persons w/ Disabilities (PWD)	5	8	8	1	2								24
Cancer (general) Not Breast Cancer			2										2
Cognitive /Developmental /Mental Disability					1								1
Diabetes		1											1
General	1												1
Internal Medical Devices	1				1								2
Medical Devices - Attached to the Body			1										1
Medically Necessary Medication and Medical Supplies		3	1										4
Metal Implants (joint)	1												1
Mobility Disability (Not Wheelchair or Scooter)	1	2	1										4
Service Animals		1		1									2
Touch Aversion (pain/trauma)		1	1										2
Wheelchair/ Scooter/ Segway	1		2										3
Property - Special Handling	19	19	12	11	13								74
Damaged Items - Carry-On	1	1	1	1	3								7
Damaged Items - Checked	1	5	3	3	2								14
Missing Items - Carry-On	6	3	1	2	4								16
Missing Items - Checked	11	10	7	5	4								37
Request for Assistance	1	1											2
Other	1	1											2
Screening	24	20	16	12	19								91
Children					1								1
Crew Member or Airline Employee	1												1
Inconsistency	2	2	1		1								6
Lengthy Lines	7	7	4	1	4								23
Procedures/Process	11	11	10	9	13								54
Retrieving Abandoned/Confiscated Items				1									1
Security Breach	3		1	1									5

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>SFB</b>	<b>40</b>	<b>43</b>	<b>36</b>	<b>27</b>	<b>37</b>	<b>24</b>	<b>32</b>	<b>34</b>	<b>34</b>	<b>22</b>	<b>28</b>	<b>25</b>	<b>382</b>
<b>2015</b>				<b>6</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>27</b>
Customer Service				1				1			1	1	4
TSO				1				1			1	1	4
Locks					1					1	1		3
Missing or Damaged Lock					1					1	1		3
Mishandling of Passenger Property				5		3	1	2	4		1	1	17
Damaged/Missing Items--Carry-on Luggage							1	1	1			1	4
Damaged/Missing Items--Checked Baggage				4		1		1	3		1		10
Disarrayed Items--Carry-on or Checked				1		2							3
Persons w/ Disabilities (PWD)					1								1
Medical Devices - Attached to the Body					1								1
Screening							2						2
Inconsistency							1						1
Procedures/Process							1						1
<b>2016</b>	<b>3</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>12</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>80</b>
Advanced Imaging Technology (AIT)				1									1
Flyer				1									1
Civil Rights		1						1			1		3
General Complaint and Discrimination		1											1
Racial Profiling or Discrimination								1			1		2
Customer Service		2	3	1	1	1	4	4	1	3	2	2	24
Others			1			1		1		1		1	5
TSO		2	2	1	1		4	3	1	2	2	1	19
Identification (ID) Requirements							1						1
Domestic							1						1
Locks			1		2					1			4
Missing or Damaged Lock			1		2					1			4
Lost and Found	1												1
Airport/TSA	1												1
Mishandling of Passenger Property	2	2	4	3	1	3	2	3			1	1	22
Damaged/Missing Items Private Screening Co	1	1				2		1			1		6
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	1	1	3	3		1	2	1				1	13
Damaged/Missing Items--Unspecified Luggage								1					1
Disarrayed Items--Carry-on or Checked					1								1
Patdown					2								2
Children					1								1
Flyer					1								1
Persons w/ Disabilities (PWD)			1	1	1	1			2			1	7
Autism Spectrum									1				1
Diabetes			1										1
Hearing Impairment					1								1
Mobility Disability (Not Wheelchair or Scooter)						1			1				2
Ostomy/Ostomates												1	1
Wheelchair/ Scooter/ Segway				1									1
Screening		1	1	1	2	2	1	4			2	1	15
Inconsistency		1			2	1							4
Lengthy Lines								1					1
Procedures/Process			1	1		1		3			2	1	9
Security Breach							1						1
<b>2017</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>13</b>	<b>90</b>
Civil Rights												1	1
Racial Profiling or Discrimination												1	1
Customer Service		1	1		3	1	2	1	1	1	5	4	20
Others		1										1	2
TSO			1		3	1	2	1	1	1	5	3	18
Locks		1						2					3
Missing or Damaged Lock		1						2					3
Lost and Found	2												2
Airport/TSA	2												2
Mishandling of Passenger Property	1	5	2		1	2		1	1	4	1	1	19
Damaged/Missing Items Private Screening Co	1	4						1				1	7
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage			1		1				1	3	1		7
Disarrayed Items--Carry-on or Checked		1				2				1			4
Patdown	2		1		1		3		4				11
Flyer	2		1		1		3		3				10
Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	1	1		1	1			2		1	1	2	10
Cognitive /Developmental /Mental Disability	1												1
Diabetes												1	1
General												1	1
Internal Medical Devices								1					1
Metal Implants (joint)		1								1			2
Mobility Disability (Not Wheelchair or Scooter)				1				1					2
Wheelchair/ Scooter/ Segway					1						1		2
Property - Special Handling							2			1	1		4
Missing Items - Carry-On							1						1
Missing Items - Checked							1			1	1		3
Screening		2	4	3		2		2	1		1	5	20
Inconsistency		1	1	1									3
Lengthy Lines												1	1
Procedures/Process		1	3	1		2		1	1		1	4	14
Rail								1					1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Retrieving Abandoned/Confiscated Items				1									1
2018	18	13	6	5	8	9	14	11	20	10	10	5	129
Civil Rights					1				1	1			3
Racial Profiling or Discrimination					1					1			2
Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service	7	5	1	2	2	2	5	5	3	5	4	2	43
Others		1				1			2	1	2		7
TSO	7	4	1	2	2	1	5	5	1	4	2	2	36
Locks											1		1
Missing or Damaged Lock											1		1
Mishandling of Passenger Property	2	1	1	1	1	2	4		1		2	1	16
Damaged/Missing Items Private Screening Co	1				1						1		3
Damaged/Missing Items--Carry-on Luggage							1				1		2
Damaged/Missing Items--Checked Baggage	1	1	1			1	3		1				8
Disarrayed Items--Carry-on or Checked				1		1						1	3
Patdown		2		1	1				2		1		7
Flyer		2		1	1				2		1		7
Persons w/ Disabilities (PWD)		2			1		3	5	4	1	1	2	19
Autism Spectrum									1				1
Breast Cancer												1	1
Diabetes							2	1					3
Internal Medical Devices							1	2					3
Metal Implants (joint)		1							1				2
Mobility Disability (Not Wheelchair or Scooter)					1				1			1	3
Prosthesis/Amputees and Casts		1						2					3
Wheelchair/ Scooter/ Segway									1	1			2
Wounded Warrior											1		1
Property - Special Handling	2	1	1	1	1				6	2	1		15
Damaged Items - Carry-On	1												1
Damaged Items - Checked									2				2
Missing Items - Carry-On	1			1	1				2	1	1		7
Missing Items - Checked		1	1						2	1			5
Screening	7	2	3		1	5	2	1	3	1			25
Children			1										1
Lengthy Lines	3	1				1		1					6
Procedures/Process	4	1	2		1	4	2		3	1			18
2019	13	14	12	5	12				3				56
Civil Rights	1												1
Sex/Gender/Gender Identity- Not Transgender	1												1
Customer Service	5	5	6	2	6								24
Others		1	1		2								4
TSO	5	4	5	2	4								20
Mishandling of Passenger Property	3	1	1	1	1								7
Damaged/Missing Items Private Screening Co	2		1	1	1								5
Damaged/Missing Items--Checked Baggage	1	1											2
Patdown	1	1		1	1								4
Flyer	1	1		1	1								4
Persons w/ Disabilities (PWD)	1	1	3	1	1								7
Diabetes		1			1								2
General			1										1
Hearing Impairment			1										1
Mobility Disability (Not Wheelchair or Scooter)	1		1										2
Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		2											2
Missing Items - Carry-On		1											1
Missing Items - Checked		1											1
Request for Assistance					1								1
Other					1								1
Screening	2	4	2		2								10
Lengthy Lines	1												1
Procedures/Process	1	3	1		2								7
Retrieving Abandoned/Confiscated Items		1											1
Security Breach			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SFO	222	231	281	232	224	179	187	240	247	260	257	209	2,769	
2015				27	20	29	29	31	48	47	40	61	332	
Advanced Imaging Technology (AIT)						1		1					2	
Flyer						1		1					2	
Airline				2									2	
Lost Baggage				1									1	
Policy/Regulations/Service				1									1	
Civil Rights							1	3	1	2	1		8	
General Complaint and Discrimination									1	1	1		3	
Racial Profiling or Discrimination							1	3		1			5	
Customer Service				4	3	4	5	7	13	9	8	15	68	
CSM					1								1	
Others								1	2			1	4	
TSO				4	2	4	5	6	11	9	8	14	63	
Expedited Passenger Screening Program				5		1	1	1	4				12	
TSA PreCheck				5		1	1	1	4				12	
Hazardous Materials Safety						1							1	
General						1							1	
Identification (ID) Requirements						1							1	
Domestic						1							1	
Locks				3	3	2	2	3	4	4	3	3	27	
General						1							1	
Missing or Damaged Lock				3	3	1	2	3	4	4	3	3	26	
Lost and Found					1			2					3	
Airport/TSA					1			2					3	
Mishandling of Passenger Property				9	10	13	16	12	13	23	18	23	137	
Damaged/Missing Items Private Screening Contractor				6	10	2	6	6	6	9	11	15	71	
Damaged/Missing Items--Carry-on Luggage				1		1	4	1	1	3	2	1	14	
Damaged/Missing Items--Checked Baggage				2		7	5	4	6	9	3	5	41	
Damaged/Missing Items--Unspecified Luggage							1				1		2	
Disarrayed Items--Carry-on or Checked						3		1		2	1	2	9	
Patdown						1			1	3		7	12	
Flyer						1			1	3		7	12	
Persons w/ Disabilities (PWD)				1	1		1	1	2		2		8	
Diabetes											2		2	
Metal Implants (joint)									1				1	
Prosthesis/Amputees and Casts				1									1	
Touch Aversion (pain/trauma)					1								1	
Wheelchair/ Scooter/ Segway									1				1	
Wounded Warrior							1	1					2	
Prohibited & Permitted Items						1							1	
Knives/Tools/Razors/Sharp Objects						1							1	
Screening				3	2	4	3	1	10	6	8	13	50	
Crew Member or Airline Employee												1	1	
Inconsistency								1				1	2	
International Screening				2									2	
Lengthy Lines							1		1		1	5	8	
Procedures/Process				1	2	4	2		9	5	7	6	36	
Shoe Screening										1			1	
2016	45	45	72	69	45	49	51	52	56	71	78	57	690	
Advanced Imaging Technology (AIT)		1						1				1	3	
Flyer		1						1				1	3	
Civil Rights	1	2	2	1	2	2	5	3	2	2	9	4	35	
Constitutional Rights										1		1	2	
General Complaint and Discrimination		1		1	1								3	
National Origin							1						1	
Perceived Religion												2	2	
Racial Profiling or Discrimination			2				2	2	1	1	7		15	
Screening of Religious Cultural and Ceremonial Items											1		1	
Screening of Religious or Cultural Garments	1												1	
Sex/Gender/Gender Identity- Not Transgender						1	1	1					3	
Transgender Screening		1			1	1	1		1		1	1	7	
Customer Service	13	6	19	18	13	14	16	13	15	22	19	16	184	
CSM				1									1	
Others	2	1		2	1			3	1	1			11	
TSO	11	5	19	15	12	14	16	10	14	21	19	16	172	
Identification (ID) Requirements			1	1					1		1		4	
Domestic			1	1					1		1		4	
Locks	8	5	5	3	1	1	2	1	6	2	4	2	40	
General	1												1	
Missing or Damaged Lock	7	5	5	3	1	1	2	1	6	2	4	2	39	
Lost and Found		1		1					1	1			4	
Airport/TSA		1		1					1	1			4	
Mishandling of Passenger Property	11	19	32	26	20	16	14	15	16	21	29	18	237	
Damaged/Missing Items Private Screening Contractor	7	15	32	21	16	10	11	11	11	18	17	10	179	
Damaged/Missing Items--Carry-on Luggage					1	2	1				3	2	9	
Damaged/Missing Items--Checked Baggage	3	3		4	2	2	1	1	4	3	8	5	36	
Disarrayed Items--Carry-on or Checked	1	1		1	1	2	1	3	1		1	1	13	
Patdown	3	2	4	4	2	2	4	5	1	7	4	5	43	
Flyer	3	2	4	4	1	2	4	2	1	7	3	4	37	
Flyer as Observer					1			2			1		4	
General								1					1	
Non-Flyer												1	1	
Persons w/ Disabilities (PWD)		3	1	5	1	3	3	1	2	3		1	23	
Autism Spectrum							2			1			3	

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
Cognitive /Developmental /Mental Disability				1										1
Diabetes							2		1					3
Diapers/Garments/Dressings/Masks				1										1
General		1												1
Hearing Impairment								1						1
Internal Medical Devices											1			1
Medical Devices - Attached to the Body				1										1
Medically Necessary Medication and Medical Supplies				1						1				2
Metal Implants (joint)			1			1								2
Mobility Disability (Not Wheelchair or Scooter)				1						1				2
Respiratory and Inhaler Equipment		1												1
Touch Aversion (pain/trauma)		1									1			2
Wheelchair/ Scooter/ Segway							1						1	2
Prohibited & Permitted Items				1								1		2
Beauty & Grooming Items			1											1
Liquids/Gels/Aerosols												1		1
Request for Assistance								1			1	1		3
Other								1			1	1		3
Screening		9	6	6	8	6	11	6	13	12	12	10	10	109
Children						1					1			2
Crew Member or Airline Employee									1					1
Inconsistency		1	2	1	1	2			1	2	1	2	2	15
Lengthy Lines		2	1	1	1	1	5	2	3	3	2	3	2	26
Procedures/Process		5	1	4	6	2	6	4	8	6	7	5	6	60
Retrieving Abandoned/Confiscated Items											1			1
Security Breach		1	2							1				4
TSA Contact Information				1	2									3
General				1	2									3
2017		46	52	66	38	54	38	47	59	59	63	69	51	642
Advanced Imaging Technology (AIT)		1										2		3
Flyer		1										1		2
Non-Flyer												1		1
Civil Rights		1	1	5		4	2	4	3	4	2	2	6	34
Constitutional Rights				1										1
National Origin						2			1	1			2	6
Racial Profiling or Discrimination		1	1	3		1	2	3	1	2	1	2	3	20
Screening of Religious Cultural and Ceremonial Items											1			1
Sex/Gender/Gender Identity- Not Transgender				1		1		1						3
Transgender Screening									1	1			1	3
Customer Service		17	10	14	12	21	7	15	26	22	25	21	16	206
Others		1	1	3	1	1		1	1	1	3			13
TSO		16	9	11	11	20	7	14	25	21	22	21	16	193
Identification (ID) Requirements						1								1
Domestic						1								1
Locks		3	3	2	1	5		4	2	1	2	2	5	30
General								1						1
Missing or Damaged Lock		3	3	2	1	5		3	2	1	2	2	5	29
Lost and Found		1	1	3			1					2		8
Airport/TSA		1	1	3			1					2		8
Mishandling of Passenger Property		12	20	25	17	13	17	9	11	12	10	16	10	172
Damaged/Missing Items Private Screening Co		6	10	10	10	9	13	8	6	4	3	7	1	87
Damaged/Missing Items--Carry-on Luggage		1	2	3	1	1	1		1	3	4	1		18
Damaged/Missing Items--Checked Baggage		4	7	10	6	1	3	1	1	4	3	8	9	57
Damaged/Missing Items--Unspecified Luggage						1								1
Disarrayed Items--Carry-on or Checked		1	1	2		1			3	1				9
Patdown		5	6	5	3	3	4	4	2	3	3	4	4	46
Flyer		5	6	5	3	3	2	4	2	3	2	3	3	41
Flyer as Observer							2				1	1	1	5
Persons w/ Disabilities (PWD)			4	2	1	3	1	1	1	4	1	5	3	26
Cognitive /Developmental /Mental Disability				1	1									2
Diabetes													1	1
Internal Medical Devices										1				1
Medical Devices - Attached to the Body						1								1
Medically Necessary Medication and Medical Supplies			1			1				2		1	1	6
Metal Implants (joint)			1										1	2
Mobility Disability (Not Wheelchair or Scooter)			1	1			1		1	1		1		6
Prosthesis/Amputees and Casts												1		1
Respiratory and Inhaler Equipment											1			1
Service Animals												1		1
Touch Aversion (pain/trauma)						1						1		2
Wheelchair/ Scooter/ Segway			1											2
Prohibited & Permitted Items								1						1
Knitting/Crochet Hooks/Needles								1						1
Property - Special Handling								3	6	6	7	5		27
Damaged Items - Carry-On									1					1
Damaged Items - Checked												2		2
Missing Items - Carry-On									2	4	2			8
Missing Items - Checked								3	3	2	5	3		16
Request for Assistance				1										1
Other				1										1
Screening		6	7	9	4	4	6	6	8	7	13	10	7	87
Children							1							1
Crew Member or Airline Employee			1											1
Inconsistency		1	1	1		1	1	1			4			10
International Screening				1								1		2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Lengthy Lines		1	1			1		1	1				5
Procedures/Process	4	4	6	4	3	3	5	7	6	9	7	6	64
Retrieving Abandoned/Confiscated Items	1										2		3
Security Breach												1	1
<b>2018</b>	<b>68</b>	<b>69</b>	<b>75</b>	<b>47</b>	<b>53</b>	<b>63</b>	<b>60</b>	<b>98</b>	<b>84</b>	<b>79</b>	<b>70</b>	<b>40</b>	<b>806</b>
Civil Rights	1	10	6	1	2	3	5	12	3	2	4	1	50
Age		1											1
Constitutional Rights		1											1
Hair Patdowns		1											1
Headwear		1								1	1		3
National Origin		3				1	1	3			1		9
Perceived Religion											1		1
Racial Profiling or Discrimination	1	3	4	1	1	2	4	5	2	1	1	1	26
Sex/Gender/Gender Identity- Not Transgender			1					1	1				3
Sexual Orientation - Not Transgender			1					1					2
Transgender Screening					1			2					3
Customer Service	20	17	28	11	16	24	22	28	28	19	22	6	241
Others	1		1		1				1		1		5
TSO	19	17	27	11	15	24	22	28	27	19	21	6	236
Locks	2	5	1		6	1	1	5	2	5	5	2	35
General		1											1
Missing or Damaged Lock	2	4	1		6	1	1	5	2	5	5	2	34
Lost and Found	1			2			1			1	1	2	8
Airport/TSA	1			2			1			1	1	2	8
Mishandling of Passenger Property	15	14	11	15	11	9	10	10	13	17	12	12	149
Damaged/Missing Items Private Screening Co	5	5	2	8	4	3	4	3	6	8	6	5	59
Damaged/Missing Items--Carry-on Luggage	1	2	2		1	2	2	2		1	1		14
Damaged/Missing Items--Checked Baggage	8	4	6	7	5	4	3	4	7	5	4	6	63
Damaged/Missing Items--Unspecified Luggage	1									1			2
Disarrayed Items--Carry-on or Checked		3	1		1		1	1		2	1	1	11
Patdown	4	5	2	2	2	3	2		6	4	6	3	39
Children										1			1
Flyer	4	4	2	2	2	3	2		6	3	5	3	36
Flyer as Observer											1		1
Non-Flyer		1											1
Persons w/ Disabilities (PWD)	4	5	6	3	2	4		2	6	4	2	3	41
Diabetes					1					1			2
General			2			1			1				4
Medical Devices - Attached to the Body				1									1
Medically Necessary Medication and Medical Supplies		1							2	1	1		5
Metal Implants (joint)	3												3
Mobility Disability (Not Wheelchair or Scooter)		1	1			2			3	1	1	1	10
Ostomy/Ostomates										1			1
Prosthesis/Amputees and Casts		1			1								2
Touch Aversion (pain/trauma)	1			1		1		1				1	5
Visual Impairment								1					1
Wheelchair/ Scooter/ Segway		2	3	1								1	7
Property - Special Handling	6	2	5	7	6	4	7	8	4	11	3	6	69
Damaged Items - Carry-On			1			1	1		1	2		1	7
Damaged Items - Checked	2		2		1	1	2	1		1	1	1	12
Missing Items - Carry-On	1	1	2	1	3		2	3	2	3	2	1	21
Missing Items - Checked	3	1		6	2	2	2	4	1	5		3	29
Request for Assistance							1			1			2
Other							1			1			2
Screening	15	11	16	6	8	15	11	33	22	15	15	5	172
Children				1									1
Crew Member or Airline Employee										1			1
Inconsistency	1	2		1				1			2		7
Lengthy Lines	1	3	7		2	2		14	13	1	6		49
Procedures/Process	12	6	9	3	6	12	11	18	8	13	6	5	109
Security Breach	1			1		1			1		1		5
<b>2019</b>	<b>63</b>	<b>65</b>	<b>68</b>	<b>51</b>	<b>52</b>								<b>299</b>
Civil Rights	2	3	6	9	4								24
Age		1	1	1									3
Constitutional Rights		1											1
Hair Patdowns				1									1
National Origin				1									1
Racial Profiling or Discrimination		1	2	1	2								6
Sex/Gender/Gender Identity- Not Transgender	2		3	3	2								10
Transgender Screening				2									2
Customer Service	22	16	19	13	13								83
Others			2										2
TSO	22	16	17	13	13								81
Locks	2	5	3	1	1								12
General			1										1
Missing or Damaged Lock	2	5	2	1	1								11
Lost and Found					1								1
Airport/TSA					1								1
Mishandling of Passenger Property	5	9	12	7	6								39
Damaged/Missing Items Private Screening Co	2	5	10	5	2								24
Damaged/Missing Items--Carry-on Luggage		1		1									2
Damaged/Missing Items--Checked Baggage	3	2	1		1								7
Disarrayed Items--Carry-on or Checked		1	1	1	3								6
Patdown	3	1		3	5								12
Flyer	3	1		3	5								12

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Persons w/ Disabilities (PWD)	5	8	8	3	3								27
Autism Spectrum				1									1
Cancer (general) Not Breast Cancer	1												1
Cognitive /Developmental /Mental Disability	1		1										2
General		1			1								2
Hearing Impairment	1												1
Medical Devices - Attached to the Body			1										1
Medically Necessary Medication and Medical Supplies		1	2										3
Metal Implants (joint)		1	1										2
Mobility Disability (Not Wheelchair or Scooter	1	2			2								5
Prosthesis/Amputees and Casts	1												1
Service Animals			2										2
Touch Aversion (pain/trauma)		1	1										2
Wheelchair/ Scooter/ Segway		2		2									4
Property - Special Handling	5	3	6	8	3								25
Damaged Items - Carry-On		1		1									2
Damaged Items - Checked			2		1								3
Missing Items - Carry-On	3		4	2	1								10
Missing Items - Checked	2	2		5	1								10
Request for Assistance	2	2	2		1								7
Other	2	1			1								4
Wounded Warrior (MSIJSOC)		1	2										3
Screening	17	18	12	7	15								69
Inconsistency	1	1	1										3
Lengthy Lines	8	5	2		2								17
Procedures/Process	6	11	9	7	11								44
Retrieving Abandoned/Confiscated Items	1	1											2
Security Breach	1				2								3



TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>SGF</b>		<b>13</b>	<b>16</b>	<b>13</b>	<b>5</b>	<b>2</b>	<b>9</b>	<b>8</b>	<b>11</b>	<b>13</b>	<b>8</b>	<b>10</b>	<b>13</b>	<b>121</b>
<b>2015</b>							<b>2</b>	<b>2</b>	<b>2</b>	<b>5</b>		<b>1</b>	<b>1</b>	<b>13</b>
Civil Rights							1							1
Racial Profiling or Discrimination							1							1
Customer Service							1			2				3
TSO							1			2				3
Mishandling of Passenger Property								2	1	2			1	6
Damaged/Missing Items--Carry-on Luggage								1						1
Damaged/Missing Items--Checked Baggage								1	1	2			1	5
Screening									1	1		1		3
Lengthy Lines										1				1
Procedures/Process									1			1		2
<b>2016</b>		<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>4</b>	<b>3</b>	<b>22</b>
Customer Service		1			1								1	3
TSO		1			1								1	3
Mishandling of Passenger Property		3	3	2		1	1	1			1	3	2	17
Damaged/Missing Items--Carry-on Luggage								1						1
Damaged/Missing Items--Checked Baggage		3	2	2		1	1				1	3	2	15
Disarrayed Items--Carry-on or Checked			1											1
Screening		1										1		2
Inconsistency												1		1
Procedures/Process		1												1
<b>2017</b>		<b>1</b>	<b>2</b>	<b>4</b>			<b>3</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>30</b>
Civil Rights											1	1		2
Racial Profiling or Discrimination												1		1
Sex/Gender/Gender Identity- Not Transgender											1			1
Customer Service										1			1	2
TSO										1			1	2
Locks				1			1							2
Missing or Damaged Lock				1			1							2
Mishandling of Passenger Property		1	1	3			1	2	1	1		1	2	13
Damaged/Missing Items--Checked Baggage		1	1	3			1	1	1	1		1	1	11
Disarrayed Items--Carry-on or Checked								1					1	2
Patdown			1								1			2
Flyer			1								1			2
Property - Special Handling										2			1	3
Damaged Items - Checked													1	1
Missing Items - Carry-On										1				1
Missing Items - Checked										1				1
Screening						1				2	1		2	6
Crew Member or Airline Employee													1	1
Lengthy Lines										2	1			3
Procedures/Process							1						1	2
<b>2018</b>		<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>42</b>
Civil Rights											1		1	2
Hair Patdowns													1	1
Racial Profiling or Discrimination											1			1
Customer Service				1	1		1				1			4
TSO				1	1		1				1			4
Locks			2					1					1	4
Missing or Damaged Lock			2					1					1	4
Mishandling of Passenger Property				2	1	1	1		5	1	1	1		13
Damaged/Missing Items--Carry-on Luggage						1								1
Damaged/Missing Items--Checked Baggage				1	1		1		4	1		1		9
Disarrayed Items--Carry-on or Checked				1					1		1			3
Patdown									2			1		3
Flyer									2			1		3
Persons w/ Disabilities (PWD)									1					1
Wheelchair/ Scooter/ Segway									1					1
Property - Special Handling		4	1					1						6
Damaged Items - Checked		2												2
Missing Items - Checked		2	1					1						4
Screening			1	1	1		1	1		1	1	1	1	9
Lengthy Lines								1						1
Procedures/Process			1	1	1		1			1		1	1	7
Security Breach											1			1
<b>2019</b>		<b>3</b>	<b>7</b>	<b>3</b>	<b>1</b>									<b>14</b>
Civil Rights			1											1
Racial Profiling or Discrimination			1											1
Customer Service				1										1
TSO				1										1
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property		2	2	1										5
Damaged/Missing Items--Checked Baggage		2	2	1										5
Patdown				1										1
Flyer				1										1
Property - Special Handling			2		1									3
Damaged Items - Carry-On			1											1
Damaged Items - Checked					1									1
Missing Items - Checked			1											1
Screening			2											2
Lengthy Lines			1											1
Procedures/Process			1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
SGJ	5	1	1	1			2	5	5	2	1	3	26
2015				1			1		1	2		1	6
Customer Service												1	1
TSO												1	1
Mishandling of Passenger Property				1			1		1	2			5
Damaged/Missing Items--Checked Baggage				1					1	2			4
Disarrayed Items--Carry-on or Checked							1						1
2016	1	1					1	3	3		1	2	12
Civil Rights	1												1
Racial Profiling or Discrimination	1												1
Customer Service												1	1
CSM												1	1
Mishandling of Passenger Property		1					1	3	3		1	1	10
Damaged/Missing Items--Checked Baggage		1					1	3	3		1	1	10
2017	2		1					2	1				6
Civil Rights			1										1
Racial Profiling or Discrimination			1										1
Mishandling of Passenger Property	1							2	1				4
Damaged/Missing Items--Checked Baggage	1							2	1				4
Patdown	1												1
Flyer	1												1
2018	1												1
Civil Rights	1												1
Racial Profiling or Discrimination	1												1
2019	1												1
Locks	1												1
Missing or Damaged Lock	1												1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
SGU	6	3	5	2	5	1	3	5	3	2	3		38
2015									2				2
Mishandling of Passenger Property									2				2
Damaged/Missing Items--Checked Baggage									2				2
2016	2	1			3		1	1			2		10
Mishandling of Passenger Property	1				2			1			2		6
Damaged/Missing Items--Checked Baggage					2			1			2		5
Disarrayed Items--Carry-on or Checked	1												1
Patdown					1								1
Flyer					1								1
Persons w/ Disabilities (PWD)							1						1
Metal Implants (joint)							1						1
Screening	1	1											2
Lengthy Lines	1												1
Procedures/Process		1											1
2017			1		2	1	2	2					8
Civil Rights			1										1
Racial Profiling or Discrimination			1										1
Customer Service							1						1
TSO							1						1
Mishandling of Passenger Property					1		1	1					3
Damaged/Missing Items--Checked Baggage					1		1	1					3
Property - Special Handling								1					1
Missing Items - Checked								1					1
Screening					1	1							2
Procedures/Process					1	1							2
2018	3		1					2	1	2	1		10
Customer Service			1					1					2
TSO			1					1					2
Mishandling of Passenger Property	1								1				2
Damaged/Missing Items--Checked Baggage	1								1				2
Patdown										1			1
Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Diabetes										1			1
Property - Special Handling	1							1					2
Damaged Items - Carry-On								1					1
Missing Items - Checked	1												1
Screening	1											1	2
Procedures/Process	1										1		2
2019	1	2	3	2									8
Customer Service			1	1									2
TSO			1	1									2
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Property - Special Handling		1	2										3
Damaged Items - Checked			1										1
Missing Items - Checked		1	1										2
Screening		1		1									2
Procedures/Process		1		1									2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SHD	1	1	1	1		1	1				1		6	
2015				1		1							2	
Mishandling of Passenger Property				1									1	
Damaged/Missing Items--Checked Baggage				1									1	
Screening						1							1	
Procedures/Process						1							1	
2018							1				1		2	
Locks							1						1	
Missing or Damaged Lock							1						1	
Mishandling of Passenger Property											1		1	
Disarrayed Items--Carry-on or Checked											1		1	
2019		1	1										2	
Mishandling of Passenger Property		1											1	
Damaged/Missing Items--Checked Baggage		1											1	
Property - Special Handling				1									1	
Missing Items - Checked			1										1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
SHR	1	2		2			2	1	1				9
2015				1									1
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1
2017	1	1					1		1				4
Civil Rights									1				1
National Origin									1				1
Mishandling of Passenger Property							1						1
Damaged/Missing Items--Checked Baggage							1						1
Screening	1	1											2
Procedures/Process	1	1											2
2018		1					1	1					3
Customer Service		1											1
TSO		1											1
Mishandling of Passenger Property							1						1
Damaged/Missing Items--Checked Baggage							1						1
Screening								1					1
Procedures/Process								1					1
2019				1									1
Mishandling of Passenger Property				1									1
Disarrayed Items--Carry-on or Checked				1									1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SHV	14	11	8	12	7	6	12	7	9	11	15	11	123	
2015				6			1	2	1	1	9	2	22	
Customer Service							1				1		2	
Others											1		1	
TSO							1						1	
Expedited Passenger Screening Program				1									1	
TSA PreCheck				1									1	
Locks				1									1	
Missing or Damaged Lock				1									1	
Mishandling of Passenger Property				3				2	1	1	2		9	
Damaged/Missing Items--Checked Baggage				3				1	1	1	1		7	
Disarrayed Items--Carry-on or Checked								1			1		2	
Patdown											2		2	
Flyer											2		2	
Persons w/ Disabilities (PWD)												1	1	
Mobility Disability (Not Wheelchair or Scooter)												1	1	
Screening				1							4	1	6	
Children											1		1	
Lengthy Lines											1		1	
Procedures/Process											2	1	3	
Security Breach				1									1	
2016	3	2	1		3	1	3	1	2	1	2	6	25	
Civil Rights		1											1	
Racial Profiling or Discrimination		1											1	
Customer Service	1				1	1							3	
TSO	1				1	1							3	
Mishandling of Passenger Property	2	1	1		1		3	1	1		1	3	14	
Damaged/Missing Items--Carry-on Luggage												2	2	
Damaged/Missing Items--Checked Baggage	2	1			1		3	1	1		1	1	11	
Disarrayed Items--Carry-on or Checked			1										1	
Patdown										1	1		2	
Flyer										1	1		2	
Screening					1				1			3	5	
Inconsistency					1							2	3	
Procedures/Process									1			1	2	
2017	3	3	3	2	2	3	3		1	1	1	1	23	
Customer Service	1		1								1		3	
TSO	1		1								1		3	
Mishandling of Passenger Property	1	1	1	2	1	3	1		1				11	
Damaged/Missing Items--Carry-on Luggage						1							1	
Damaged/Missing Items--Checked Baggage	1	1	1	1	1	2	1		1				9	
Disarrayed Items--Carry-on or Checked				1									1	
Patdown			1										1	
Flyer			1										1	
Property - Special Handling										1		1	2	
Missing Items - Checked										1		1	2	
Screening	1	2			1		2						6	
Inconsistency		1											1	
Procedures/Process	1	1			1		2						5	
2018	4	1		4	1	2	5	4	5	8	3	2	39	
Advanced Imaging Technology (AIT)									1				1	
Flyer									1				1	
Civil Rights							1			1			2	
Racial Profiling or Discrimination							1						1	
Transgender Screening										1			1	
Customer Service				1		1			1	1			4	
TSO				1		1			1	1			4	
Locks								1	1	1	1		4	
Missing or Damaged Lock								1	1	1	1		4	
Mishandling of Passenger Property	2	1		1			1	3	1	1			10	
Damaged/Missing Items--Carry-on Luggage										1			1	
Damaged/Missing Items--Checked Baggage	2						1	2	1				6	
Disarrayed Items--Carry-on or Checked		1		1				1					3	
Patdown				1			1			2		1	5	
Flyer				1			1			1		1	4	
Flyer as Observer										1			1	
Property - Special Handling	1						1			1			3	
Damaged Items - Checked										1			1	
Missing Items - Checked	1						1						2	
Screening	1			1	1		1		1	1	2	1	10	
Inconsistency						1					1		2	
Lengthy Lines							1						1	
Procedures/Process	1			1	1				1	1	1	1	7	
2019	4	5	4		1								14	
Civil Rights		2											2	
Racial Profiling or Discrimination		1											1	
Sex/Gender/Gender Identity- Not Transgender		1											1	
Customer Service		1	2		1								4	
Others			1										1	
TSO		1	1		1								3	
Mishandling of Passenger Property		1	1										2	
Damaged/Missing Items--Checked Baggage			1										1	
Disarrayed Items--Carry-on or Checked		1											1	
Patdown	1												1	
Flyer	1												1	

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

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>SIT</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>			<b>5</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>29</b>
<b>2015</b>										<b>1</b>	<b>2</b>	<b>1</b>		<b>4</b>
Customer Service											1			1
TSO											1			1
Lost and Found											1			1
Airport/TSA											1			1
Mishandling of Passenger Property												1		1
Damaged/Missing Items--Checked Baggage												1		1
Screening										1				1
Procedures/Process										1				1
<b>2016</b>		<b>1</b>				<b>1</b>				<b>1</b>			<b>2</b>	<b>5</b>
Customer Service										1				1
TSO										1				1
Mishandling of Passenger Property			1										1	2
Damaged/Missing Items--Checked Baggage			1											1
Disarrayed Items--Carry-on or Checked													1	1
Patdown							1							1
Flyer							1							1
Screening													1	1
Procedures/Process													1	1
<b>2017</b>					<b>1</b>			<b>3</b>		<b>1</b>			<b>2</b>	<b>7</b>
Customer Service								1		1				2
TSO								1		1				2
Mishandling of Passenger Property					1			1					1	3
Damaged/Missing Items--Checked Baggage					1								1	2
Disarrayed Items--Carry-on or Checked								1						1
Patdown													1	1
Flyer as Observer													1	1
Screening								1						1
Inconsistency								1						1
<b>2018</b>			<b>1</b>			<b>1</b>				<b>2</b>	<b>4</b>	<b>2</b>		<b>10</b>
Mishandling of Passenger Property											1			1
Disarrayed Items--Carry-on or Checked											1			1
Patdown												1		1
Flyer												1		1
Persons w/ Disabilities (PWD)										1				1
General										1				1
Property - Special Handling										1				1
Missing Items - Checked										1				1
Screening			1				1				3	1		6
Inconsistency											1	1		2
Procedures/Process			1				1				2			4
<b>2019</b>		<b>1</b>	<b>1</b>			<b>1</b>								<b>3</b>
Civil Rights		1												1
National Origin		1												1
Mishandling of Passenger Property				1										1
Disarrayed Items--Carry-on or Checked				1										1
Screening						1								1
Procedures/Process						1								1



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>SJC</b>	<b>121</b>	<b>101</b>	<b>109</b>	<b>136</b>	<b>121</b>	<b>105</b>	<b>217</b>	<b>186</b>	<b>121</b>	<b>103</b>	<b>142</b>	<b>111</b>	<b>1,573</b>
<b>2015</b>				<b>18</b>	<b>21</b>	<b>14</b>	<b>11</b>	<b>13</b>	<b>23</b>	<b>17</b>	<b>32</b>	<b>31</b>	<b>180</b>
Civil Rights					3		2	1				2	8
General Complaint and Discrimination					1		1					1	3
Racial Profiling or Discrimination					2		1	1				1	5
Customer Service				1	4	2	1	1	2	2	12	6	31
Others									1	2	6	3	12
TSO				1	4	2	1	1	1		6	3	19
Expedited Passenger Screening Program				2					1				3
TSA PreCheck				2					1				3
Hazardous Materials Safety												1	1
General												1	1
Locks				1				3	1		3	4	12
Missing or Damaged Lock				1				3	1		3	4	12
Mishandling of Passenger Property				11	11	10	8	8	14	15	11	10	98
Damaged/Missing Items--Carry-on Luggage				1	1	1	2	1	3	2	1		12
Damaged/Missing Items--Checked Baggage				10	9	9	6	7	11	11	9	10	82
Disarrayed Items--Carry-on or Checked					1					2	1		4
Patdown					1				1			2	4
Flyer					1				1			1	3
Flyer as Observer												1	1
Persons w/ Disabilities (PWD)				1							1		2
Autism Spectrum				1									1
Visual Impairment											1		1
Screening				2	2	2			4		5	6	21
Inconsistency					1						1		2
Lengthy Lines						2			2		3	3	10
Procedures/Process				2	1				1		1	3	8
Retrieving Abandoned/Confiscated Items									1				1
<b>2016</b>	<b>30</b>	<b>20</b>	<b>22</b>	<b>27</b>	<b>21</b>	<b>38</b>	<b>156</b>	<b>107</b>	<b>36</b>	<b>26</b>	<b>38</b>	<b>36</b>	<b>557</b>
Civil Rights			2	3		1		1			2		9
General Complaint and Discrimination				2									2
Racial Profiling or Discrimination			1	1		1		1			1		5
Screening of Religious or Cultural Garments													1
Transgender Screening			1										1
Customer Service	10	3	2		3	6	16	18	5	10	6	5	84
Others	3	1	1		2	1	7	8	2	2	1	2	30
TSO	7	2	1		1	5	9	10	3	8	5	3	54
Locks		2		2			2		4	1			11
General							1						1
Missing or Damaged Lock		2		2			1		4	1			10
Lost and Found				1		1							2
Airport/TSA				1		1							2
Mishandling of Passenger Property	15	11	12	13	14	11	12	14	11	9	13	13	148
Damaged/Missing Items--Carry-on Luggage	1	1		1	1		3	2	2				11
Damaged/Missing Items--Checked Baggage	12	10	10	11	12	11	8	12	9	8	13	11	127
Damaged/Missing Items--Unspecified Luggage												1	1
Disarrayed Items--Carry-on or Checked	2		2	1	1		1			1		1	9
Patdown			1	1	1		2	1		1	1	1	9
Flyer				1	1		2	1		1	1	1	8
General			1										1
Persons w/ Disabilities (PWD)		1	1	3		1				1			7
Internal Medical Devices		1								1			2
Metal Implants (joint)			1	1									2
Mobility Disability (Not Wheelchair or Scooter)				1		1							2
Respiratory and Inhaler Equipment				1									1
Screening	5	3	4	3	3	18	124	73	16	4	16	17	286
Inconsistency		1						1			1	1	4
International Screening							1						1
Lengthy Lines	2	1	3	3		14	118	69	12	1	9	14	246
Procedures/Process	2	1	1		2	4	5	3	4	3	5	2	32
Retrieving Abandoned/Confiscated Items	1				1						1		3
TSA Contact Information				1									1
General				1									1
<b>2017</b>	<b>26</b>	<b>29</b>	<b>34</b>	<b>31</b>	<b>22</b>	<b>23</b>	<b>16</b>	<b>25</b>	<b>28</b>	<b>29</b>	<b>36</b>	<b>26</b>	<b>325</b>
Civil Rights		1	2		1			1	2				7
Constitutional Rights					1								1
Hair Patdowns								1					1
Racial Profiling or Discrimination		1	2						2				5
Customer Service	7	7	4	3	3	8	3	6	7	6	6	3	63
Others	1	2	1	1	1	2	1		3	1		1	14
TSO	6	5	3	2	2	6	2	6	4	5	6	2	49
Identification (ID) Requirements				1						1			2
Domestic				1						1			2
Locks		1	3	2	3	3	2	3	3	1	1	2	24
General						1						1	2
Missing or Damaged Lock		1	3	2	3	2	2	3	3	1	1	1	22
Lost and Found		1		1		1					2		5
Airport/TSA		1		1		1					2		5
Mishandling of Passenger Property	12	15	17	13	10	8	4	4	8	9	11	10	121
Damaged/Missing Items--Carry-on Luggage	3	1	3		3	1			2	1	1		15
Damaged/Missing Items--Checked Baggage	9	14	12	12	5	7	3	4	5	8	8	7	94
Damaged/Missing Items--Unspecified Luggage			1										1
Disarrayed Items--Carry-on or Checked			1	1	2		1		1		2	3	11
Notice of Violation/Civil Penalties				1									1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
General				1									1
Patdown	1	1	1	2		1	1	2		2	1		12
Children										1			1
Flyer	1	1	1	1		1	1	2		1	1		10
Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1	1	1	1	2			2		8
Diabetes											1		1
Internal Medical Devices					1								1
Medically Necessary Medication and Medical Supplies								1			1		2
Mobility Disability (Not Wheelchair or Scooter)							1						1
Wheelchair/ Scooter/ Segway				1		1		1					3
Prohibited & Permitted Items										1			1
Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling							3		5	5	8	8	35
Damaged Items - Carry-On								1					1
Damaged Items - Checked							1	1	3	1	1	5	12
Missing Items - Carry-On								2		1	2	1	6
Missing Items - Checked							2	2	2	3	5	2	16
Request for Assistance							1						1
Other							1						1
Screening	6	3	7	7	4	1	1	1	3	4	5	3	45
Inconsistency				1						2		1	4
Lengthy Lines	1	1									1		3
Procedures/Process	5	2	6	6	3	1	1	1	3	2	4	2	36
Retrieving Abandoned/Confiscated Items			1										1
Security Breach					1								1
<b>2018</b>	<b>31</b>	<b>33</b>	<b>27</b>	<b>33</b>	<b>33</b>	<b>30</b>	<b>34</b>	<b>41</b>	<b>34</b>	<b>31</b>	<b>36</b>	<b>18</b>	<b>381</b>
Civil Rights		1		1	2		1	2		1	2		10
Age								1			1		2
Perceived Religion					1								1
Racial Profiling or Discrimination				1	1			1					3
Sex/Gender/Gender Identity- Not Transgender										1	1		2
Transgender Screening		1					1						2
Customer Service	6	4	8	4	7	5	7	7	1	6	2	3	60
Others			2	1	3	2		1		2			11
TSO	6	4	6	3	4	3	7	6	1	4	2	3	49
Locks	1	4		2	2	2			2	3	1		17
General				1						1			2
Missing or Damaged Lock	1	4		1	2	2			2	2	1		15
Lost and Found	1							1					2
Airport/TSA	1							1					2
Mishandling of Passenger Property	8	9	9	10	9	4	10	8	12	5	10	4	98
Damaged/Missing Items--Carry-on Luggage	3	1		1			1				2		8
Damaged/Missing Items--Checked Baggage	5	4	7	7	6	3	5	5	10	4	6	4	66
Damaged/Missing Items--Unspecified Luggage				1									1
Disarrayed Items--Carry-on or Checked		4	2	1	3	1	4	3	2	1	2		23
Patdown	1	2	1	3	1	2	3	1	3	3	1	1	22
Flyer	1	1	1	1	1	2	3	1	3	3	1	1	19
Flyer as Observer		1											1
Non-Flyer				2									2
Persons w/ Disabilities (PWD)	1	1	1			3	1	2	3		2	2	16
Cognitive /Developmental /Mental Disability									1				1
Diabetes						1							1
Diapers/Garments/Dressings/Masks								1					1
General									1				1
Internal Medical Devices			1										1
Mobility Disability (Not Wheelchair or Scooter)		1									1	1	3
Touch Aversion (pain/trauma)						1							1
Wheelchair/ Scooter/ Segway	1					1	1	1	1		1	1	7
Property - Special Handling	8	5	3	8	2	5	6	5	9	6	9	6	72
Damaged Items - Carry-On			1				2	2					5
Damaged Items - Checked		2		4	1	1	1		2	1	3	2	17
Missing Items - Carry-On	1	2						2	3	1	1		10
Missing Items - Checked	7	1	2	4	1	4	3	1	4	4	5	4	40
Request for Assistance											1	1	2
Other											1	1	2
Screening	5	7	5	5	10	9	6	15	4	7	8	1	82
Inconsistency						1			1	1			3
Lengthy Lines		1	2		2	2	2	8		2			19
Military					1								1
Procedures/Process	5	6	3	5	7	6	4	7	3	3	6	1	56
Retrieving Abandoned/Confiscated Items											1		1
Security Breach										1	1		2
<b>2019</b>	<b>34</b>	<b>19</b>	<b>26</b>	<b>27</b>	<b>24</b>								<b>130</b>
Civil Rights	1	1											2
Headwear	1												1
Transgender Screening		1											1
Customer Service	4	1		4	6								18
Others			1										1
TSO	4	1	2	4	6								17
Locks	3	2	1		3								9
Missing or Damaged Lock	3	2	1		3								9
Lost and Found	1												1
Airport/TSA	1												1
Mishandling of Passenger Property	10	6	6	12	3								37

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Damaged/Missing Items--Checked Baggage	8	5	4	12	2								31
Damaged/Missing Items--Unspecified Luggage			1										1
Disarrayed Items--Carry-on or Checked	2	1	1		1								5
Patdown		1	1	1	1								4
Flyer		1	1	1	1								4
Persons w/ Disabilities (PWD)	2	3	1	2									8
Autism Spectrum		1	1										2
Diabetes		1											1
Medically Necessary Medication and Medical	1												1
Metal Implants (Joint)	1												1
Mobility Disability (Not Wheelchair or Scooter)		1											1
Wheelchair/ Scooter/ Segway				2									2
Property - Special Handling	9	3	7	7	8								34
Damaged Items - Carry-On	2				1								3
Damaged Items - Checked	3	1	1	2	3								10
Missing Items - Carry-On			2										2
Missing Items - Checked	4	2	4	5	4								19
Request for Assistance	1				1								2
Other	1				1								2
Screening	3	2	7	1	2								15
Inconsistency		1			1								2
Lengthy Lines			1										1
Procedures/Process	3	1	5		1								10
Retrieving Abandoned/Confiscated Items			1	1									2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>SJT</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>		<b>4</b>		<b>1</b>	<b>4</b>	<b>2</b>	<b>28</b>
<b>2015</b>						<b>1</b>				<b>1</b>	<b>1</b>		<b>3</b>
Mishandling of Passenger Property						1				1	1		3
Damaged/Missing Items--Checked Baggage						1				1			2
Disarrayed Items--Carry-on or Checked											1		1
<b>2016</b>	<b>1</b>				<b>1</b>			<b>2</b>			<b>1</b>	<b>1</b>	<b>6</b>
Locks								1					1
Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1				1								2
Damaged/Missing Items--Checked Baggage	1												1
Disarrayed Items--Carry-on or Checked					1								1
Patdown												1	1
Flyer												1	1
Screening								1			1		2
Procedures/Process								1			1		2
<b>2017</b>	<b>1</b>		<b>2</b>		<b>1</b>			<b>1</b>				<b>1</b>	<b>6</b>
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Property - Special Handling												1	1
Missing Items - Checked												1	1
Screening			2		1			1					4
Crew Member or Airline Employee								1					1
Procedures/Process			1		1								2
Retrieving Abandoned/Confiscated Items			1										1
<b>2018</b>	<b>2</b>	<b>1</b>		<b>1</b>				<b>1</b>			<b>2</b>		<b>7</b>
Customer Service		1											1
TSO		1											1
Mishandling of Passenger Property	1												1
Damaged/Missing Items--Checked Baggage	1												1
Patdown											1		1
Non-Flyer											1		1
Property - Special Handling	1												1
Damaged Items - Checked	1												1
Screening				1				1			1		3
Procedures/Process				1				1			1		3
<b>2019</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>									<b>6</b>
Customer Service				1									1
TSO				1									1
Locks				1									1
Missing or Damaged Lock				1									1
Mishandling of Passenger Property			1	1									2
Damaged/Missing Items--Checked Baggage			1	1									2
Screening	1	1											2
Procedures/Process	1	1											2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>SJU</b>	<b>81</b>	<b>99</b>	<b>108</b>	<b>169</b>	<b>112</b>	<b>133</b>	<b>105</b>	<b>101</b>	<b>114</b>	<b>123</b>	<b>137</b>	<b>88</b>	<b>1,370</b>
<b>2015</b>				<b>21</b>	<b>17</b>	<b>27</b>	<b>28</b>	<b>20</b>	<b>24</b>	<b>21</b>	<b>43</b>	<b>23</b>	<b>224</b>
Airline				1									1
Policy/Regulations/Service				1									1
Civil Rights						1	1	1			1		4
General Complaint and Discrimination						1					1		2
Racial Profiling or Discrimination							1	1					2
Customer Service					2	1	1		2	7	9	6	28
Others									1	2	3	6	12
TSO					2	1	1		1	5	6		16
Expedited Passenger Screening Program				1	1	1							3
TSA PreCheck				1	1	1							3
Hazardous Materials Safety								1					1
General								1					1
Identification (ID) Requirements								1					1
Domestic								1					1
Locks				1	1		3		6	2	1	1	15
Missing or Damaged Lock				1	1		3		6	2	1	1	15
Mishandling of Passenger Property				15	11	22	20	17	13	9	27	11	145
Damaged/Missing Items--Carry-on Luggage						1	1		2	3	5		12
Damaged/Missing Items--Checked Baggage				14	10	20	19	15	10	4	21	11	124
Disarrayed Items--Carry-on or Checked				1	1	1		2	1	2	1		9
Patdown					1		1						2
Flyer					1		1						2
Persons w/ Disabilities (PWD)						2	1		1			1	5
Cognitive /Developmental /Mental Disability									1				1
General						1							1
Medical Devices - Attached to the Body												1	1
Medically Necessary Medication and Medical Supplies							1						1
Mobility Disability (Not Wheelchair or Scooter)						1							1
Screening				3	1		1		2	3	5	4	19
Inconsistency					1								1
Lengthy Lines				1					1	1			3
Procedures/Process				2			1		1	2	5	4	15
<b>2016</b>	<b>31</b>	<b>24</b>	<b>32</b>	<b>67</b>	<b>42</b>	<b>55</b>	<b>34</b>	<b>36</b>	<b>25</b>	<b>27</b>	<b>32</b>	<b>32</b>	<b>437</b>
Advanced Imaging Technology (AIT)				1									1
Flyer				1									1
Civil Rights		2	1	3		1	1	2				1	11
General Complaint and Discrimination		1	1	1									3
National Origin						1							1
Racial Profiling or Discrimination		1		2			1	2				1	7
Customer Service	5	2	11	17	7	10	9	7	4	3	5	6	86
CSM											1	1	2
Others	1		4	4		5	4	2	1		1	3	25
TCC										1			1
TSO	4	2	7	13	7	5	5	5	3	2	3	2	58
Locks	3	2	2	1	5	1	2	1	1	2	2	4	26
General	1											1	2
Missing or Damaged Lock	2	2	2	1	5	1	2	1	1	2	2	3	24
Lost and Found	1						1					1	3
Airport/TSA	1						1					1	3
Mishandling of Passenger Property	17	15	11	23	19	23	18	16	15	20	15	17	209
Damaged/Missing Items--Carry-on Luggage	5	3		3	2	5		2	2		2	4	28
Damaged/Missing Items--Checked Baggage	12	12	11	20	16	18	16	13	13	18	13	11	173
Damaged/Missing Items--Unspecified Luggage					1								1
Disarrayed Items--Carry-on or Checked							2	1		2		2	7
Patdown	1							2			4		9
Children									1				1
Flyer								2	1		4		7
Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		1		2		2	1	2			3		11
Cognitive /Developmental /Mental Disability				1									1
Internal Medical Devices				1							1		2
Medically Necessary Medication and Medical Supplies						1							1
Metal Implants (joint)						1							1
Mobility Disability (Not Wheelchair or Scooter)		1					1						2
Ostomy/Ostomates											1		1
Wheelchair/ Scooter/ Segway								2			1		3
Screening	4	2	7	20	11	18	2	6	3	2	3	3	81
Crew Member or Airline Employee	1							1					2
Inconsistency			1		1							1	3
Lengthy Lines		2	4	18	7	17	1	3	1		1		54
Procedures/Process	2		2	2	3		1	2	2	2	2	2	20
Retrieving Abandoned/Confiscated Items						1							1
Security Breach	1												1
<b>2017</b>	<b>16</b>	<b>23</b>	<b>38</b>	<b>35</b>	<b>18</b>	<b>32</b>	<b>19</b>	<b>25</b>	<b>34</b>	<b>36</b>	<b>30</b>	<b>14</b>	<b>320</b>
Advanced Imaging Technology (AIT)										1			1
Flyer as Observer										1			1
Civil Rights	1	1			1	1		1			1		6
Hair Patdowns						1							1
National Origin		1											1
Racial Profiling or Discrimination	1							1			1		3
Screening of Religious Cultural and Ceremonial Items					1								1
Customer Service	1	8	8	4	1	7	4	4	11	3	4	2	57
Others		4	4			1	1	1	1		1		13

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TSO	1	4	4	4	1	6	3	3	10	3	3	2	44
Locks	3	2	2	3		3	2	1	3		1		20
Missing or Damaged Lock	3	2	2	3		3	2	1	3		1		20
Lost and Found									1	1		1	3
Airport/TSA									1	1		1	3
Mishandling of Passenger Property	10	8	21	21	11	16	6	9	8	18	16	6	150
Damaged/Missing Items--Carry-on Luggage	1	2	2	4	4				1	2	1		17
Damaged/Missing Items--Checked Baggage	8	5	18	16	7	16	5	8	7	16	13	6	125
Disarrayed Items--Carry-on or Checked	1	1	1	1			1	1			2		8
Patdown			1	1		1	1					1	5
Flyer			1	1			1					1	4
Flyer as Observer						1							1
Persons w/ Disabilities (PWD)		1		1	2	2		1	2	1	2		12
Autism Spectrum										1	1		2
Diabetes						1							1
General											1		1
Medical Devices - Attached to the Body		1											1
Medically Necessary Medication and Medical Supplies					1				1				2
Metal Implants (joint)					1								1
Mobility Disability (Not Wheelchair or Scooter)				1		1							2
Service Animals								1					1
Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items										1	1		2
Alcohol and Tobacco										1			1
Food/Beverages											1		1
Property - Special Handling							3	5	5	11	4	2	30
Damaged Items - Carry-On								1		1		1	3
Damaged Items - Checked								2	2	3			7
Missing Items - Carry-On									1				1
Missing Items - Checked							3	2	2	7	4	1	19
Screening	1	3	6	5	3	2	3	4	4		1	2	34
Crew Member or Airline Employee				2					1				3
Inconsistency			1		1		1						3
Lengthy Lines		1	1	1		1		2	2				8
Procedures/Process	1	2	4	2	2	1	2	2	1		1	2	20
<b>2018</b>	<b>19</b>	<b>23</b>	<b>19</b>	<b>20</b>	<b>15</b>	<b>19</b>	<b>24</b>	<b>20</b>	<b>31</b>	<b>39</b>	<b>32</b>	<b>19</b>	<b>280</b>
Civil Rights					1					2	3	1	7
Constitutional Rights					1							1	2
National Origin											1		1
Perceived Religion										1			1
Racial Profiling or Discrimination										1	1		2
Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	3	2	2	6	2	2	4	4	6	8	4	1	44
Others	1	1	1	1				1	2	3	2		12
TSO	2	1	1	5	2	2	4	3	4	5	2	1	32
Identification (ID) Requirements	1												1
Domestic	1												1
Locks	1		2					1	2	3	2	1	12
Missing or Damaged Lock	1		2					1	2	3	2	1	12
Lost and Found	2	3	1		1								7
Airport/TSA	2	3	1		1								7
Mishandling of Passenger Property	3	10	5	2	4	11	7	6	8	11	9	8	84
Damaged/Missing Items--Carry-on Luggage												1	1
Damaged/Missing Items--Checked Baggage	3	10	5	2	2	11	5	6	7	9	8	7	75
Damaged/Missing Items--Unspecified Luggage											1		1
Disarrayed Items--Carry-on or Checked					2		2		1	2			7
Patdown		1		1				1		1			4
Flyer				1				1					2
Flyer as Observer										1			1
Non-Flyer		1											1
Persons w/ Disabilities (PWD)			1	2			1	1	1	5	1	1	13
Diabetes											1		1
General										2			2
Metal Implants (joint)								1					1
Mobility Disability (Not Wheelchair or Scooter)				2									2
Prosthesis/Amputees and Casts									1				1
Service Animals			1										1
Visual Impairment							1						1
Wheelchair/ Scooter/ Segway										3		1	4
Property - Special Handling	8	3	5	6	4	1	7	4	13	7	7	6	71
Damaged Items - Carry-On							1		1				2
Damaged Items - Checked				1	2		1		2	1		2	9
Missing Items - Carry-On	3			1		1	1	2	4	2			14
Missing Items - Checked	5	3	5	4	2		4	2	6	4	7	4	46
Request for Assistance									1				1
Other									1				1
Screening	1	4	3	3	3	5	5	3		2	6	1	36
Inconsistency											1		1
Lengthy Lines		1	1		1	3		1		1			8
Procedures/Process	1	3	2	3	2	2	4	2		1	4	1	25
Security Breach							1				1		2
<b>2019</b>	<b>15</b>	<b>29</b>	<b>19</b>	<b>26</b>	<b>20</b>								<b>109</b>
Civil Rights		1	1		2								4
Age					1								1
Perceived Religion					1								1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Racial Profiling or Discrimination		1	1										2
Customer Service		3	3	5	4								15
Others		1			1								2
TSO		2	3	5	3								13
Locks	2	1	2	1									6
Missing or Damaged Lock	2	1	2	1									6
Lost and Found			1		1								2
Airport/TSA			1		1								2
Mishandling of Passenger Property	9	9	5	10	8								41
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	8	7	3	10	7								35
Damaged/Missing Items--Unspecified Luggag	1												1
Disarrayed Items--Carry-on or Checked		2	1		1								4
Patdown		1			1								2
Flyer		1			1								2
Persons w/ Disabilities (PWD)	1		1	1									3
Service Animals				1									1
Wheelchair/ Scooter/ Segway	1		1										2
Property - Special Handling	3	11	4	7	3								28
Damaged Items - Carry-On		1											1
Damaged Items - Checked		5		1									6
Missing Items - Carry-On	1		3										4
Missing Items - Checked	2	5	1	6	3								17
Screening		3	2	2	1								8
Lengthy Lines			1										1
Procedures/Process		3	1	1	1								6
Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
SLC		145	118	172	202	197	165	127	127	152	182	158	144	1,889
2015					44	33	33	19	28	38	33	43	28	299
Advanced Imaging Technology (AIT)											1			1
Flyer											1			1
Airline					2									2
Policy/Regulations/Service					2									2
Civil Rights											1			1
General Complaint and Discrimination											1			1
Customer Service					3	2	1	2	5	4	4	5	2	28
CSM												1		1
Others									2	1		1		4
TSO					3	2	1	2	3	3	4	3	2	23
Expedited Passenger Screening Program					5	5	3							13
TSA PreCheck					5	5	3							13
Hazardous Materials Safety								1						1
General								1						1
Locks					2	3	4	1	1	2			1	14
General					1	1		1						3
Missing or Damaged Lock					1	2	4		1	2			1	11
Mishandling of Passenger Property					31	19	19	14	21	28	24	28	18	202
Damaged/Missing Items--Carry-on Luggage					2		3	1	4	4	2	3	3	22
Damaged/Missing Items--Checked Baggage					28	18	15	12	16	23	19	24	14	169
Damaged/Missing Items--Unspecified Luggage													1	1
Disarrayed Items--Carry-on or Checked					1	1	1	1	1	1	3	1		10
Patdown												1		1
Non-Flyer												1		1
Persons w/ Disabilities (PWD)						2	1			1				4
Cognitive /Developmental /Mental Disability										1				1
Diabetes							1							1
Medically Necessary Medication and Medical Supplies						1								1
Touch Aversion (pain/trauma)						1								1
Prohibited & Permitted Items							1						1	2
Knives/Tools/Razors/Sharp Objects													1	1
Medication/Prescription/Medically Necessary Items							1							1
Screening					1	2	4	1	1	3	3	9	6	30
Crew Member or Airline Employee												1		1
Inconsistency											1		1	2
Lengthy Lines						1	1				1		2	5
Procedures/Process					1	1	3	1	1	3	1	7	3	21
Retrieving Abandoned/Confiscated Items												1		1
2016		29	18	40	39	49	44	39	30	39	45	41	51	464
Civil Rights							1	1		1	1	2	1	7
Racial Profiling or Discrimination							1	1		1		2	1	6
Transgender Screening											1			1
Customer Service		5	3	4	7	6	6	6	4	8	4	4	5	62
Others				1	1		1		2	2	1	1	1	10
TSO		5	3	3	6	6	5	6	2	6	3	3	4	52
Locks		2			5	2	2	2	2	2	2	3	1	23
General					1									1
Missing or Damaged Lock		2			4	2	2	2	2	2	2	3	1	22
Lost and Found		1					1					1		3
Airport/TSA		1					1					1		3
Mishandling of Passenger Property		17	12	26	23	30	19	19	19	21	24	19	37	266
Damaged/Missing Items--Carry-on Luggage		3	2	1	2	9	3	2	4	4	7	4	4	45
Damaged/Missing Items--Checked Baggage		14	10	24	20	19	16	16	14	15	16	15	29	208
Damaged/Missing Items--Unspecified Luggage					1									1
Disarrayed Items--Carry-on or Checked					1	2		1	1	2	1		4	12
Patdown			2	4	1	4	5	2	1	3	6	5	2	35
Children											1			1
Flyer			2	3	1	4	5	2	1	3	3	5	2	31
Flyer as Observer				1							2			3
Persons w/ Disabilities (PWD)			1			3	1	3	1		1	3	2	15
Breast Cancer			1											1
Cancer (general) Not Breast Cancer						1								1
Diabetes												1		1
General								1				1		2
Medical Devices - Attached to the Body													1	1
Medically Necessary Medication and Medical Supplies								1						1
Metal Implants (joint)						1								1
Mobility Disability (Not Wheelchair or Scooter)								1	1					2
Ostomy/Ostomates												1		1
Prosthesis/Amputees and Casts											1			1
Touch Aversion (pain/trauma)							1							1
Wheelchair/ Scooter/ Segway						1							1	2
Prohibited & Permitted Items				1									1	2
Breast Milk/Baby Formula/Breast Pump				1										1
Lighters/Matches													1	1
Screening		4		5	3	4	9	6	3	4	7	4	2	51
Inconsistency				1	1						1	1	1	5
Lengthy Lines		1		1		2	2	1	1	1	1			10
Procedures/Process		3		3	2	2	7	4	2	1	5	3	1	33
Retrieving Abandoned/Confiscated Items								1						1
Security Breach										2				2
2017		37	33	64	43	42	44	28	31	39	54	36	40	491
Advanced Imaging Technology (AIT)												1		1



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Flyer											1		1
Civil Rights	3			4	1	2					3	2	15
Headwear				1									1
National Origin						1							1
Racial Profiling or Discrimination	1			1		1					3	1	7
Screening of Religious Cultural and Ceremonial Items					1								1
Sex/Gender/Gender Identity- Not Transgender	2											1	4
Transgender Screening				1									1
Customer Service	6	5	14	5	6	8	3	6	6	5	5	5	74
Others		1	5			2				1	1		10
TSO	6	4	9	5	6	6	3	6	6	4	4	5	64
Locks	1	1	1	4	2	3	1	1	2	1		2	19
General			1										1
Missing or Damaged Lock	1	1		4	2	3	1	1	2	1		2	18
Lost and Found		1		2		1							4
Airport/TSA		1		2		1							4
Mishandling of Passenger Property	21	18	33	23	27	23	13	11	18	24	13	15	239
Damaged/Missing Items--Carry-on Luggage	7	6	3	1	6	4	3	1	1	6		2	40
Damaged/Missing Items--Checked Baggage	12	11	29	22	18	16	8	7	14	14	10	10	171
Damaged/Missing Items--Unspecified Luggage										1			1
Disarrayed Items--Carry-on or Checked	2	1	1		3	3	2	3	3	3	3	3	27
Patdown	2	4	5	2	2	3	2	3	2	6	3	2	36
Flyer	2	4	5	2	2	3	2	3	2	6	3	2	36
Persons w/ Disabilities (PWD)	2		3		2	2	1	5	1	2	1	1	20
Autism Spectrum							1	1					2
Diabetes					1	1							2
Internal Medical Devices								1					1
Medically Necessary Medication and Medical	1					1		1					3
Mobility Disability (Not Wheelchair or Scooter)	1		1		1					1	1		5
Ostomy/Ostomates								1					1
Prosthesis/Amputees and Casts			1										1
Respiratory and Inhaler Equipment								1					1
Wheelchair/ Scooter/ Segway			1						1	1		1	4
Prohibited & Permitted Items									2				2
Lighters/Matches									1				1
Liquids/Gels/Aerosols									1				1
Property - Special Handling							4	4	6	12	6	8	40
Damaged Items - Carry-On										1	1	1	3
Damaged Items - Checked							2		1	1	3	2	9
Missing Items - Carry-On							1	2	1	2	1	1	8
Missing Items - Checked							1	2	4	8	1	4	20
Request for Assistance							1						1
Wounded Warrior (MSIJSOC)							1						1
Screening	2	4	7	3	2	2	3	1	2	4	4	5	39
Inconsistency		1							2			2	5
Lengthy Lines				1						1	1		3
Procedures/Process	1	3	7	2	2	2	3	1		3	3	3	30
Security Breach	1												1
TSA Contact Information			1										1
General			1										1
<b>2018</b>	<b>45</b>	<b>35</b>	<b>37</b>	<b>37</b>	<b>40</b>	<b>44</b>	<b>41</b>	<b>38</b>	<b>36</b>	<b>50</b>	<b>38</b>	<b>25</b>	<b>466</b>
Advanced Imaging Technology (AIT)									1				1
General									1				1
Civil Rights			1		2	1		2	2	3	2	2	15
Hair Patdowns									1				1
Racial Profiling or Discrimination			1					1	1	2	1		6
Sex/Gender/Gender Identity- Not Transgender					1			1			1	2	5
Sexual Orientation - Not Transgender					1					1			2
Transgender Screening						1							1
Customer Service	7	4	6	7	2	6	8	7	5	7	4	3	66
Others	2	1	2	2	1		2	1		1		1	13
TSO	5	3	4	5	1	6	6	6	5	6	4	2	53
Locks	4	2	1	1	3	3	1	2	4	2	1	1	25
Missing or Damaged Lock	4	2	1	1	3	3	1	2	4	2	1	1	25
Lost and Found		1			1	2		1					5
Airport/TSA		1			1	2		1					5
Mishandling of Passenger Property	15	13	10	13	14	9	12	12	10	11	11	7	137
Damaged/Missing Items--Carry-on Luggage	3		1	1	2	2	1	1		1	1		13
Damaged/Missing Items--Checked Baggage	10	11	8	11	11	6	9	7	6	9	8	5	101
Disarrayed Items--Carry-on or Checked	2	2	1	1	1	1	2	4	4	1	2	2	23
Patdown	3	2	3	3	4	5	1	4	3	5	2	3	38
Flyer	3	2	3	3	4	4	1	2	3	4	2	3	34
Flyer as Observer						1		2					3
Non-Flyer										1			1
Persons w/ Disabilities (PWD)		1	2			2	5	2	2	5	1	2	22
Cognitive /Developmental /Mental Disability		1						1		1			3
Hearing Impairment								1			1		2
Medically Necessary Medication and Medical Supplies			1				2			1		1	5
Mobility Disability (Not Wheelchair or Scooter)							1			2		1	4
Ostomy/Ostomates							1						1
Service Animals						1							1
Touch Aversion (pain/trauma)							1		1	1			3
Wheelchair/ Scooter/ Segway			1			1			1				3
Property - Special Handling	5	10	8	8	7	13	10	4	6	10	8	3	92
Damaged Items - Carry-On	2	1	2	3		3	1	1		2	1	1	17

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged Items - Checked	1	1	1		1	2	4	2	2	4	2		20
Missing Items - Carry-On	1	4	2	1	1	3	4	1	1		2		20
Missing Items - Checked	1	4	3	4	5	5	1		3	4	3	2	35
Screening	11	2	6	5	7	3	4	4	3	7	9	4	65
Inconsistency	1				1				1	1			4
Lengthy Lines	4			2	1			1		1			9
Procedures/Process	6	2	4	3	5	3	4	3	2	5	8	4	49
Retrieving Abandoned/Confiscated Items			2								1		3
2019	34	32	31	39	33								169
Civil Rights			1	4	1								6
Racial Profiling or Discrimination				3									3
Sex/Gender/Gender Identity- Not Transgender				1	1								2
Transgender Screening			1										1
Customer Service	4	3	4	5	6								22
TSO	4	3	4	5	6								22
Locks	5	1		1	2								9
Missing or Damaged Lock	5	1		1	2								9
Lost and Found			1	1									2
Airport/TSA			1	1									2
Mishandling of Passenger Property	14	15	12	9	7								57
Damaged/Missing Items--Carry-on Luggage		2		4									6
Damaged/Missing Items--Checked Baggage	12	9	11	5	7								44
Disarrayed Items--Carry-on or Checked	2	4	1										7
Patdown	1	1		2	1								5
Flyer	1	1		2	1								5
Persons w/ Disabilities (PWD)	1	2	3	4	4								14
Autism Spectrum				1	1								2
Diabetes					1								1
Diapers/Garments/Dressings/Masks			1										1
General		1	1		1								3
Medically Necessary Medication and Medical Supplies					1								1
Mobility Disability (Not Wheelchair or Scooter)		1		2									3
Prosthesis/Amputees and Casts	1												1
Wheelchair/ Scooter/ Segway			1	1									2
Property - Special Handling	5	9	8	9	9								40
Damaged Items - Carry-On	1	1	3	1									6
Damaged Items - Checked	1	7	3	3	4								18
Missing Items - Carry-On				3	1								4
Missing Items - Checked	3	1	2	2	4								12
Screening	4	1	2	4	3								14
Crew Member or Airline Employee				1									1
Inconsistency				1									1
International Screening					1								1
Lengthy Lines	1		1		1								3
Procedures/Process	3	1	1	1	1								7
Retrieving Abandoned/Confiscated Items				1									1

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>SLK</b>	<b>1</b>		<b>1</b>					<b>1</b>	<b>1</b>	<b>1</b>			<b>5</b>
<b>2015</b>								<b>1</b>	<b>1</b>				<b>2</b>
Mishandling of Passenger Property								1	1				2
Damaged/Missing Items--Checked Baggage									1				1
Disarrayed Items--Carry-on or Checked								1					1
<b>2016</b>			<b>1</b>										<b>1</b>
Civil Rights			1										1
Racial Profiling or Discrimination			1										1
<b>2017</b>	<b>1</b>												<b>1</b>
Civil Rights	1												1
Screening of Religious or Cultural Garments	1												1
<b>2018</b>										<b>1</b>			<b>1</b>
Property - Special Handling										1			1
Missing Items - Checked										1			1

**TSA Contact Center Traveler Complaints Tool**

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

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>SMF</b>	<b>129</b>	<b>145</b>	<b>174</b>	<b>141</b>	<b>130</b>	<b>112</b>	<b>102</b>	<b>139</b>	<b>129</b>	<b>118</b>	<b>150</b>	<b>120</b>	<b>1,589</b>
<b>2015</b>				<b>27</b>	<b>15</b>	<b>14</b>	<b>18</b>	<b>23</b>	<b>31</b>	<b>21</b>	<b>33</b>	<b>34</b>	<b>216</b>
Civil Rights				1			2	2		1		1	7
General Complaint and Discrimination				1						1		1	3
Racial Profiling or Discrimination							2	2					4
Customer Service				2		3	2		4	4	1	4	20
CSM							1					1	2
Others									1				1
TSO				2		3	1		3	4	1	3	17
Expedited Passenger Screening Program				1	1								2
TSA PreCheck				1	1								2
Hazardous Materials Safety								1					1
General								1					1
Locks				2	3		1	2		1	6	2	17
General				1	1								2
Missing or Damaged Lock				1	2		1	2		1	6	2	15
Lost and Found					2		1	1	1	1	1	2	9
Airport/TSA					2		1	1	1	1	1	2	9
Mishandling of Passenger Property				19	8	9	12	16	23	13	24	24	148
Damaged/Missing Items--Carry-on Luggage							1	3	1		3	3	11
Damaged/Missing Items--Checked Baggage				17	6	9	11	12	20	12	20	20	127
Damaged/Missing Items--Unspecified Luggage					1				1			1	3
Disarrayed Items--Carry-on or Checked				2	1			1	1	1	1		7
Patdown											1		1
Flyer											1		1
Persons w/ Disabilities (PWD)					1				2	1			4
Diabetes									1				1
Mobility Disability (Not Wheelchair or Scooter)					1				1	1			3
Screening				2		2		1	1			1	7
Procedures/Process				1				1	1			1	4
Retrieving Abandoned/Confiscated Items				1		2							3
<b>2016</b>	<b>37</b>	<b>33</b>	<b>44</b>	<b>38</b>	<b>27</b>	<b>32</b>	<b>33</b>	<b>43</b>	<b>30</b>	<b>36</b>	<b>48</b>	<b>27</b>	<b>428</b>
Civil Rights	1			1			1	2		1		1	7
Racial Profiling or Discrimination	1			1				2				1	5
Screening of Religious or Cultural Garments							1						1
Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	4	2	6	3	6	3	5	9	3	9	10	3	63
CSM	1	1											2
Others					1		1	4	1				7
TSO	3	1	6	3	5	3	4	5	2	9	10	3	54
Identification (ID) Requirements			1		1								2
Domestic			1		1								2
Locks	3	2	3		3	2	2	1		1	2	2	21
Missing or Damaged Lock	3	2	3		3	2	2	1		1	2	2	21
Lost and Found	1	1		1			1	1	1	1	2	1	10
Airport/TSA	1	1		1			1	1	1	1	2	1	10
Mishandling of Passenger Property	22	24	26	23	15	19	18	23	22	16	26	18	252
Damaged/Missing Items--Carry-on Luggage	3	1	1			1		2	4	1	2	2	17
Damaged/Missing Items--Checked Baggage	19	22	24	21	15	16	18	20	17	14	24	14	224
Damaged/Missing Items--Unspecified Luggage						1						1	2
Disarrayed Items--Carry-on or Checked		1	1	2		1		1	1	1		1	9
Patdown	3	2		1	1	1	1	2	1	2	4	1	19
Flyer	3	1		1	1		1	2	1	2	2	1	15
General											2		2
Non-Flyer		1				1							2
Persons w/ Disabilities (PWD)			2	1		2		1	1	1			8
General				1		1			1				3
Internal Medical Devices			1			1							2
Medically Necessary Medication and Medical Supplies			1							1			2
Touch Aversion (pain/trauma)								1					1
Request for Assistance											1		1
Other											1		1
Screening	3	2	6	8	1	5	5	4	2	5	3	1	45
Classified Materials								1					1
Crew Member or Airline Employee						1							1
Inconsistency			2	3	1			1			1		8
Lengthy Lines			1	1			1	2	1	1			7
Procedures/Process	1	1	2	4		4	2		1	4	2	1	22
Retrieving Abandoned/Confiscated Items	2	1	1				1						5
Security Breach							1						1
<b>2017</b>	<b>25</b>	<b>37</b>	<b>54</b>	<b>30</b>	<b>40</b>	<b>35</b>	<b>19</b>	<b>34</b>	<b>30</b>	<b>32</b>	<b>34</b>	<b>28</b>	<b>398</b>
Advanced Imaging Technology (AIT)						1							1
Flyer						1							1
Civil Rights	1		1				1			1			4
National Origin										1			1
Racial Profiling or Discrimination	1						1						2
Screening of Religious Cultural and Ceremonial Items			1										1
Customer Service	3	6	1	1	6	2	1	3	3	4	3	3	36
CSM		1											1
Others		1									1		2
TSO	3	4	1	1	6	2	1	3	3	4	2	3	33
Identification (ID) Requirements					1								1
Domestic					1								1
Locks		1		2	3	3		3		3	1		16
General								1					1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Missing or Damaged Lock		1		2	3	3		2		3	1		15
Lost and Found	2	1		5	1								9
Airport/TSA	2	1		5	1								9
Mishandling of Passenger Property	16	27	44	18	21	24	10	12	17	17	12	15	233
Damaged/Missing Items--Carry-on Luggage	4	1	3	1	1	1				1			12
Damaged/Missing Items--Checked Baggage	10	23	37	16	17	21	9	10	15	13	11	11	193
Damaged/Missing Items--Unspecified Luggage	1	1			1						1		4
Disarrayed Items--Carry-on or Checked	1	2	4	1	2	2	1	2	2	3		4	24
Patdown	1		2		3	2	1	2		1	1		13
Flyer			2		2	2	1	2		1	1		11
Flyer as Observer					1								1
General	1												1
Persons w/ Disabilities (PWD)					1			1	1		1	2	6
Diabetes												1	1
General					1								1
Medically Necessary Medication and Medical Supplies											1		1
Mobility Disability (Not Wheelchair or Scooter)												1	1
Prosthesis/Amputees and Casts								1					1
Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items										1			1
Lighters/Matches										1			1
Property - Special Handling							4	13	5	4	10	6	42
Damaged Items - Checked								4	1	1	3	1	10
Missing Items - Carry-On							1						1
Missing Items - Checked							3	9	4	3	7	5	31
Request for Assistance					1								1
Other					1								1
Screening	2	2	6	4	3	3	2		4	1	6	2	35
Inconsistency	1			1	1						1		4
Lengthy Lines						1	1				1		3
Procedures/Process	1	2	2	3	2	1	1		4	1	2	2	21
Retrieving Abandoned/Confiscated Items			4								2		6
Security Breach						1							1
<b>2018</b>	<b>29</b>	<b>35</b>	<b>38</b>	<b>27</b>	<b>27</b>	<b>31</b>	<b>32</b>	<b>39</b>	<b>38</b>	<b>29</b>	<b>35</b>	<b>31</b>	<b>391</b>
Civil Rights			1		1		2				1		5
Hair Patdowns							1						1
Racial Profiling or Discrimination					1								1
Sex/Gender/Gender Identity- Not Transgender											1		1
Transgender Screening			1				1						2
Customer Service	3	7	6	2	2	2	4	2	5	8	6	6	53
Others			1						1	1			3
TSO	3	7	5	2	2	2	4	2	4	7	6	6	50
Locks	1	1	2	2	1	5		2	2	2	2	5	25
General		1											1
Missing or Damaged Lock	1		2	2	1	5		2	2	2	2	5	24
Lost and Found											1		1
Airport/TSA											1		1
Mishandling of Passenger Property	6	11	15	14	9	9	9	15	6	10	12	9	125
Damaged/Missing Items--Carry-on Luggage				1		1		2		1			5
Damaged/Missing Items--Checked Baggage	3	9	13	8	8	5	7	10	3	8	11	6	91
Damaged/Missing Items--Unspecified Luggage				1			1						2
Disarrayed Items--Carry-on or Checked	3	2	2	4	1	3	1	3	3	1	1	3	27
Patdown	1		1		2	1		1	5		3	2	16
Flyer	1		1		2	1		1	4		2	2	14
Flyer as Observer									1				1
Non-Flyer											1		1
Persons w/ Disabilities (PWD)		1	4		1	3	4		2	1	2	2	20
Diabetes						1						2	3
Diapers/Garments/Dressings/Masks										1			1
General							2						2
Hearing Impairment						1							1
Medically Necessary Medication and Medical Supplies			1						1		1		3
Metal Implants (joint)					1								1
Mobility Disability (Not Wheelchair or Scooter)		1	1				1						3
Ostomy/Ostomates									1				1
Prosthesis/Amputees and Casts			1										1
Wheelchair/ Scooter/ Segway			1			1	1				1		4
Property - Special Handling	10	5	6	3	8	7	10	11	10	8	7	5	90
Damaged Items - Carry-On			1	1		1	2	1	2	1	1	2	12
Damaged Items - Checked	5	2	3	2	4	2	1	1	4	3	2	1	30
Missing Items - Carry-On		1				1		1			1	1	5
Missing Items - Checked	5	2	2		4	3	7	8	4	4	3	1	43
Request for Assistance				1									1
Other				1									1
Screening	8	10	3	5	3	4	3	8	8		1	2	55
Inconsistency	1	1											2
Lengthy Lines	3	3	1			1		2	2				12
Procedures/Process	3	6	2	4	2	2	3	4	5		1	2	34
Retrieving Abandoned/Confiscated Items						1			1				2
Security Breach	1			1				2					4
Shoe Screening					1								1
<b>2019</b>	<b>38</b>	<b>40</b>	<b>38</b>	<b>19</b>	<b>21</b>								<b>156</b>
Civil Rights	1	4	4		1								10
Racial Profiling or Discrimination		1	2										3
Screening of Religious Cultural and Ceremonial Items		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Sex/Gender/Gender Identity- Not Transgender	1	2	2										5
Sexual Orientation - Not Transgender					1								1
Customer Service	10	4	10	2	3								29
Others	3				1								4
TSO	7	4	10	2	2								25
Locks		2	1	2	3								8
Missing or Damaged Lock		2	1	2	3								8
Lost and Found		1											1
Airport/TSA		1											1
Mishandling of Passenger Property	8	13	8	5	10								44
Damaged/Missing Items--Carry-on Luggage		2											2
Damaged/Missing Items--Checked Baggage	6	9	6	4	7								32
Disarrayed Items--Carry-on or Checked	2	2	2	1	3								10
Patdown	3	3	1										7
Flyer	3	3											6
Non-Flyer			1										1
Persons w/ Disabilities (PWD)		1	1	3									5
Diabetes				1									1
General		1											1
Medically Necessary Medication and Medical Supplies				1									1
Mobility Disability (Not Wheelchair or Scooter)			1										1
Touch Aversion (pain/trauma)				1									1
Property - Special Handling	7	6	7	6	3								29
Damaged Items - Carry-On		1	1	1									3
Damaged Items - Checked	1	2			1								4
Missing Items - Carry-On	1	1			1								3
Missing Items - Checked	5	2	6	5	1								19
Screening	9	6	6	1	1								23
Inconsistency	1												1
Procedures/Process	8	5	3	1	1								18
Retrieving Abandoned/Confiscated Items		1	2										3
Security Breach			1										1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>SMX</b>			<b>1</b>			<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>11</b>
<b>2015</b>						<b>1</b>		<b>1</b>						<b>2</b>
Mishandling of Passenger Property								<b>1</b>						<b>1</b>
Damaged/Missing Items--Checked Baggage								<b>1</b>						<b>1</b>
Persons w/ Disabilities (PWD)						<b>1</b>								<b>1</b>
Metal Implants (joint)						<b>1</b>								<b>1</b>
<b>2016</b>						<b>1</b>	<b>1</b>			<b>2</b>	<b>1</b>		<b>1</b>	<b>6</b>
Customer Service							<b>1</b>							<b>1</b>
TSO							<b>1</b>							<b>1</b>
Mishandling of Passenger Property										<b>2</b>	<b>1</b>			<b>3</b>
Damaged/Missing Items--Checked Baggage										<b>2</b>	<b>1</b>			<b>3</b>
Patdown													<b>1</b>	<b>1</b>
Non-Flyer													<b>1</b>	<b>1</b>
Persons w/ Disabilities (PWD)						<b>1</b>								<b>1</b>
Prosthesis/Amputees and Casts						<b>1</b>								<b>1</b>
<b>2017</b>			<b>1</b>											<b>1</b>
Screening			<b>1</b>											<b>1</b>
Procedures/Process			<b>1</b>											<b>1</b>
<b>2018</b>									<b>1</b>			<b>1</b>		<b>2</b>
Customer Service												<b>1</b>		<b>1</b>
TSO												<b>1</b>		<b>1</b>
Mishandling of Passenger Property									<b>1</b>					<b>1</b>
Damaged/Missing Items--Checked Baggage									<b>1</b>					<b>1</b>



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SNA	86	90	77	90	62	76	66	80	82	76	72	67	924	
2015				22	5	18	11	14	25	17	16	21	149	
Civil Rights							1		1			1	3	
Racial Profiling or Discrimination							1		1			1	3	
Customer Service				3	1		1	1	2	3	2	1	14	
Others							1			2		1	4	
TSO				3	1			1	2	1	2		10	
Expedited Passenger Screening Program				5		1							6	
TSA PreCheck				5		1							6	
Locks				1				1	2	1	1	1	7	
Missing or Damaged Lock				1				1	2	1	1	1	7	
Mishandling of Passenger Property				11	4	14	8	9	17	12	12	17	104	
Damaged/Missing Items--Carry-on Luggage						1		2		1		2	6	
Damaged/Missing Items--Checked Baggage				8	4	13	8	6	16	11	11	15	92	
Disarrayed Items--Carry-on or Checked				3				1	1		1		6	
Patdown				1			1				1	1	4	
Flyer				1			1				1	1	4	
Screening				1		3		3		1			11	
Inconsistency									1				1	
Lengthy Lines						1			1	1			3	
Military								1					1	
Procedures/Process				1		2		1	1				5	
Retrieving Abandoned/Confiscated Items								1					1	
2016	19	28	17	17	17	26	21	20	18	18	20	14	235	
Civil Rights						1			3			1	5	
National Origin									1				1	
Racial Profiling or Discrimination									2				2	
Sex/Gender/Gender Identity- Not Transgender						1							1	
Sexual Orientation - Not Transgender												1	1	
Customer Service	2	3	1	3		3	3	3	5	4	5	2	34	
Others			1			1				1			3	
TSO	2	3		3		2	3	3	5	3	5	2	31	
Locks	1	5	1	1	1		1	2					12	
Missing or Damaged Lock	1	5	1	1	1		1	2					12	
Lost and Found				1									1	
Airport/TSA				1									1	
Mishandling of Passenger Property	16	18	13	11	12	19	13	12	8	11	10	6	149	
Damaged/Missing Items--Carry-on Luggage	4	1	2		2	3	1	2			3		18	
Damaged/Missing Items--Checked Baggage	12	16	10	9	10	14	11	9	7	10	7	5	120	
Disarrayed Items--Carry-on or Checked		1	1	2		2	1	1	1	1		1	11	
Patdown			1		1	2	2	2	1	3	3	2	17	
Children						1				1			2	
Flyer			1		1	1	2	2	1	2	3	2	15	
Persons w/ Disabilities (PWD)							1				1		2	
Autism Spectrum											1		1	
General							1						1	
Screening		2	1	1	3	1	1	1	1		1	3	15	
Crew Member or Airline Employee					1								1	
Inconsistency					1								1	
Procedures/Process		2	1	1	1	1	1	1	1		1	3	13	
2017	20	28	32	27	12	14	16	24	17	24	24	18	256	
Civil Rights	1	2	2	2		1	1			3	1		13	
Constitutional Rights				1									1	
Hair Patdowns										1			1	
National Origin		1											1	
Racial Profiling or Discrimination	1	1	2			1				1			6	
Sex/Gender/Gender Identity- Not Transgender				1							1		2	
Transgender Screening							1			1			2	
Customer Service	4	1	5	1	1	1	1	4	4	5	3	3	33	
TSO	4	1	5	1	1	1	1	4	4	5	3	3	33	
Flying Armed		1											1	
General		1											1	
Locks	2	3		1		2	3	2	1		2	1	17	
Missing or Damaged Lock	2	3		1		2	3	2	1		2	1	17	
Lost and Found									1				1	
Airport/TSA									1				1	
Mishandling of Passenger Property	12	11	16	19	8	7	7	7	7	6	8	11	119	
Damaged/Missing Items--Carry-on Luggage	1		1		1		1			1			5	
Damaged/Missing Items--Checked Baggage	10	11	15	17	5	6	5	5	5	5	7	9	100	
Damaged/Missing Items--Unspecified Luggage				1									1	
Disarrayed Items--Carry-on or Checked	1			1	2	1	1	2	2		1	2	13	
Patdown		3	5		1			3		3	3		18	
Flyer		3	5		1			3		3	3		18	
Persons w/ Disabilities (PWD)		2	1	2		1		3	1	1	1	1	13	
Autism Spectrum		1											1	
Breast Cancer								1					1	
Cognitive /Developmental /Mental Disability				1									1	
Medical Devices - Attached to the Body								1					1	
Metal Implants (joint)						1					1		2	
Mobility Disability (Not Wheelchair or Scooter)				1					1				2	
Prosthesis/Amputees and Casts								1		1			2	
Respiratory and Inhaler Equipment		1										1	2	
Wounded Warrior			1										1	
Prohibited & Permitted Items										1			1	
Alcohol and Tobacco										1			1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Property - Special Handling							3	4	3	5	3	1	19
Damaged Items - Checked									1	3	2	1	7
Missing Items - Carry-On							1	1		1			3
Missing Items - Checked							2	3	2	1	1		9
Request for Assistance											1		1
Other											1		1
Screening	1	5	3	2	2	2	1	1			2	1	20
Inconsistency						1							1
Lengthy Lines					1								1
Procedures/Process	1	5	3	2	1	1	1	1			2	1	18
<b>2018</b>	<b>31</b>	<b>17</b>	<b>16</b>	<b>16</b>	<b>13</b>	<b>18</b>	<b>18</b>	<b>22</b>	<b>22</b>	<b>17</b>	<b>12</b>	<b>14</b>	<b>216</b>
Advanced Imaging Technology (AIT)								1					1
Flyer								1					1
Civil Rights	2					1			1			2	6
Racial Profiling or Discrimination	1											1	2
Sex/Gender/Gender Identity- Not Transgender						1						1	2
Sexual Orientation - Not Transgender	1												1
Transgender Screening									1				1
Customer Service	2	3	1	2	4	3	3	5	2	3	2	2	32
TSO	2	3	1	2	4	3	3	5	2	3	2	2	32
Locks	2	1		3	1			1	2		1	1	12
General	1	1							1				3
Missing or Damaged Lock	1			3	1			1	1		1	1	9
Mishandling of Passenger Property	10	6	7	3	5	6	9	7	7	4	4	3	71
Damaged/Missing Items--Carry-on Luggage		1	2					2	2				7
Damaged/Missing Items--Checked Baggage	8	3	5	3	5	6	7	4	4	3	3	1	52
Damaged/Missing Items--Unspecified Luggage											1		1
Disarrayed Items--Carry-on or Checked	2	2					2	1	1	1		2	11
Patdown	4	1	2	2		2	2	1	2	2	2		20
Flyer	3	1	2	2		2	2	1	2	1	2		18
Flyer as Observer	1									1			2
Persons w/ Disabilities (PWD)	1	1			1	2		2	1			1	9
Cancer (general) Not Breast Cancer									1				1
Diabetes					1								1
Medically Necessary Medication and Medical Supplies								1					1
Metal Implants (joint)						1							1
Mobility Disability (Not Wheelchair or Scooter)						1		1				1	3
Touch Aversion (pain/trauma)	1												1
Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	7	3	5	4	2	1	2	2	6	6	2	5	45
Damaged Items - Carry-On			1	2							1		4
Damaged Items - Checked		1	1		1					3	1		7
Missing Items - Carry-On		1	2	1					1	2		3	10
Missing Items - Checked	7	1	1	1	1	1	2	2	5	1		2	24
Screening	3	2	1	2		3	2	3	1	2	1		20
Inconsistency										1			1
Procedures/Process	3	1	1	2		3	2	3	1	1	1		18
Retrieving Abandoned/Confiscated Items		1											1
<b>2019</b>	<b>16</b>	<b>17</b>	<b>12</b>	<b>8</b>	<b>15</b>								<b>68</b>
Civil Rights	4	1	1										6
Age	2												2
Sex/Gender/Gender Identity- Not Transgender	2	1	1										4
Customer Service	1	3	2		5								11
TSO	1	3	2		5								11
Locks		1		1	1								3
Missing or Damaged Lock		1		1	1								3
Mishandling of Passenger Property	5	7	3	2	3								20
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	3	6	1	1	3								14
Disarrayed Items--Carry-on or Checked	2	1	1	1									5
Patdown	1		2										3
Flyer	1		2										3
Persons w/ Disabilities (PWD)	1				1								2
Diabetes	1												1
Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	2	5	1	4	3								15
Damaged Items - Checked	2	1		2	1								6
Missing Items - Carry-On		1			1								2
Missing Items - Checked		3	1	2	1								7
Request for Assistance	1												1
Other	1												1
Screening	1		3	1	2								7
Inconsistency					1								1
Lengthy Lines					1								1
Procedures/Process	1		3	1									5

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

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
SPI		3	3	1	3	2	1	2	1	3	2	2	23	
2015											2		1	3
Locks													1	1
Missing or Damaged Lock													1	1
Mishandling of Passenger Property											1			1
Damaged/Missing Items--Carry-on Luggage											1			1
Screening											1			1
Procedures/Process											1			1
2016		1			1				1		1		1	5
Mishandling of Passenger Property		1			1				1					3
Damaged/Missing Items--Carry-on Luggage		1												1
Damaged/Missing Items--Checked Baggage					1				1					2
Screening											1		1	2
Procedures/Process													1	1
Security Breach														1
2017				1			1	1	1	1		1		6
Civil Rights											1			1
Racial Profiling or Discrimination											1			1
Customer Service							1							1
TSO							1							1
Mishandling of Passenger Property									1			1		2
Damaged/Missing Items--Checked Baggage									1			1		2
Patdown								1						1
Flyer								1						1
Screening				1										1
Procedures/Process				1										1
2018		2	2	1	2	1						1		9
Civil Rights				1										1
Constitutional Rights				1										1
Mishandling of Passenger Property				1		1								2
Damaged/Missing Items--Checked Baggage				1										1
Disarrayed Items--Carry-on or Checked						1								1
Property - Special Handling												1		1
Missing Items - Checked												1		1
Screening		2		1	1	1								5
Inconsistency				1										1
Lengthy Lines							1							1
Procedures/Process		2				1								3

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
SPS		3	1	1	1	2		2	1	3	4	3	3	24
2015								1		1			2	4
Customer Service													1	1
TSO													1	1
Mishandling of Passenger Property								1		1			1	3
Damaged/Missing Items--Checked Baggage								1		1			1	3
2016						1		1		1	3			6
Mishandling of Passenger Property						1		1		1	2			5
Damaged/Missing Items--Checked Baggage						1		1		1	2			5
Persons w/ Disabilities (PWD)											1			1
Prosthesis/Amputees and Casts											1			1
2017		2		1			2		1	1		1	1	9
Civil Rights							1							1
Racial Profiling or Discrimination							1							1
Customer Service							1		1	1		1	1	5
TSO							1		1	1		1	1	5
Mishandling of Passenger Property			1		1									2
Damaged/Missing Items--Checked Baggage			1		1									2
Persons w/ Disabilities (PWD)			1											1
Metal Implants (joint)			1											1
2018		1		1							1	2		5
Customer Service		1												1
TSO		1												1
Mishandling of Passenger Property											1			1
Damaged/Missing Items--Checked Baggage											1			1
Property - Special Handling												2		2
Damaged Items - Checked												1		1
Missing Items - Checked												1		1
Screening				1										1
Procedures/Process				1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SRQ	10	12	10	9	10	21	13	5	7	3	7	6	113	
2015				3	3	5	3	1	1		1	1	18	
Civil Rights						1							1	
Transgender Screening						1							1	
Mishandling of Passenger Property				3	3	3	3	1	1			1	15	
Damaged/Missing Items--Carry-on Luggage					2								2	
Damaged/Missing Items--Checked Baggage				3	1	3	2	1	1			1	12	
Disarrayed Items--Carry-on or Checked							1						1	
Patdown						1					1		2	
Flyer						1							1	
Flyer as Observer											1		1	
2016	2	2	3		3	5	1	2		1	1		20	
Civil Rights	1												1	
Racial Profiling or Discrimination	1												1	
Customer Service		1	1			1					1		4	
Others						1							1	
TSO		1	1								1		3	
Locks					1								1	
Missing or Damaged Lock					1								1	
Mishandling of Passenger Property	1	1			1	3	1	1		1			9	
Damaged/Missing Items Private Screening Contractor							1						1	
Damaged/Missing Items--Checked Baggage	1	1			1			1		1			7	
Disarrayed Items--Carry-on or Checked						1							1	
Patdown						1		1					2	
Flyer						1		1					2	
Screening			2		1								3	
Inconsistency			1										1	
Procedures/Process			1		1								2	
2017	2	2	1	2	2	4	1	2	3	1	4	2	26	
Civil Rights								1					1	
Sex/Gender/Gender Identity- Not Transgender								1					1	
Customer Service		1	1		1	2			1		2		8	
Others			1								1		2	
TSO		1			1	2			1		1		6	
Locks											1		1	
Missing or Damaged Lock											1		1	
Lost and Found		1											1	
Airport/TSA		1											1	
Mishandling of Passenger Property	1			2		1					1	1	6	
Damaged/Missing Items Private Screening Contractor						1							1	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage				1							1	1	3	
Disarrayed Items--Carry-on or Checked	1												1	
Patdown					1	1		1	1	1			5	
Flyer					1	1			1				3	
Flyer as Observer										1			1	
Non-Flyer								1					1	
Property - Special Handling							1						1	
Missing Items - Carry-On							1						1	
Screening	1								1			1	3	
Procedures/Process	1								1			1	3	
2018	1	1	2	3	1	7	8		3	1	1	3	31	
Civil Rights					1		1						2	
Sex/Gender/Gender Identity- Not Transgender							1						1	
Sexual Orientation - Not Transgender					1								1	
Customer Service			1	2			1					1	5	
Others				1									1	
TSO			1	1			1					1	4	
Lost and Found						1							1	
Airport/TSA						1							1	
Mishandling of Passenger Property	1						1		1		1		4	
Damaged/Missing Items--Carry-on Luggage	1												1	
Damaged/Missing Items--Checked Baggage							1		1				2	
Disarrayed Items--Carry-on or Checked										1			1	
Patdown		1	1			3	2		1	1			9	
Flyer			1			3			1	1			6	
Flyer as Observer							1						1	
General		1					1						2	
Persons w/ Disabilities (PWD)						1							1	
General						1							1	
Property - Special Handling									1				1	
Damaged Items - Checked									1				1	
Screening				1		2	3					2	8	
Procedures/Process						2	3					1	6	
Retrieving Abandoned/Confiscated Items				1								1	2	
2019	5	7	4	1	1								18	
Advanced Imaging Technology (AIT)	1												1	
Flyer	1												1	
Customer Service	1			1	1								3	
TSO	1			1	1								3	
Mishandling of Passenger Property		2	1										3	
Damaged/Missing Items Private Screening Contractor			1										1	
Damaged/Missing Items--Checked Baggage		2											2	
Patdown		1											1	
Flyer		1											1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Persons w/ Disabilities (PWD)	1	1											2
Mobility Disability (Not Wheelchair or Scooter)	1												1
Wheelchair/ Scooter/ Segway		1											1
Screening	2	3	3										8
Inconsistency			1										1
Procedures/Process	2	3	2										7

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
STC	1			1	1	1			1			1	6	
2015									1				1	
Mishandling of Passenger Property									1				1	
Disarrayed Items--Carry-on or Checked									1				1	
2016		1											1	
Mishandling of Passenger Property		1											1	
Damaged/Missing Items--Carry-on Luggage		1											1	
2017						1						1	2	
Mishandling of Passenger Property						1						1	2	
Damaged/Missing Items--Checked Baggage						1							1	
Disarrayed Items--Carry-on or Checked												1	1	
2018				1	1								2	
Property - Special Handling					1								1	
Missing Items - Checked					1								1	
Screening				1									1	
Procedures/Process				1									1	



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>STL</b>	<b>144</b>	<b>107</b>	<b>134</b>	<b>145</b>	<b>102</b>	<b>114</b>	<b>110</b>	<b>140</b>	<b>99</b>	<b>139</b>	<b>111</b>	<b>131</b>	<b>1,476</b>
<b>2015</b>				<b>22</b>	<b>12</b>	<b>21</b>	<b>18</b>	<b>30</b>	<b>20</b>	<b>29</b>	<b>25</b>	<b>31</b>	<b>208</b>
Civil Rights							1	2				1	4
Racial Profiling or Discrimination							1	2				1	4
Customer Service				3		2	4	3	3	3	3	2	23
CSM								1		1			2
Others								1	1		1		3
TSO				3		2	4	1	2	2	2	2	18
Expedited Passenger Screening Program				1		1		1					3
TSA PreCheck				1		1		1					3
Identification (ID) Requirements										1	1		2
Domestic										1	1		2
Locks					1		2	4	1	2	2	2	14
General								1					1
Missing or Damaged Lock					1		2	3	1	2	2	2	13
Mishandling of Passenger Property				16	8	12	10	16	13	17	13	20	125
Damaged/Missing Items--Carry-on Luggage						1					2	1	4
Damaged/Missing Items--Checked Baggage				16	7	11	9	14	12	16	11	18	114
Damaged/Missing Items--Unspecified Luggage								1					1
Disarrayed Items--Carry-on or Checked					1		1	1	1	1		1	6
Patdown						1				2	1	3	7
Flyer						1				2	1	2	6
Non-Flyer												1	1
Persons w/ Disabilities (PWD)						2			1		1	3	7
Hearing Impairment									1				1
Metal Implants (joint)											1	1	2
Mobility Disability (Not Wheelchair or Scooter)						2							2
Touch Aversion (pain/trauma)												1	1
Wheelchair/ Scooter/ Segway												1	1
Screening				2	3	3	1	4	2	4	4		23
Inconsistency						2		1			1		4
Lengthy Lines									1	1			2
Procedures/Process				2	3	1	1	2	1	1	3		14
Security Breach								1		2			3
<b>2016</b>	<b>34</b>	<b>20</b>	<b>37</b>	<b>38</b>	<b>24</b>	<b>28</b>	<b>37</b>	<b>45</b>	<b>27</b>	<b>42</b>	<b>30</b>	<b>36</b>	<b>398</b>
Civil Rights	3		1	1	1	1	1				1	1	10
General Complaint and Discrimination					1								1
Racial Profiling or Discrimination	3		1	1		1	1				1	1	9
Customer Service	4	4	12	16	8	6	7	16	8	11	8	6	106
CSM							1						1
Others	1		8	9	4	3	2	5	3	3		1	39
TSO	3	4	4	7	4	3	4	11	5	8	8	5	66
Identification (ID) Requirements	1			1						1			3
Domestic	1									1			2
ID Matching Ticket and Boarding Pass Issues				1									1
Locks	2	1				3	3	1	5			1	18
General		1									1		2
Missing or Damaged Lock	2					3	3	1	5		1	1	16
Lost and Found	1			1									2
Airport/TSA	1			1									2
Mishandling of Passenger Property	17	12	21	13	12	10	14	20	9	22	12	24	186
Damaged/Missing Items--Carry-on Luggage	1	1		1			2	2	2	1		1	11
Damaged/Missing Items--Checked Baggage	15	11	20	11	11	10	10	15	7	20	9	23	162
Damaged/Missing Items--Unspecified Luggage											1		1
Disarrayed Items--Carry-on or Checked	1		1	1	1		2	3		1	2		12
Patdown	1		1	1		1	4		1	2	2	1	14
Flyer	1		1	1			4		1	2	2		12
Flyer as Observer						1							1
Non-Flyer												1	1
Persons w/ Disabilities (PWD)		1		3	1	1		3	1	1			11
Cognitive /Developmental /Mental Disability				1									1
Diabetes		1		1									2
Internal Medical Devices				1									1
Metal Implants (joint)										1			1
Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Ostomy/Ostomates						1							1
Prosthesis/Amputees and Casts					1								1
Visual Impairment								1					1
Wheelchair/ Scooter/ Segway								1					1
Screening	5	2	2	2	2	6	8	5	3	5	5	3	48
Inconsistency	1	1						1	1	3		1	8
Lengthy Lines	3	1	2			3	1	4		1	3	1	19
Procedures/Process	1			2	2	2	7		2	1	2	1	20
Security Breach						1							1
<b>2017</b>	<b>43</b>	<b>28</b>	<b>31</b>	<b>30</b>	<b>18</b>	<b>31</b>	<b>29</b>	<b>32</b>	<b>24</b>	<b>27</b>	<b>20</b>	<b>31</b>	<b>344</b>
Civil Rights	2	1		1		4	2	2		1	1		14
Constitutional Rights						1							1
National Origin						1							1
Perceived Religion		1											1
Racial Profiling or Discrimination	1			1		2	1	1		1	1		8
Sex/Gender/Gender Identity- Not Transgender								1					1
Transgender Screening	1						1						2
Customer Service	13	7	6	5	2	5	5	1	10	8	5	4	71
Others	2		1			1		1	2	2			9
TSO	11	7	5	5	2	4	5		8	6	5	4	62

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Locks	2	2	2	1	1	1	2				1		12
General				1									1
Missing or Damaged Lock	2	2	2		1	1	2				1		11
Lost and Found	1	1											2
Airport/TSA	1	1											2
Mishandling of Passenger Property	20	12	14	13	12	14	5	9	10	7	4	10	130
Damaged/Missing Items--Carry-on Luggage		1	2	2	1			1					7
Damaged/Missing Items--Checked Baggage	19	8	12	11	11	12	5	7	9	6	3	10	113
Disarrayed Items--Carry-on or Checked	1	3				2		1	1	1	1		10
Patdown	1	2	2		1	2	2	5		3		4	22
Flyer	1	2	2		1	2	2	5		3		4	22
Persons w/ Disabilities (PWD)	2	1	3	2		1	2	3		2	5	5	26
Cancer (general) Not Breast Cancer								1					1
Cognitive /Developmental /Mental Disability										1			1
Diabetes						1				1			2
General							1				1		2
Hearing Impairment											1		1
Internal Medical Devices								1					1
Medically Necessary Medication and Medical	1											1	2
Mobility Disability (Not Wheelchair or Scooter)		1	2				1	1					5
Ostomy/Ostomates												2	2
Prosthesis/Amputees and Casts				1							1	1	3
Respiratory and Inhaler Equipment			1										1
Touch Aversion (pain/trauma)											2	1	3
Wheelchair/ Scooter/ Segway	1												1
Wounded Warrior				1									1
Property - Special Handling							7	10	4	5		6	32
Damaged Items - Carry-On							1	1	1				3
Damaged Items - Checked									1	1		2	4
Missing Items - Carry-On								2				1	3
Missing Items - Checked							6	7	2	4		3	22
Screening	2	2	4	8	2	4	4	2		1	4	2	35
Crew Member or Airline Employee	1		1										2
Inconsistency			1	2		1							4
Lengthy Lines				1	2		1			1	1		6
Procedures/Process	1	2	2	5		3	3	1			2	2	21
Retrieving Abandoned/Confiscated Items								1			1		2
<b>2018</b>	<b>30</b>	<b>36</b>	<b>31</b>	<b>29</b>	<b>30</b>	<b>34</b>	<b>26</b>	<b>33</b>	<b>28</b>	<b>41</b>	<b>36</b>	<b>33</b>	<b>387</b>
Civil Rights	2			1		1	3		1	1	1	2	12
Hair Patdowns	1						1						2
National Origin	1												1
Racial Profiling or Discrimination				1			2		1	1	1	1	7
Screening of Religious or Cultural Garments						1							1
Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	8	8	5	6	5	9	7	6	5	6	6	6	77
Others		1						3				1	5
TSO	8	7	5	6	5	9	7	3	5	6	6	5	72
Locks	1	2	1	2			1	1	1	3		2	14
Missing or Damaged Lock	1	2	1	2			1	1	1	3		2	14
Lost and Found	1					1		1			1		4
Airport/TSA	1					1		1			1		4
Mishandling of Passenger Property	11	7	12	8	8	5	4	11	7	7	8	5	93
Damaged/Missing Items--Carry-on Luggage	2	1	1									1	5
Damaged/Missing Items--Checked Baggage	6	5	11	6	7	5	2	7	3	4	6	3	65
Damaged/Missing Items--Unspecified Luggage		1											1
Disarrayed Items--Carry-on or Checked	3			2	1		2	4	4	3	2	1	22
Patdown	2	3	2	1	2	6	1	3	2	5	5		32
Flyer	2	3	1	1	2	6	1	3	2	4	5		30
Flyer as Observer			1							1			1
Non-Flyer													1
Persons w/ Disabilities (PWD)	3	1	1	3	1	1			2	5	2	3	22
Autism Spectrum		1										1	2
Cancer (general) Not Breast Cancer									1				1
Cognitive /Developmental /Mental Disability										1			1
Diabetes			1	1									2
General				1									1
Internal Medical Devices				1									1
Medically Necessary Medication and Medical Supplies										1			1
Metal Implants (joint)										1	2		3
Mobility Disability (Not Wheelchair or Scooter)					1				1	1			3
Ostomy/Ostomates												1	1
Prosthesis/Amputees and Casts	1									1			2
Touch Aversion (pain/trauma)	1					1							2
Wheelchair/ Scooter/ Segway	1											1	2
Property - Special Handling	1	5	5	6	9	6	4	6	5	8	6	8	69
Damaged Items - Carry-On						1		1	2			1	5
Damaged Items - Checked	1	2	5	1	5	2	1	2	2	3	3		27
Missing Items - Carry-On		2		2	3	2				2	1	2	14
Missing Items - Checked		1		3	1	1	3	3	1	3	2	5	23
Screening	1	10	5	2	5	5	6	5	5	6	7	7	64
Crew Member or Airline Employee										1			1
Inconsistency		1								1	1		3
Lengthy Lines		3	2		1	1		1		1	1		10
Procedures/Process	1	6	3	2	4	4	6	4	5	3	4	6	48
Security Breach											1	1	2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
2019	37	23	35	26	18								139
Civil Rights	2	1	1	2	1								7
Constitutional Rights				1									1
Racial Profiling or Discrimination	1	1		1	1								4
Sex/Gender/Gender Identity- Not Transgender	1												1
Transgender Screening			1										1
Customer Service	6	4	5	3	2								20
TSO	6	4	5	3	2								20
Mishandling of Passenger Property	13	2	8	6	5								34
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage	8	1	7	6	3								25
Disarrayed Items--Carry-on or Checked	4	1	1		2								8
Patdown		1	2	2									5
Flyer		1	2	2									5
Persons w/ Disabilities (PWD)	1	3	3	1	1								9
Cancer (general) Not Breast Cancer				1									1
Internal Medical Devices	1				1								2
Medical Devices - Attached to the Body			1										1
Medically Necessary Medication and Medical Supplies			1										1
Metal Implants (joint)		1											1
Mobility Disability (Not Wheelchair or Scooter)		1											1
Wheelchair/ Scooter/ Segway		1	1										2
Property - Special Handling	3	7	8	6	7								31
Damaged Items - Carry-On					2								2
Damaged Items - Checked	1	2	3	2	1								9
Missing Items - Carry-On		1	1	1	1								4
Missing Items - Checked	2	4	4	3	3								16
Screening	12	5	8	6	2								33
Inconsistency	3	1	1										5
Lengthy Lines			2										2
Procedures/Process	9	3	4	4	2								22
Retrieving Abandoned/Confiscated Items				1									1
Security Breach		1	1	1									3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>STS</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>37</b>
<b>2015</b>							<b>1</b>			<b>1</b>	<b>2</b>		<b>4</b>
Identification (ID) Requirements											1		1
ID Matching Ticket and Boarding Pass Issues											1		1
Locks											1		1
Missing or Damaged Lock											1		1
Screening							1			1			2
Inconsistency							1						1
Procedures/Process										1			1
<b>2016</b>	<b>2</b>					<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>			<b>9</b>
Customer Service	1							2					3
TSO	1							2					3
Mishandling of Passenger Property	1						1		1	1			4
Damaged/Missing Items--Checked Baggage	1								1	1			3
Disarrayed Items--Carry-on or Checked							1						1
Screening						1		1					2
Inconsistency						1							1
Lengthy Lines								1					1
<b>2017</b>	<b>1</b>	<b>1</b>				<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>12</b>
Customer Service						1			1	2	2		6
TSO						1			1	2	2		6
Lost and Found								1					1
Airport/TSA								1					1
Mishandling of Passenger Property	1	1											2
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage		1											1
Screening										1		2	3
Lengthy Lines												2	2
Procedures/Process										1			1
<b>2018</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>						<b>1</b>		<b>3</b>	<b>10</b>
Customer Service		1	1	1									3
TSO		1	1	1									3
Lost and Found				1									1
Airport/TSA				1									1
Mishandling of Passenger Property												2	2
Damaged/Missing Items--Checked Baggage												2	2
Patdown												1	1
Flyer												1	1
Property - Special Handling	1									1			2
Damaged Items - Carry-On	1												1
Damaged Items - Checked										1			1
Screening	1												1
Procedures/Process	1												1
<b>2019</b>	<b>1</b>	<b>1</b>											<b>2</b>
Customer Service	1												1
TSO	1												1
Persons w/ Disabilities (PWD)		1											1
Hearing Impairment		1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>STT</b>	<b>13</b>	<b>17</b>	<b>13</b>	<b>27</b>	<b>18</b>	<b>18</b>	<b>20</b>	<b>25</b>	<b>24</b>	<b>24</b>	<b>28</b>	<b>9</b>	<b>236</b>
<b>2015</b>				<b>2</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>43</b>
Customer Service					1		1	1				1	4
Others												1	1
TSO					1		1	1					3
Locks							1						1
Missing or Damaged Lock							1						1
Mishandling of Passenger Property				2	4	4	5	1		7	4	4	31
Damaged/Missing Items--Carry-on Luggage						1							1
Damaged/Missing Items--Checked Baggage				2	4	3	5	1		7	4	4	30
Patdown								1					1
Flyer								1					1
Persons w/ Disabilities (PWD)									1				1
Mobility Disability (Not Wheelchair or Scooter)									1				1
Screening						1			2	1	1		5
Inconsistency											1		1
Lengthy Lines										1			1
Procedures/Process						1			2				3
<b>2016</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>12</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>14</b>	<b>15</b>	<b>9</b>	<b>7</b>	<b>1</b>	<b>100</b>
Civil Rights						1			1				2
Racial Profiling or Discrimination						1			1				2
Customer Service			1	2	3	2	1	2	1				12
Others				1	1	1		1					4
TSO			1	1	2	1	1	1	1				8
Locks	1												1
Missing or Damaged Lock	1												1
Lost and Found											1		1
Airport/TSA											1		1
Mishandling of Passenger Property	6	5	5	10	3	4	4	11	12	7	5	1	73
Damaged/Missing Items--Carry-on Luggage	1		1					1					3
Damaged/Missing Items--Checked Baggage	4	5	4	10	3	4	4	10	12	7	5	1	69
Disarrayed Items--Carry-on or Checked	1												1
Patdown									1				1
Flyer									1				1
Persons w/ Disabilities (PWD)								1		1			2
Metal Implants (joint)								1					1
Touch Aversion (pain/trauma)										1			1
Screening			1		1	2	2			1	1		8
Inconsistency			1										1
Procedures/Process					1		2			1	1		5
Retrieving Abandoned/Confiscated Items						1							1
Security Breach						1							1
<b>2017</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>49</b>
Customer Service					1				1		1		3
TSO					1				1		1		3
Lost and Found						1							1
Airport/TSA						1							1
Mishandling of Passenger Property	5	3	2	8	2	2	1	2	2	1	3		31
Damaged/Missing Items--Carry-on Luggage		1		2	1								4
Damaged/Missing Items--Checked Baggage	5	2	2	6	1	2	1	2	1	1	3		26
Disarrayed Items--Carry-on or Checked									1				1
Patdown		1								1			2
Flyer		1								1			2
Persons w/ Disabilities (PWD)				1									1
Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling								2	2	2	1		7
Damaged Items - Checked								1	1	1	1		4
Missing Items - Checked								1	1	1			3
Screening			1				1	1				1	4
Inconsistency							1						1
Procedures/Process			1					1				1	3
<b>2018</b>		<b>5</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>11</b>	<b>2</b>	<b>35</b>
Civil Rights						1				1			2
Racial Profiling or Discrimination						1				1			2
Customer Service		1					1		1		3	1	8
CSM		1											1
TSO							1		1	1	3	1	7
Lost and Found								1					1
Airport/TSA								1					1
Mishandling of Passenger Property				2	1		2			1	3		9
Damaged/Missing Items--Checked Baggage				2	1		2			1	3		9
Patdown											1		1
Flyer											1		1
Property - Special Handling			1	1							2		4
Damaged Items - Checked											2		2
Missing Items - Checked			1	1									2
Screening		4					1	2			2	1	10
Lengthy Lines		2											2
Procedures/Process		2					1	2			2		7
Security Breach												1	1
<b>2019</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>								<b>9</b>
Civil Rights		1											1
Racial Profiling or Discrimination		1											1
Customer Service	1	1			1								3
Others	1	1											2

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
TSO					1								1
Mishandling of Passenger Property		1	1		1								3
Damaged/Missing Items--Checked Baggage		1	1		1								3
Property - Special Handling			1	1									2
Damaged Items - Checked				1									1
Missing Items - Checked			1										1

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
STX		7	5	3	10	9	5	3	6	3	6	10	1	68
2015					2	1	1	2	2	1		1		10
	Customer Service								1					1
	TSO								1					1
	Mishandling of Passenger Property				2	1	1	1	1	1		1		8
	Damaged/Missing Items--Checked Baggage				2	1	1	1	1	1		1		8
	Patdown							1						1
	Flyer							1						1
2016		3	2	1	2	3	3	1	2	1	3	5	1	27
	Customer Service	2									1	1		4
	TSO	2									1	1		4
	Locks										1			1
	Missing or Damaged Lock										1			1
	Mishandling of Passenger Property	1	2	1	1	2	2	1	2	1	1	4		18
	Damaged/Missing Items--Carry-on Luggage		1						1			1		3
	Damaged/Missing Items--Checked Baggage	1	1	1	1	2	2	1	1	1	1	3		15
	Persons w/ Disabilities (PWD)												1	1
	Wheelchair/ Scooter/ Segway												1	1
	Screening				1	1	1							3
	Lengthy Lines					1								1
	Procedures/Process				1		1							2
2017		3	1	1	4	2	1		1		1	3		17
	Civil Rights				2									2
	Racial Profiling or Discrimination				2									2
	Customer Service					2					1			3
	TSO					2					1			3
	Locks	1												1
	Missing or Damaged Lock	1												1
	Mishandling of Passenger Property	1	1		1		1					1		5
	Damaged/Missing Items--Carry-on Luggage						1							1
	Damaged/Missing Items--Checked Baggage	1	1		1							1		4
	Patdown			1										1
	Flyer			1										1
	Prohibited & Permitted Items				1									1
	Firearm/Ammunition				1									1
	Property - Special Handling											2		2
	Damaged Items - Checked											1		1
	Missing Items - Checked											1		1
	Screening	1							1					2
	Procedures/Process	1							1					2
2018			1		1	2			1	1	2	1		9
	Customer Service									1				1
	TSO									1				1
	Mishandling of Passenger Property		1			2					1			4
	Damaged/Missing Items--Checked Baggage		1			2					1			4
	Persons w/ Disabilities (PWD)				1									1
	Service Animals				1									1
	Property - Special Handling								1		1	1		3
	Missing Items - Checked								1		1	1		3
2019		1	1	1	1	1								5
	Customer Service			1										1
	TSO			1										1
	Mishandling of Passenger Property		1											1
	Disarrayed Items--Carry-on or Checked		1											1
	Property - Special Handling	1												1
	Damaged Items - Checked	1												1
	Screening				1	1								2
	Procedures/Process				1	1								2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>SUN</b>	<b>1</b>		<b>2</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>10</b>	<b>2</b>	<b>31</b>
<b>2015</b>						<b>1</b>					<b>1</b>		<b>2</b>
Locks						1							1
Missing or Damaged Lock						1							1
Screening											1		1
Procedures/Process											1		1
<b>2016</b>	<b>1</b>		<b>1</b>							<b>2</b>	<b>1</b>		<b>5</b>
Mishandling of Passenger Property	1		1							2			4
Damaged/Missing Items--Checked Baggage	1		1							2			4
Screening											1		1
Lengthy Lines											1		1
<b>2017</b>					<b>1</b>		<b>2</b>		<b>2</b>		<b>2</b>	<b>2</b>	<b>9</b>
Mishandling of Passenger Property							1		1		1	1	4
Damaged/Missing Items--Checked Baggage							1		1			1	3
Disarrayed Items--Carry-on or Checked											1		1
Prohibited & Permitted Items									1				1
Food/Beverages									1				1
Property - Special Handling											1		1
Missing Items - Checked											1		1
Screening					1		1					1	3
Procedures/Process					1		1					1	3
<b>2018</b>					<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>4</b>	<b>6</b>		<b>14</b>
Mishandling of Passenger Property						1			1	1	1		4
Damaged/Missing Items--Checked Baggage									1	1	1		3
Disarrayed Items--Carry-on or Checked						1							1
Screening					1			1		3	5		10
Lengthy Lines								1		2	3		6
Procedures/Process					1					1	2		4
<b>2019</b>			<b>1</b>										<b>1</b>
Customer Service			1										1
TSO			1										1



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>SUX</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>4</b>		<b>5</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>33</b>
<b>2015</b>				<b>1</b>		<b>2</b>					<b>1</b>	<b>1</b>	<b>5</b>
Mishandling of Passenger Property				1		2					1	1	5
Damaged/Missing Items--Checked Baggage				1		2					1	1	5
<b>2016</b>	<b>1</b>		<b>1</b>			<b>1</b>				<b>1</b>	<b>2</b>		<b>6</b>
Mishandling of Passenger Property	1		1							1	2		5
Damaged/Missing Items--Checked Baggage	1		1							1	2		5
Screening						1							1
Procedures/Process						1							1
<b>2017</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>			<b>1</b>	<b>1</b>		<b>1</b>	<b>7</b>
Locks						1							1
Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1	1								1			3
Damaged/Missing Items--Checked Baggage	1	1								1			3
Property - Special Handling												1	1
Missing Items - Checked												1	1
Screening				1					1				2
Crew Member or Airline Employee									1				1
Procedures/Process				1									1
<b>2018</b>			<b>3</b>			<b>1</b>		<b>1</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>11</b>
Mishandling of Passenger Property			2								1	1	4
Damaged/Missing Items--Checked Baggage			2								1	1	4
Property - Special Handling			1			1		1		1	2	1	7
Damaged Items - Checked			1								1	1	3
Missing Items - Checked						1		1		1	1		4
<b>2019</b>		<b>1</b>	<b>1</b>	<b>2</b>									<b>4</b>
Locks		1											1
Missing or Damaged Lock		1											1
Mishandling of Passenger Property			1	2									3
Damaged/Missing Items--Checked Baggage				1									1
Disarrayed Items--Carry-on or Checked			1	1									2

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>SWF</b>		<b>7</b>	<b>11</b>	<b>5</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>91</b>
<b>2015</b>					<b>2</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>15</b>
Customer Service					1						1	1	2	5
TSO					1						1	1	2	5
Mishandling of Passenger Property					1			1		1	3		1	7
Damaged/Missing Items--Checked Baggage					1			1		1	3		1	7
Patdown										1				1
Flyer										1				1
Screening										1			1	2
Inconsistency													1	1
Procedures/Process										1				1
<b>2016</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>15</b>
Mishandling of Passenger Property		2	1		1	1		1	1			2	3	12
Damaged/Missing Items--Carry-on Luggage													2	2
Damaged/Missing Items--Checked Baggage		2	1		1	1		1	1			2	1	10
Patdown						1								1
Flyer						1								1
Screening				1							1			2
Procedures/Process				1							1			2
<b>2017</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>		<b>17</b>
Civil Rights											1			1
Transgender Screening											1			1
Customer Service			1					1	1		1			4
Others											1			1
TSO			1					1	1					3
Mishandling of Passenger Property				1	2						1	1		5
Damaged/Missing Items--Checked Baggage				1	2						1	1		5
Patdown						1								1
Flyer						1								1
Property - Special Handling								1	1			1		3
Damaged Items - Checked									1					1
Missing Items - Carry-On								1						1
Missing Items - Checked												1		1
Screening										2		1		3
Lengthy Lines										1				1
Procedures/Process										1		1		2
<b>2018</b>		<b>1</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>32</b>
Civil Rights													1	1
Age													1	1
Customer Service						2		1		1	1			5
TSO						2		1		1	1			5
Locks												1		1
Missing or Damaged Lock												1		1
Mishandling of Passenger Property			3		1			1	1			1	1	8
Damaged/Missing Items--Carry-on Luggage								1						1
Damaged/Missing Items--Checked Baggage			2		1				1				1	5
Disarrayed Items--Carry-on or Checked			1									1		2
Patdown							1	1				2		4
Flyer							1	1				2		4
Persons w/ Disabilities (PWD)			1							1				2
Metal Implants (joint)			1											1
Wheelchair/ Scooter/ Segway										1				1
Property - Special Handling			2	1			1				1	1	1	7
Damaged Items - Checked			1											1
Missing Items - Carry-On				1										1
Missing Items - Checked			1				1				1	1	1	5
Screening		1		1			1							4
Procedures/Process		1		1			1					1		4
<b>2019</b>		<b>4</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>								<b>12</b>
Mishandling of Passenger Property		3			3									6
Damaged/Missing Items--Checked Baggage		2			2									4
Disarrayed Items--Carry-on or Checked		1			1									2
Patdown			1			1								2
Flyer			1			1								2
Persons w/ Disabilities (PWD)			1											1
Mobility Disability (Not Wheelchair or Scooter)			1											1
Property - Special Handling		1	1											2
Damaged Items - Checked			1											1
Missing Items - Carry-On		1												1
Screening				1										1
Procedures/Process				1										1

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
SYR	35	35	26	27	21	26	20	31	20	32	30	30	333	
2015				4	1	4	3	7	4	10	11	9	53	
Customer Service					1		1			1	1	2	6	
Others										1	1	1	3	
TSO					1		1					1	3	
Identification (ID) Requirements								1					1	
Domestic							1						1	
Locks				2								1	3	
Missing or Damaged Lock				2								1	3	
Mishandling of Passenger Property				2		3	1	6	2	9	6	5	34	
Damaged/Missing Items--Carry-on Luggage						1				2	3		6	
Damaged/Missing Items--Checked Baggage				2		2	1	6	2	6	3	5	27	
Disarrayed Items--Carry-on or Checked										1			1	
Patdown									2		1		3	
Flyer									2		1		3	
Persons w/ Disabilities (PWD)											1		1	
Medically Necessary Medication and Medical Supplies											1		1	
Screening						1	1				2	1	5	
Inconsistency											1		1	
Procedures/Process						1	1				1	1	4	
2016	7	5	6	4	4	11	7	11	8	5	8	8	84	
Civil Rights						1			1			1	3	
Civil Rights Violation (TSA Employee)						1							1	
Racial Profiling or Discrimination									1			1	2	
Customer Service	2		1			2	1	2	1	1		2	12	
Others	2					2			1	1		1	7	
TSO			1				1	2				1	5	
Locks	1		1					1		1		1	5	
Missing or Damaged Lock	1		1					1		1		1	5	
Mishandling of Passenger Property	2	3	3	3	1	6	2	5	4	3	4	1	37	
Damaged/Missing Items--Carry-on Luggage		1		2				1	1				5	
Damaged/Missing Items--Checked Baggage	1	1	3	1	1	6	2	4	2	3	4	1	29	
Damaged/Missing Items--Unspecified Luggage		1											1	
Disarrayed Items--Carry-on or Checked	1								1				2	
Patdown				1	1	1		1	1		2	2	9	
Flyer					1	1		1	1		2	2	8	
Non-Flyer				1									1	
Persons w/ Disabilities (PWD)		1				1					1		3	
Medical Devices - Attached to the Body		1											1	
Metal Implants (joint)						1					1		2	
Screening	2	1	1		2		4	2	1		1	1	15	
Inconsistency	1				1		1		1		1		5	
Lengthy Lines			1				1	1				1	4	
Procedures/Process	1	1			1		2	1					6	
2017	10	9	8	11	8	8	2	7	2	9	8	5	87	
Civil Rights				1									1	
Racial Profiling or Discrimination				1									1	
Customer Service	3	2	1	1	1	4	1			1	2		16	
Others	1	1				3							5	
TSO	2	1	1	1	1	1	1			1	2		11	
Locks	1	1		2					1		1		6	
General				1					1				2	
Missing or Damaged Lock	1	1		1							1		4	
Mishandling of Passenger Property	4	3	5	7	2	3		3		6	3	2	38	
Damaged/Missing Items--Carry-on Luggage				1	1					1			3	
Damaged/Missing Items--Checked Baggage	4	3	5	5	1	2		3		4	3	2	32	
Disarrayed Items--Carry-on or Checked				1		1				1			3	
Patdown	1	2	1		3	1		1	1		1		11	
Flyer	1	2	1		3	1		1	1		1		11	
Persons w/ Disabilities (PWD)								1				1	2	
General								1					1	
Metal Implants (joint)												1	1	
Property - Special Handling								2		2	1	1	6	
Damaged Items - Checked								2		1		1	4	
Missing Items - Checked										1	1		2	
Screening	1	1	1		2		1					1	7	
Inconsistency		1					1						2	
Procedures/Process	1		1		2							1	5	
2018	11	7	5	5	4	3	8	6	6	8	3	8	74	
Advanced Imaging Technology (AIT)				1									1	
Flyer				1									1	
Civil Rights							1				1		2	
Racial Profiling or Discrimination							1						1	
Sex/Gender/Gender Identity- Not Transgender											1		1	
Customer Service	1	1	1			1	1	1					6	
Others	1						1						2	
TSO		1	1			1		1					4	
Locks												1	1	
Missing or Damaged Lock												1	1	
Mishandling of Passenger Property	5	2	2	1	1	2	2	1		5	1	5	27	
Damaged/Missing Items--Carry-on Luggage			1			1						1	3	
Damaged/Missing Items--Checked Baggage	4	2	1	1	1	1	2			5	1	4	22	
Disarrayed Items--Carry-on or Checked	1							1					2	
Patdown		1			1		1		1				4	
Flyer					1		1		1				3	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	1	1		1	2			2					7
Metal Implants (joint)	1			1									2
Mobility Disability (Not Wheelchair or Scooter)		1			1			1					3
Prosthesis/Amputees and Casts					1			1					2
Property - Special Handling		2	1	2			2	1	4	3		2	17
Damaged Items - Carry-On				1				1		1			3
Damaged Items - Checked		1							4			1	6
Missing Items - Carry-On			1										1
Missing Items - Checked		1		1			2			2		1	7
Screening	4		1				1	1	1		1		9
Inconsistency	1												1
Lengthy Lines	1												1
Procedures/Process	2		1				1	1			1		6
Security Breach									1				1
<b>2019</b>	<b>7</b>	<b>14</b>	<b>7</b>	<b>3</b>	<b>4</b>								<b>35</b>
Civil Rights				1									1
National Origin				1									1
Customer Service	3		1	1	1								6
TSO	3		1	1	1								6
Locks	1												1
Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2	3	2		3								10
Damaged/Missing Items--Carry-on Luggage		1											1
Damaged/Missing Items--Checked Baggage	2	2	2		3								9
Patdown		2											2
Flyer		1											1
Non-Flyer		1											1
Persons w/ Disabilities (PWD)			1										1
Mobility Disability (Not Wheelchair or Scooter)			1										1
Property - Special Handling	1	6	1										8
Damaged Items - Carry-On		1											1
Damaged Items - Checked	1	2											3
Missing Items - Carry-On		1											1
Missing Items - Checked		2	1										3
Screening		3	2	1									6
Inconsistency		1											1
Procedures/Process		2	2	1									5

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
TBN	2					1			1		2		6	
2015											2		2	
Mishandling of Passenger Property											2		2	
Damaged/Missing Items--Checked Baggage											2		2	
2016						1							1	
Customer Service						1							1	
TSO						1							1	
2017		2											2	
Mishandling of Passenger Property		2											2	
Damaged/Missing Items--Checked Baggage		1											1	
Disarrayed Items--Carry-on or Checked		1											1	
2018									1				1	
Customer Service									1				1	
TSO									1				1	

TSA Contact Center Traveler Complaints Tool

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TEX						1							1
2015						1							1
Screening						1							1
Lengthy Lines						1							1

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
TLH		17	17	22	14	15	5	9	17	13	13	13	8	163
2015					1			1	2	4	1	2	2	13
Customer Service										1		1	1	3
TSO										1		1	1	3
Mishandling of Passenger Property								1	2	3		1	1	8
Damaged/Missing Items--Checked Baggage								1	2	3			1	7
Disarrayed Items--Carry-on or Checked												1		1
Screening					1						1			2
Procedures/Process					1						1			2
2016		3		1	4	1		1	2	2	5	5	1	25
Civil Rights									1					1
Racial Profiling or Discrimination									1					1
Customer Service										1	1			2
TSO										1	1			2
Identification (ID) Requirements											1	2		3
Domestic											1	2		3
Mishandling of Passenger Property		2		1	4	1		1		1	2	2	1	15
Damaged/Missing Items--Carry-on Luggage		1												1
Damaged/Missing Items--Checked Baggage		1		1	4	1		1		1	2	2	1	14
Patdown		1							1					2
Flyer		1							1					2
Screening											1	1		2
Lengthy Lines											1	1		2
2017		4	4	4	4	4	1	3	7		2	3	2	38
Advanced Imaging Technology (AIT)								1						1
Flyer								1						1
Civil Rights			1	1					1					3
Racial Profiling or Discrimination			1						1					2
Transgender Screening				1										1
Customer Service		1	1		1	1						1		5
Others			1		1									2
TSO		1				1						1		3
Locks		2												2
Missing or Damaged Lock		2												2
Mishandling of Passenger Property				2	3	2	1		3		2	1	1	15
Damaged/Missing Items--Checked Baggage				1	3	2	1		3		2	1	1	14
Damaged/Missing Items--Unspecified Luggage				1										1
Patdown		1						1				1		3
Flyer		1						1				1		3
Persons w/ Disabilities (PWD)			1	1					1					3
General				1										1
Touch Aversion (pain/trauma)									1					1
Wheelchair/ Scooter/ Segway			1											1
Property - Special Handling									2					2
Damaged Items - Checked									1					1
Missing Items - Checked									1					1
Screening			1			1		1					1	4
Inconsistency						1								1
Lengthy Lines								1						1
Procedures/Process			1										1	2
2018		6	3	5	1	7	4	4	6	7	5	3	3	54
Civil Rights								2						2
Hair Patdowns								1						1
Sex/Gender/Gender Identity- Not Transgender								1						1
Customer Service		1	1			1		1	2		1			7
TSO		1	1			1		1	2		1			7
Locks				1		1								2
Missing or Damaged Lock				1		1								2
Mishandling of Passenger Property		2	2	2	1	2	1		2	3	2	1	2	20
Damaged/Missing Items--Checked Baggage		2	2	1	1	2	1		2	3	2	1	2	19
Disarrayed Items--Carry-on or Checked				1										1
Patdown		1				2				2		2	1	8
Flyer		1				2				2		1	1	7
Flyer as Observer												1		1
Persons w/ Disabilities (PWD)							1							1
General							1							1
Property - Special Handling		1		2		1			2	1	1			8
Damaged Items - Carry-On										1				1
Damaged Items - Checked				1		1			1		1			4
Missing Items - Checked		1		1					1					3
Screening		1					2	1		1	1			6
Lengthy Lines										1	1			2
Procedures/Process		1					2	1						4
2019		4	10	12	4	3								33
Advanced Imaging Technology (AIT)		1		1										2
Flyer		1		1										2
Civil Rights			3			1								4
Racial Profiling or Discrimination			1											1
Sex/Gender/Gender Identity- Not Transgender			2			1								3
Customer Service		1		2										3
CSM				1										1
Others		1												1
TSO				1										1
Mishandling of Passenger Property			1		1	1								3
Damaged/Missing Items--Checked Baggage			1		1	1								3



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Patdown		3	1		1								5
Flyer		1	1		1								3
Flyer as Observer		1											1
General		1											1
Persons w/ Disabilities (PWD)		1		1									2
Metal Implants (joint)				1									1
Mobility Disability (Not Wheelchair or Scooter)		1											1
Property - Special Handling	1	1	1										3
Missing Items - Checked	1	1	1										3
Screening	1	1	7	2									11
Lengthy Lines			5										5
Procedures/Process	1	1	2	2									6

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
TOL	3	4	3	3	2	2	4	2	2	3	5	1	34	
2015				1						1	2		4	
Locks				1									1	
Missing or Damaged Lock				1									1	
Mishandling of Passenger Property										1	1		2	
Damaged/Missing Items--Checked Baggage										1	1		2	
Screening											1		1	
Inconsistency											1		1	
2016		1				1	2				2		6	
Customer Service		1				1					1		3	
TSO		1				1					1		3	
Mishandling of Passenger Property							1				1		2	
Damaged/Missing Items--Checked Baggage											1		1	
Disarrayed Items--Carry-on or Checked							1						1	
Screening							1						1	
Inconsistency							1						1	
2017	1		2		1			1			1	1	7	
Customer Service			1					1			1		3	
TSO			1					1			1		3	
Mishandling of Passenger Property			1									1	2	
Damaged/Missing Items--Checked Baggage			1									1	2	
Screening	1				1								2	
Procedures/Process	1				1								2	
2018	2	2	1			1	2	1	2	2			13	
Civil Rights	1	1											2	
Hair Patdowns		1											1	
Sex/Gender/Gender Identity- Not Transgender	1												1	
Customer Service	1									1			2	
TSO	1									1			2	
Mishandling of Passenger Property								1	1				2	
Damaged/Missing Items--Checked Baggage								1	1				2	
Patdown						1	1		1	1			4	
Children									1				1	
Flyer							1			1			2	
Flyer as Observer						1							1	
Property - Special Handling		1					1						2	
Damaged Items - Carry-On							1						1	
Damaged Items - Checked		1											1	
Screening			1										1	
Procedures/Process			1										1	
2019		1		2	1								4	
Mishandling of Passenger Property		1		1									2	
Damaged/Missing Items--Checked Baggage		1		1									2	
Patdown				1	1								2	
Flyer				1	1								2	

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
TPA	194	239	268	316	248	279	264	214	232	224	210	195	2,883	
2015				67	34	55	51	47	57	61	64	57	493	
Advanced Imaging Technology (AIT)					1								1	
Flyer					1								1	
Animals						1							1	
Checked						1							1	
Civil Rights				1				2		1		3	7	
Racial Profiling or Discrimination				1				2		1		1	5	
Screening of Religious or Cultural Garments												1	1	
Transgender Screening												1	1	
Customer Service				7	4	6	7	7	6	10	8	5	60	
Others									1		2		3	
TSO				7	4	6	7	7	5	10	6	5	57	
Expedited Passenger Screening Program				7	1	1	1	1					11	
TSA Application Program				2									2	
TSA PreCheck				5	1	1	1	1					9	
Hazardous Materials Safety												1	1	
General												1	1	
Identification (ID) Requirements				1							1		2	
Domestic				1							1		2	
Locks				2			3	4	3		2	3	17	
Missing or Damaged Lock				2			3	4	3		2	3	17	
Lost and Found											1		1	
Airport/TSA											1		1	
Mishandling of Passenger Property				41	23	43	30	28	41	44	43	37	330	
Damaged/Missing Items--Carry-on Luggage				5		5	3	4	3	6	5	6	37	
Damaged/Missing Items--Checked Baggage				34	22	35	26	23	36	34	37	28	275	
Damaged/Missing Items--Unspecified Luggage										2			2	
Disarrayed Items--Carry-on or Checked				2	1	3	1	1	2	2	1	3	16	
Patdown				2	1				3	2	2	1	11	
Children											1		1	
Flyer				2	1				2	2	1	1	9	
Non-Flyer									1				1	
Persons w/ Disabilities (PWD)				2	1	1		1	1		2	2	10	
Cognitive /Developmental /Mental Disability				1									1	
General				1	1								2	
Internal Medical Devices									1				1	
Medically Necessary Medication and Medical Supplies											2		2	
Mobility Disability (Not Wheelchair or Scooter)						1						2	3	
Wheelchair/ Scooter/ Segway								1					1	
Prohibited & Permitted Items						1							1	
Knives/Tools/Razors/Sharp Objects						1							1	
Screening				4	3	2	10	4	3	4	5	5	40	
Inconsistency										1			1	
Lengthy Lines				2			1	2	1				6	
Procedures/Process				1	3	2	6	1	2	2	4	5	26	
Retrieving Abandoned/Confiscated Items				1			3	1					5	
Security Breach										1	1		2	
2016	56	58	66	73	66	86	75	51	56	62	52	57	758	
Advanced Imaging Technology (AIT)						1							1	
Flyer						1							1	
Civil Rights		1	1					2	2	3		3	12	
National Origin								1	1				2	
Racial Profiling or Discrimination		1	1					1	1	2		3	9	
Sex/Gender/Gender Identity- Not Transgender										1			1	
Customer Service	9	8	6	11	6	11	12	5	11	10	6	9	104	
Others	2			1		1	2		1			1	8	
TSO	7	8	6	10	6	10	10	5	10	10	6	8	96	
Identification (ID) Requirements									1				1	
Domestic									1				1	
Locks	3	5	4	1	4	5	1	2	2	5	5	4	41	
General			1										1	
Missing or Damaged Lock	3	5	3	1	4	5	1	2	2	5	5	4	40	
Lost and Found	2		1										3	
Airport/TSA	2		1										3	
Mishandling of Passenger Property	37	37	45	52	45	58	49	32	31	31	33	28	478	
Damaged/Missing Items--Carry-on Luggage	4	3	6	7	4	2	7	3	3	7	7	5	58	
Damaged/Missing Items--Checked Baggage	31	33	36	38	37	48	37	27	23	24	24	19	377	
Damaged/Missing Items--Unspecified Luggage					1	2						1	4	
Disarrayed Items--Carry-on or Checked	2	1	3	7	3	6	5	2	5		2	3	39	
Patdown		4	1	3	3	2	5		3	5	1	2	29	
Children										2			2	
Flyer		4	1	2	2	1	5		2	3	1	1	22	
Flyer as Observer					1	1			1			1	4	
Non-Flyer				1									1	
Persons w/ Disabilities (PWD)		1		1		1	2	2	1	4	2	5	19	
Breast Cancer												1	1	
Cancer (general) Not Breast Cancer		1						1		1	1		4	
Cognitive /Developmental /Mental Disability												1	1	
General												1	1	
Internal Medical Devices				1									1	
Medically Necessary Medication and Medical Supplies						1	1		1	1			4	
Metal Implants (joint)							1			1			2	
Touch Aversion (pain/trauma)										1			1	
Wheelchair/ Scooter/ Segway								1					1	

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
Wounded Warrior												1	2	3
Screening		5	2	8	5	8	8	6	7	5	4	5	6	69
Crew Member or Airline Employee							1		1					2
Inconsistency				3	1		1			2	1		2	10
Lengthy Lines			1	1			1		1					4
Procedures/Process		4		3	3	8	5	5	5	2	3	4	4	46
Retrieving Abandoned/Confiscated Items		1		1	1					1		1		5
Security Breach			1					1						2
TSA Contact Information									1					1
General									1					1
2017		48	66	66	66	47	53	80	47	68	59	41	40	681
Civil Rights		2	1		2		3	1	2		1			12
Constitutional Rights		1												1
National Origin								1						1
Racial Profiling or Discrimination		1			1		3				1			6
Screening of Religious Cultural and Ceremonial Items									1					1
Sexual Orientation - Not Transgender			1		1				1					3
Customer Service		9	7	7	6	9	1	9	11	8	8	3	7	85
Others								1						1
TSO		9	7	7	6	9	1	8	11	8	8	3	7	84
Identification (ID) Requirements					1			2						3
Domestic					1			2						3
Locks		4	1	3	3	3	3	3		7	4	1	1	33
General										1				1
Missing or Damaged Lock		4	1	3	3	3	3	3		6	4	1	1	32
Lost and Found													1	1
Airport/TSA													1	1
Mishandling of Passenger Property		22	48	47	43	27	33	38	17	28	26	22	15	366
Damaged/Missing Items--Carry-on Luggage		3	5	4	4	1	9	1	2	2	1		1	33
Damaged/Missing Items--Checked Baggage		18	38	38	36	23	23	30	15	24	19	19	13	296
Damaged/Missing Items--Unspecified Luggage											2			2
Disarrayed Items--Carry-on or Checked		1	5	5	3	3	1	7		2	4	3	1	35
Notice of Violation/Civil Penalties					1									1
General					1									1
Patdown			1	4	3	2	6	4		3	3	2	1	29
Flyer				2	2	2	6	4		3	3	2	1	25
Flyer as Observer				2	1									3
Non-Flyer			1											1
Persons w/ Disabilities (PWD)		1	3	2	3	1		2	1	4			4	21
Autism Spectrum						1		1						2
Cancer (general) Not Breast Cancer			1											1
Cognitive /Developmental /Mental Disability				1										1
Diabetes					1								1	2
Diapers/Garments/Dressings/Masks									1				1	2
General					1									1
Hearing Impairment					1									1
Internal Medical Devices			1					1						2
Medically Necessary Medication and Medical Supplies										1			2	3
Mobility Disability (Not Wheelchair or Scooter)		1												1
Touch Aversion (pain/trauma)			1							1				2
Wheelchair/ Scooter/ Segway				1						2				3
Property - Special Handling								15	10	12	11	7	7	62
Damaged Items - Carry-On										1				1
Damaged Items - Checked								4	1		3	1	2	11
Missing Items - Carry-On								1	5	7			2	15
Missing Items - Checked								10	4	4	8	6	3	35
Request for Assistance											1			1
Other											1			1
Screening		10	5	3	4	5	7	6	6	5	5	6	4	66
Crew Member or Airline Employee		1				1						1		3
Gate Pass											1			1
Inconsistency			2		2		1	1		1			1	8
Lengthy Lines		1			1							2		4
Procedures/Process		7	3	2	1	3	6	3	6	3	4	3	3	44
Retrieving Abandoned/Confiscated Items		1								1				2
Security Breach				1		1		2						4
TSA Contact Information										1				1
General										1				1
2018		49	56	64	57	50	85	58	69	51	42	53	41	675
Advanced Imaging Technology (AIT)							1							1
Flyer							1							1
Civil Rights		1	3	2	3	2	2			4	4	2		23
Age										1		1		2
Hair Patdowns										1				1
National Origin										1		1		2
Racial Profiling or Discrimination		1	1	2	2	2	1			1	4			14
Screening of Religious Cultural and Ceremonial Items			1											1
Sex/Gender/Gender Identity- Not Transgender							1							1
Sexual Orientation - Not Transgender			1											1
Transgender Screening					1									1
Customer Service		6	9	8	6	5	15	8	13	5	6	6	7	94
Others								1					1	2
TSO		6	9	8	6	5	15	7	13	5	6	6	6	92
Locks		2	3	1		4	4	7	4	2		3		30
General			1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Missing or Damaged Lock	2	2	1		4	4	7	4	2		3		29
Lost and Found	1		1	1								1	4
Airport/TSA	1		1	1								1	4
Mishandling of Passenger Property	17	15	24	18	17	21	17	21	12	10	12	9	193
Damaged/Missing Items--Carry-on Luggage		1	3	1		2		3	2		1		13
Damaged/Missing Items--Checked Baggage	14	14	19	16	11	16	16	12	9	10	10	6	153
Damaged/Missing Items--Unspecified Luggage					2			1				1	4
Disarrayed Items--Carry-on or Checked	3		2	1	4	3	1	5	1		1	2	23
Patdown	2			1	2	6	4	6	5	4	6	1	37
Flyer	2			1	2	6	4	5	5	3	5	1	34
Flyer as Observer										1	1		2
Non-Flyer								1					1
Persons w/ Disabilities (PWD)	1	3	4	4	2	4	3	7	5	6	4	4	47
Autism Spectrum			1						1				2
Breast Cancer						2							2
Cancer (general) Not Breast Cancer				1									1
Cognitive /Developmental /Mental Disability					1					1			2
Diabetes					1		1	1					3
General								1			2	1	4
Hearing Impairment										1			1
Internal Medical Devices						1		1					2
Medically Necessary Medication and Medical	1	1	1	1			1			2			7
Metal Implants (joint)			1										1
Mobility Disability (Not Wheelchair or Scooter)								2		2	2	2	8
Prosthesis/Amputees and Casts								1					1
Service Animals			1										1
Touch Aversion (pain/trauma)		1							1				2
Visual Impairment									1				1
Wheelchair/ Scooter/ Segway		1		2		1	1	1	2			1	9
Property - Special Handling	14	15	20	18	7	19	12	11	13	8	11	12	160
Damaged Items - Carry-On	2		3	4	1	7	2	1	2		2	2	26
Damaged Items - Checked	5	4	5	5		5	5		2		6		42
Missing Items - Carry-On		3	2	1	3	1	2	3		1		1	17
Missing Items - Checked	7	8	10	8	3	6	3	7	9	2	3	9	75
Request for Assistance				2									2
Other				1									1
Wounded Warrior (MSIJSOC)				1									1
Screening	5	8	4	4	11	13	7	7	5	4	9	7	84
Inconsistency		2	1		1	1	3		2			1	11
Lengthy Lines	2	1		1		2		1			2		9
Procedures/Process	2	4	2	3	10	10	4	4	3	4	7	4	57
Retrieving Abandoned/Confiscated Items	1	1	1					1				2	6
Security Breach								1					1
<b>2019</b>	<b>41</b>	<b>59</b>	<b>72</b>	<b>53</b>	<b>51</b>								<b>276</b>
Civil Rights	2	2	3	3	2								12
Age			1										1
Racial Profiling or Discrimination			1	1	2								4
Screening of Religious or Cultural Garments				1									1
Sex/Gender/Gender Identity- Not Transgender	2	2	1	1									6
Customer Service	4	16	10	8	7								45
CSM			1										1
Others		2											2
TSO	4	14	9	8	7								42
Locks	5	4	3	1	3								16
Missing or Damaged Lock	5	4	3	1	3								16
Lost and Found	2	1											3
Airport/TSA	2	1											3
Mishandling of Passenger Property	12	8	18	12	17								67
Damaged/Missing Items--Carry-on Luggage	3	2	1		4								10
Damaged/Missing Items--Checked Baggage	7	5	17	11	9								49
Damaged/Missing Items--Unspecified Luggage					1								1
Disarrayed Items--Carry-on or Checked	2	1		1	3								7
Patdown	3	3	4		4								14
Children			1										1
Flyer	3	2	3		4								12
Flyer as Observer		1											1
Persons w/ Disabilities (PWD)		6	5	1	3								15
Autism Spectrum					1								1
Cognitive /Developmental /Mental Disability					1								1
Diabetes		1	1										2
Diapers/Garments/Dressings/Masks			1										1
Hearing Impairment			1										1
Internal Medical Devices		1											1
Medical Devices - Attached to the Body			1										1
Medically Necessary Medication and Medical Supplies		1											1
Mobility Disability (Not Wheelchair or Scooter)		2	1		1								4
Respiratory and Inhaler Equipment				1									1
Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	10	14	18	19	11								72
Damaged Items - Carry-On		2	1	2	2								7
Damaged Items - Checked	3	3	6	4	4								20
Missing Items - Carry-On	1	3	2	5									11
Missing Items - Checked	6	6	9	8	5								34
Screening	3	5	11	9	4								32
Inconsistency		1		1									2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Lengthy Lines					1								1
Procedures/Process	3	4	8	7	2								24
Retrieving Abandoned/Confiscated Items			2	1									3
Security Breach			1		1								2

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
<b>TRI</b>		<b>13</b>	<b>18</b>	<b>12</b>	<b>17</b>	<b>14</b>	<b>12</b>	<b>7</b>	<b>11</b>	<b>8</b>	<b>12</b>	<b>17</b>	<b>11</b>	<b>152</b>
<b>2015</b>					<b>6</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>29</b>
Customer Service											1		1	2
TSO											1		1	2
Locks					2								1	3
Missing or Damaged Lock					2								1	3
Mishandling of Passenger Property					4	2	3		1	2	6	3	1	22
Damaged/Missing Items--Carry-on Luggage											1			1
Damaged/Missing Items--Checked Baggage					4	2	3		1	2	5	3		20
Disarrayed Items--Carry-on or Checked													1	1
Screening										1		1		2
Lengthy Lines										1				1
Procedures/Process												1		1
<b>2016</b>		<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>		<b>1</b>	<b>6</b>	<b>5</b>	<b>41</b>
Customer Service		2	1				1				1			5
TSO		2	1				1				1			5
Identification (ID) Requirements												1		1
Domestic												1		1
Locks		1												1
Missing or Damaged Lock		1												1
Mishandling of Passenger Property		2	2	2	3	3	3	1	3			4	5	28
Damaged/Missing Items--Carry-on Luggage												1		1
Damaged/Missing Items--Checked Baggage		1	2	2	2	3	3	1	3			2	5	24
Disarrayed Items--Carry-on or Checked		1			1							1		3
Patdown				1				1						2
Flyer				1				1						2
Screening			1			1		1				1		4
Inconsistency								1				1		2
Lengthy Lines						1								1
Procedures/Process			1											1
<b>2017</b>		<b>4</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>37</b>
Civil Rights			1	1							1			3
Racial Profiling or Discrimination			1	1							1			3
Locks							1							1
Missing or Damaged Lock							1							1
Mishandling of Passenger Property		4	2	4	2	3	1	1	4	3		3		27
Damaged/Missing Items--Carry-on Luggage		1												1
Damaged/Missing Items--Checked Baggage		2	2	4	2	3	1	1	3	1		3		22
Disarrayed Items--Carry-on or Checked		1							1	2				4
Patdown							1		1					2
Flyer							1		1					2
Screening				1	1								2	4
Procedures/Process				1	1								2	4
<b>2018</b>		<b>3</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>30</b>
Civil Rights									1					1
Racial Profiling or Discrimination									1					1
Customer Service							1							1
TSO							1							1
Mishandling of Passenger Property		2	3		1			2			2	2	1	13
Damaged/Missing Items--Carry-on Luggage			1											1
Damaged/Missing Items--Checked Baggage		1	2		1			2			2		1	9
Disarrayed Items--Carry-on or Checked		1										2		3
Persons w/ Disabilities (PWD)							1							1
Mobility Disability (Not Wheelchair or Scooter)							1							1
Property - Special Handling		1	1		2	1		1	1	1	1	1		10
Damaged Items - Carry-On					1									1
Damaged Items - Checked		1	1									1		3
Missing Items - Checked				1	1			1	1	1	1			6
Screening			1	1						1		1		4
Lengthy Lines			1							1		1		3
Procedures/Process				1										1
<b>2019</b>		<b>1</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>4</b>								<b>15</b>
Customer Service				1	1									2
TSO				1	1									2
Mishandling of Passenger Property		1	2		1	3								7
Damaged/Missing Items--Checked Baggage		1	2		1	1								5
Disarrayed Items--Carry-on or Checked						2								2
Property - Special Handling			2	1										3
Damaged Items - Checked			1	1										2
Missing Items - Checked			1											1
Screening			2			1								3
Lengthy Lines			2			1								3

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
TTN	10	13	7	12	7	7	11	10	10	7	13	17	124	
2015				5		1	1	2	2	2	2	3	18	
Civil Rights								1					1	
Racial Profiling or Discrimination								1					1	
Customer Service				1									1	
TSO				1									1	
Lost and Found				1									1	
Airport/TSA				1									1	
Mishandling of Passenger Property				3		1	1	1	2	1	2	3	14	
Damaged/Missing Items--Carry-on Luggage				1							1	3	5	
Damaged/Missing Items--Checked Baggage				2		1	1	1	2		1		8	
Disarrayed Items--Carry-on or Checked										1			1	
Screening										1			1	
Inconsistency										1			1	
2016		7	2	3		4	1	4	2		4	3	30	
Civil Rights		2											2	
General Complaint and Discrimination		1											1	
Racial Profiling or Discrimination		1											1	
Customer Service			1						1		1		3	
TSO			1						1		1		3	
Lost and Found			1			1		1		1		1	5	
Airport/TSA			1			1		1		1		1	5	
Mishandling of Passenger Property		4		3		3	1	2	1		2	1	17	
Damaged/Missing Items--Carry-on Luggage		1		1		1		1					4	
Damaged/Missing Items--Checked Baggage		3		1		2	1	1	1		2	1	12	
Disarrayed Items--Carry-on or Checked				1									1	
Patdown		1											1	
Flyer		1											1	
Persons w/ Disabilities (PWD)								1					1	
Wheelchair/ Scooter/ Segway								1					1	
Screening												1	1	
Procedures/Process												1	1	
2017	3	3	3	2	2	2	3	3	3	2	3	8	37	
Civil Rights				1							1		2	
Headwear				1									1	
Racial Profiling or Discrimination											1		1	
Customer Service	1				1				1			1	4	
TSO	1				1				1			1	4	
Identification (ID) Requirements	1												1	
ID Matching Ticket and Boarding Pass Issues	1												1	
Locks		1											1	
Missing or Damaged Lock		1											1	
Lost and Found										1			1	
Airport/TSA										1			1	
Mishandling of Passenger Property	1	2	1	1	1	2	2	2				4	16	
Damaged/Missing Items--Carry-on Luggage						1							1	
Damaged/Missing Items--Checked Baggage	1	1	1	1	1	1	2	1				3	12	
Disarrayed Items--Carry-on or Checked		1						1				1	3	
Patdown											1	1	2	
Flyer											1	1	2	
Persons w/ Disabilities (PWD)									1				1	
Autism Spectrum									1				1	
Property - Special Handling							1		1	1		1	4	
Damaged Items - Carry-On												1	1	
Damaged Items - Checked									1				1	
Missing Items - Carry-On							1						1	
Missing Items - Checked										1			1	
Screening			2					1			1	1	5	
Gate Pass			1										1	
Lengthy Lines												1	1	
Procedures/Process			1					1			1		3	
2018	4	3	1	2	1		6	1	3	3	4	3	31	
Civil Rights	1												1	
Sex/Gender/Gender Identity- Not Transgender	1												1	
Customer Service	1						1	1	1	2		1	7	
TSO	1						1	1	1	2		1	7	
Lost and Found							1						1	
Airport/TSA							1						1	
Mishandling of Passenger Property	1	1	1				2		1	1	1		8	
Damaged/Missing Items--Carry-on Luggage	1										1		2	
Damaged/Missing Items--Checked Baggage		1	1				2			1			5	
Disarrayed Items--Carry-on or Checked									1				1	
Patdown				1								1	2	
Children				1									1	
Flyer												1	1	
Persons w/ Disabilities (PWD)							1				1		2	
Diabetes							1						1	
Hearing Impairment											1		1	
Property - Special Handling	1				1		1		1		1		5	
Damaged Items - Checked					1								1	
Missing Items - Carry-On	1						1		1				3	
Missing Items - Checked											1		1	
Screening		2		1							1	1	5	
Inconsistency											1		1	
Procedures/Process		2		1								1	4	



**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
<b>2019</b>	<b>3</b>		<b>1</b>		<b>4</b>								<b>8</b>
Civil Rights	1												1
Transgender Screening	1												1
Customer Service	1				1								2
TSO	1				1								2
Lost and Found	1												1
Airport/TSA	1												1
Mishandling of Passenger Property					1								1
Damaged/Missing Items--Checked Baggage					1								1
Persons w/ Disabilities (PWD)					1								1
Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling					1								1
Missing Items - Carry-On					1								1
Screening			1										1
Procedures/Process			1										1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>TUL</b>	<b>25</b>	<b>38</b>	<b>32</b>	<b>30</b>	<b>17</b>	<b>20</b>	<b>28</b>	<b>23</b>	<b>34</b>	<b>34</b>	<b>27</b>	<b>24</b>	<b>332</b>
<b>2015</b>				<b>1</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>15</b>	<b>6</b>	<b>11</b>	<b>59</b>
Customer Service									1	3		1	5
TSO									1	3			5
Expedited Passenger Screening Program									1				1
TSA PreCheck									1				1
Locks					1			1				2	4
Missing or Damaged Lock					1			1				2	4
Mishandling of Passenger Property				1	1	4	5	4	4	12	5	6	42
Damaged/Missing Items--Carry-on Luggage								1					1
Damaged/Missing Items--Checked Baggage				1	1	3	5	3	4	10	5	6	38
Disarrayed Items--Carry-on or Checked						1				2			3
Persons w/ Disabilities (PWD)					1						1		2
Medical Devices - Attached to the Body					1								1
Touch Aversion (pain/trauma)											1		1
Screening						1	1		1			2	5
Inconsistency							1						1
Procedures/Process						1			1			2	4
<b>2016</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>11</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>7</b>	<b>10</b>	<b>76</b>
Civil Rights			1	2									3
General Complaint and Discrimination			1										1
Racial Profiling or Discrimination				2									2
Customer Service	1	1		1			1	2				2	8
Others							1	1					2
TSO	1	1		1				1				2	6
Identification (ID) Requirements						1							1
Domestic						1							1
Locks				2					1				3
Missing or Damaged Lock				2					1				3
Mishandling of Passenger Property	2	4	5	5	3	2	6		7	2	4	5	45
Damaged/Missing Items--Carry-on Luggage					1		1					1	3
Damaged/Missing Items--Checked Baggage	2	3	5	5	2	2	5		7	2	4	2	39
Disarrayed Items--Carry-on or Checked		1										2	3
Patdown					1		1	2				1	5
Flyer					1		1	1				1	4
Flyer as Observer								1					1
Persons w/ Disabilities (PWD)			1										1
Medically Necessary Medication and Medical Supplies			1										1
Screening	2	1		1						1	3	2	10
Inconsistency		1								1			2
Procedures/Process	1										2	2	5
Retrieving Abandoned/Confiscated Items	1												1
Security Breach				1							1		2
<b>2017</b>	<b>5</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>11</b>	<b>3</b>	<b>81</b>
Civil Rights		1	2	2									5
National Origin				1									1
Racial Profiling or Discrimination			2	1									3
Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service		1	1	1	1	1	1		3	2	2	1	14
TSO		1	1	1	1	1	1		3	2	2	1	14
Locks		1		1							3		5
General											1		1
Missing or Damaged Lock		1		1							2		4
Mishandling of Passenger Property	3	4	5	5	1	2	1	5	3	4	2	1	36
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	3	4	4	4	1	2		4	3	4	2	1	32
Disarrayed Items--Carry-on or Checked				1			1	1					3
Patdown		1		1		2					1		5
Flyer		1		1		2					1		5
Persons w/ Disabilities (PWD)	1	1											2
Medically Necessary Medication and Medical	1	1											2
Property - Special Handling							1		1		1	1	4
Damaged Items - Carry-On												1	1
Damaged Items - Checked											1		1
Missing Items - Checked							1		1				2
Screening	1		2	1		1	1	1	1		2		10
Procedures/Process	1		2	1			1	1	1		2		9
Retrieving Abandoned/Confiscated Items						1							1
<b>2018</b>	<b>8</b>	<b>16</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>3</b>		<b>91</b>
Civil Rights					1	1		1					3
Racial Profiling or Discrimination					1	1		1					3
Customer Service		3	2	1	2	1	3	2	1	1			16
Others		2						1					3
TSO		1	2	1	2	1	3	1	1	1			13
Locks	1						1			1			4
Missing or Damaged Lock	1						1			1	1		4
Mishandling of Passenger Property	2	2	3		1	3	4		7	1	2		25
Damaged/Missing Items--Checked Baggage	2	1	2		1	3	3		6	1	2		21
Disarrayed Items--Carry-on or Checked		1	1				1		1				4
Patdown	1		1	2						1			5
Flyer	1		1	2						1			5
Persons w/ Disabilities (PWD)	2	2		1				2	1				8
Cancer (general) Not Breast Cancer								1					1
General	1												1
Metal Implants (joint)		2											2

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Mobility Disability (Not Wheelchair or Scooter)	1												1
Prosthesis/Amputees and Casts								1					1
Wheelchair/ Scooter/ Segway				1					1				2
Property - Special Handling	1	1	1		1	1	2	1	1	3			12
Damaged Items - Checked		1	1		1			1					4
Missing Items - Carry-On						1	1						2
Missing Items - Checked	1						1		1	3			6
Screening	1	8	1	1	1			2	1	3			18
Crew Member or Airline Employee		2											2
Inconsistency		1		1						1			3
Lengthy Lines		1								1			2
Procedures/Process	1	4	1		1			2	1	1			11
<b>2019</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>2</b>								<b>25</b>
Civil Rights		1											1
Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	1	2	2										5
TSO	1	2	2										5
Mishandling of Passenger Property	2	1	2										5
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	2												2
Disarrayed Items--Carry-on or Checked		1	1										2
Persons w/ Disabilities (PWD)	1												1
Mobility Disability (Not Wheelchair or Scooter)	1												1
Property - Special Handling	2	2	1	1	2								8
Damaged Items - Carry-On					1								1
Damaged Items - Checked				1	1								2
Missing Items - Carry-On	1		1										2
Missing Items - Checked	1	2											3
Screening	1	1	2	1									5
Inconsistency			1										1
Procedures/Process	1	1	1	1									4

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TUS	54	67	63	55	80	78	61	52	46	48	37	37	678
2015				7	7	11	7	8	13	15	7	10	85
Airline				1									1
Lost Baggage				1									1
Civil Rights									1				1
General Complaint and Discrimination									1				1
Customer Service				1	1	3	1	3	5	2	3	1	20
Others								2	3		2	1	8
TSO				1	1	3	1	1	2	2	1		12
Expedited Passenger Screening Program				1	1	4	1						7
TSA PreCheck				1	1	4	1						7
Identification (ID) Requirements												2	2
Domestic												2	2
Locks						1			1	1		1	4
Missing or Damaged Lock						1			1	1		1	4
Mishandling of Passenger Property				3	4	3	5	5	6	11	3	2	42
Damaged/Missing Items--Carry-on Luggage									2				2
Damaged/Missing Items--Checked Baggage				3	4	2	5	5	2	10	3	2	36
Damaged/Missing Items--Unspecified Luggage									1				1
Disarrayed Items--Carry-on or Checked						1			1	1			3
Patdown					1							1	2
Flyer					1							1	2
Persons w/ Disabilities (PWD)												3	3
Medical Devices - Attached to the Body												1	1
Metal Implants (joint)												1	1
Touch Aversion (pain/trauma)												1	1
Screening				1						1	1		3
Procedures/Process										1	1		2
Retrieving Abandoned/Confiscated Items				1									1
2016	12	18	23	17	26	22	18	21	8	9	10	9	193
Civil Rights				1	1	2							4
General Complaint and Discrimination				1									1
Racial Profiling or Discrimination					1	2							3
Customer Service	4	8	10	6	10	10	4	5	1	2	1	3	64
Others	3	4	7	3	6	5	1	3		2	1	1	36
TSO	1	4	3	3	4	5	3	2	1			2	28
Locks	1	1	1			1		1					5
Missing or Damaged Lock	1	1	1			1		1					5
Lost and Found					1					1			2
Airport/TSA					1					1			2
Mishandling of Passenger Property	5	5	10	9	13	4	10	9	1	5	8	4	83
Damaged/Missing Items--Carry-on Luggage			3	1	2			1		2			9
Damaged/Missing Items--Checked Baggage	5	3	7	7	9	4	9	6		3	7	4	64
Disarrayed Items--Carry-on or Checked		2	1	2			1	2	1		1		10
Patdown	1							1					2
Flyer	1							1					2
Persons w/ Disabilities (PWD)		1	1	1		1		2					6
Diabetes						1							1
Internal Medical Devices			1										1
Mobility Disability (Not Wheelchair or Scooter)				1									1
Prosthesis/Amputees and Casts		1											1
Wheelchair/ Scooter/ Segway								2					2
Prohibited & Permitted Items										1			1
Firearm/Ammunition										1			1
Screening	1	3	1		1	4	4	3	6		1	2	26
Inconsistency		1	1						1				3
Lengthy Lines		2			1	3	2	2	3				13
Procedures/Process	1						2	1	1		1	1	7
Security Breach						1			1			1	3
2017	15	12	21	10	18	30	20	11	14	19	10	12	192
Civil Rights			1										1
Racial Profiling or Discrimination			1										1
Customer Service	6	5	4	3	4	9	4	2	5	7	5	5	59
CSM											1		1
Others	5	3	1	1	1	5	2	2	1	6	2	4	33
TSO	1	2	3	2	3	4	2		4	1	2	1	25
Locks	2			1		3				1		1	8
General						1							1
Missing or Damaged Lock	2			1		2				1		1	7
Lost and Found			1		1			2			1		5
Airport/TSA			1		1			2			1		5
Mishandling of Passenger Property	4	3	11	5	8	15	7	3	5	4	3	2	70
Damaged/Missing Items--Carry-on Luggage			1	1	1								3
Damaged/Missing Items--Checked Baggage	3	2	8	4	6	13	5	3	4	4	2	1	55
Disarrayed Items--Carry-on or Checked	1	1	2		1	2	2		1		1	1	12
Patdown	2	3				1	1	1		1		2	11
Flyer	2	3				1	1	1		1		2	11
Persons w/ Disabilities (PWD)				1						1			1
Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling							4	1	3	4	1		13
Damaged Items - Checked										2			2
Missing Items - Carry-On							1				1		2
Missing Items - Checked							3	1	3	2			9
Screening	1	1	4		5	2	4	2	1	2		2	24
Inconsistency			1		1								2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Lengthy Lines					1		3			1		2	7
Procedures/Process	1	1	2		3	2	1	2	1	1			14
Security Breach			1										1
2018	11	22	11	14	15	15	16	12	11	5	10	6	148
Civil Rights		1					1	1	1		1		5
Hair Patdowns								1					1
Racial Profiling or Discrimination							1		1				2
Sex/Gender/Gender Identity- Not Transgender									1				2
Customer Service	3	5	2	3	1	1	8		1	1	2	1	28
Others	2	2	1	2			5						12
TSO	1	3	1	1	1	1	3		1	1	2	1	16
Locks		2		1	1	1	2	2	2		1		12
Missing or Damaged Lock		2		1	1	1	2	2	2		1		12
Lost and Found		2				1							3
Airport/TSA		2				1							3
Mishandling of Passenger Property	1	5	1	5	5	7	1	5	5	3	4	3	45
Damaged/Missing Items--Carry-on Luggage		1		1				1					3
Damaged/Missing Items--Checked Baggage	1	3		3	4	7	1	4	1	2	4	2	32
Damaged/Missing Items--Unspecified Luggage					1								1
Disarrayed Items--Carry-on or Checked		1	1	1					4	1		1	9
Patdown		1	1	1	1		1	1			1		7
Flyer		1		1	1		1	1			1		6
Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	2	1		1				1					5
Medically Necessary Medication and Medical	1	1											2
Mobility Disability (Not Wheelchair or Scooter	1												1
Prosthesis/Amputees and Casts				1									1
Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	4	1	2	3	5	4	1		1			1	22
Damaged Items - Carry-On						1						1	2
Damaged Items - Checked		1		1	1	3	1						7
Missing Items - Carry-On	1		1										2
Missing Items - Checked	3		1	2	4				1				11
Screening	1	4	5		2	1	2	2	1	1	1	1	21
Inconsistency		2	1										3
Lengthy Lines		2	1				1						4
Procedures/Process	1		3		2	1	1	2	1	1	1	1	14
2019	16	15	8	7	14								60
Civil Rights	2	1			1								4
Perceived Religion		1											1
Racial Profiling or Discrimination	2				1								3
Customer Service	2	1	1	1	2								7
Others	1	1			1								3
TSO	1		1	1	1								4
Locks	1	2		1									4
Missing or Damaged Lock	1	2		1									4
Mishandling of Passenger Property	7	3	4	2	3								19
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage	5	2	3	2	1								13
Disarrayed Items--Carry-on or Checked	1	1	1		2								5
Patdown		1	1										2
Flyer		1	1										2
Persons w/ Disabilities (PWD)	1	3											4
Internal Medical Devices		1											1
Mobility Disability (Not Wheelchair or Scooter	1	1											2
Visual Impairment		1											1
Property - Special Handling	1	2	1	2	7								13
Damaged Items - Carry-On	1												1
Damaged Items - Checked		1			2								3
Missing Items - Checked		1	1	2	5								9
Screening	2	2	1	1	1								7
Inconsistency	1												1
Procedures/Process	1	2	1	1	1								6

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TVC		7	2	1	3	7	2	2	11	10	14	12	11	82
2015					1	3	1		3	2	2	1	3	16
	Customer Service									1				1
	TSO									1				1
	Locks						1		2					3
	Missing or Damaged Lock						1		2					3
	Lost and Found					1								1
	Airport/TSA					1								1
	Mishandling of Passenger Property				1	2			1		2	1	1	8
	Damaged/Missing Items--Checked Baggage				1	2			1		2	1	1	8
	Screening									1			2	3
	Lengthy Lines												2	2
	Procedures/Process									1				1
2016		2		1		3			6	2	5	2	5	26
	Customer Service	1				1			1	1	1	1	1	7
	TSO	1				1			1	1	1	1	1	7
	Locks					1			1					2
	Missing or Damaged Lock					1			1					2
	Mishandling of Passenger Property	1		1					2	1	3	1	3	12
	Damaged/Missing Items--Carry-on Luggage									1	1			2
	Damaged/Missing Items--Checked Baggage	1		1					2		2	1	3	10
	Screening					1			2		1		1	5
	Lengthy Lines								1					1
	Procedures/Process					1			1		1		1	4
2017		4						2		2	4	6	1	19
	Customer Service										2		1	3
	Others										1			1
	TSO										1		1	2
	Locks										1			1
	Missing or Damaged Lock										1			1
	Lost and Found							1			1			2
	Airport/TSA							1			1			2
	Mishandling of Passenger Property	4								2		6		12
	Damaged/Missing Items--Carry-on Luggage											1		1
	Damaged/Missing Items--Checked Baggage	3								2		5		10
	Disarrayed Items--Carry-on or Checked	1												1
	Persons w/ Disabilities (PWD)							1						1
	Cognitive /Developmental /Mental Disability							1						1
2018			2		2		1		2	4	3	3	2	19
	Civil Rights									1				1
	Racial Profiling or Discrimination									1				1
	Customer Service									1			1	2
	TSO									1			1	2
	Mishandling of Passenger Property						1		1		1	1	1	5
	Damaged/Missing Items--Checked Baggage								1		1	1	1	4
	Disarrayed Items--Carry-on or Checked						1							1
	Patdown		1						1					2
	Flyer								1					1
	Flyer as Observer		1											1
	Persons w/ Disabilities (PWD)		1											1
	Internal Medical Devices		1											1
	Property - Special Handling									2	1	1		4
	Damaged Items - Checked										1			1
	Missing Items - Carry-On											1		1
	Missing Items - Checked									2				2
	Screening				2						1	1		4
	Inconsistency										1			1
	Procedures/Process				2							1		3
2019		1				1								2
	Mishandling of Passenger Property	1												1
	Damaged/Missing Items--Checked Baggage	1												1
	Screening					1								1
	Procedures/Process					1								1

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

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
TWF	1	1	4	4	4	4	1	4		3	3	1	30	
2015					1	1				1			3	
Customer Service										1			1	
TSO										1			1	
Locks						1							1	
General						1							1	
Mishandling of Passenger Property					1								1	
Damaged/Missing Items--Checked Baggage					1								1	
2016	1		1		1			2		1	1		7	
Civil Rights								1					1	
Racial Profiling or Discrimination								1					1	
Customer Service										1			1	
TSO										1			1	
Locks											1		1	
Missing or Damaged Lock											1		1	
Mishandling of Passenger Property			1		1			1					3	
Damaged/Missing Items--Checked Baggage			1		1								2	
Disarrayed Items--Carry-on or Checked								1					1	
Screening	1												1	
Inconsistency	1												1	
2017			3	4	1	3	1	1		1	1		15	
Customer Service						2							2	
TSO						2							2	
Locks			1										1	
Missing or Damaged Lock			1										1	
Mishandling of Passenger Property					1	1		1		1			4	
Disarrayed Items--Carry-on or Checked					1	1		1		1			4	
Persons w/ Disabilities (PWD)				2									2	
Prosthesis/Amputees and Casts				1									1	
Respiratory and Inhaler Equipment				1									1	
Property - Special Handling							1				1		2	
Damaged Items - Checked											1		1	
Missing Items - Checked							1						1	
Screening			2	2									4	
Inconsistency			2										2	
Procedures/Process				2									2	
2018					1			1			1	1	4	
Customer Service								1				1	2	
TSO								1				1	2	
Locks											1		1	
Missing or Damaged Lock											1		1	
Mishandling of Passenger Property					1								1	
Damaged/Missing Items--Checked Baggage					1								1	
2019		1											1	
Property - Special Handling		1											1	
Damaged Items - Checked		1											1	



TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
TXK	2	4	7	1	1	3	1	2	2	1	1	1	26	
2015							1			1	1	1	3	
Customer Service											1		1	
Others											1		1	
Locks										1			1	
General										1			1	
Mishandling of Passenger Property							1						1	
Damaged/Missing Items--Checked Baggage							1						1	
2016		2	1		1	1		1	1				7	
Locks		1						1					2	
Missing or Damaged Lock		1						1					2	
Mishandling of Passenger Property		1	1		1	1			1				5	
Damaged/Missing Items--Checked Baggage		1	1		1				1				4	
Disarrayed Items--Carry-on or Checked						1							1	
2017	1	1	4	1		1						1	9	
Customer Service						1						1	2	
TSO						1						1	2	
Mishandling of Passenger Property	1		4	1									6	
Damaged/Missing Items--Checked Baggage	1		4	1									6	
Screening		1											1	
Procedures/Process		1											1	
2018						1		1	1				3	
Customer Service						1							1	
TSO						1							1	
Patdown									1				1	
Flyer as Observer									1				1	
Screening								1					1	
Procedures/Process								1					1	
2019	1	1	2										4	
Customer Service	1												1	
TSO	1												1	
Mishandling of Passenger Property		1	1										2	
Damaged/Missing Items--Checked Baggage		1											1	
Disarrayed Items--Carry-on or Checked			1										1	
Screening			1										1	
Procedures/Process			1										1	

		TSA Contact Center Traveler Complaints Tool												
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TYR		6	5	12	7	3	5	4	4	4	6	4	3	63
2015					2	1	1	2	1	2		2	1	12
	Customer Service									1				1
	TSO									1				1
	Locks									1		1		2
	Missing or Damaged Lock									1		1		2
	Mishandling of Passenger Property				2	1	1	2	1			1	1	9
	Damaged/Missing Items--Checked Baggage				2	1	1	2				1	1	8
	Disarrayed Items--Carry-on or Checked								1					1
2016		1	1	3	3	1	2		1	1	1			14
	Locks				1					1	1			3
	Missing or Damaged Lock				1					1	1			3
	Mishandling of Passenger Property	1	1	2	2	1	2							9
	Damaged/Missing Items--Checked Baggage	1	1	2	1	1	2							8
	Disarrayed Items--Carry-on or Checked				1									1
	Screening			1					1					2
	Procedures/Process			1					1					2
2017		3	2	1	2	1	1	2		1	3		1	17
	Customer Service				1		1							2
	TSO				1		1							2
	Locks									1				1
	Missing or Damaged Lock									1				1
	Mishandling of Passenger Property	3	2	1	1	1		1			1			10
	Damaged/Missing Items--Carry-on Luggage		1											1
	Damaged/Missing Items--Checked Baggage	3	1	1				1			1			7
	Disarrayed Items--Carry-on or Checked				1	1								2
	Property - Special Handling							1			2		1	4
	Damaged Items - Checked							1					1	2
	Missing Items - Checked										2			2
2018		1	2	5			1		2		2	2	1	16
	Civil Rights			1										1
	Racial Profiling or Discrimination			1										1
	Customer Service												1	1
	TSO												1	1
	Mishandling of Passenger Property		1	3			1		2			2		9
	Damaged/Missing Items--Checked Baggage		1	2			1		2			2		8
	Disarrayed Items--Carry-on or Checked			1										1
	Property - Special Handling			1							1			2
	Damaged Items - Checked			1										1
	Missing Items - Checked										1			1
	Screening	1	1								1			3
	Inconsistency										1			1
	Procedures/Process	1	1											2
2019		1		3										4
	Customer Service			1										1
	TSO			1										1
	Property - Special Handling			2										2
	Damaged Items - Checked			1										1
	Missing Items - Checked			1										1
	Screening	1												1
	Procedures/Process	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
TYS	19	23	25	23	7	17	11	28	15	21	14	21	224	
2015				6	1	3	3	2	3	9	1	1	29	
Airline				1									1	
Policy/Regulations/Service				1									1	
Customer Service				1					1	1			3	
TSO				1					1	1			3	
Expedited Passenger Screening Program				1	1								2	
TSA PreCheck				1	1								2	
Locks				1				1				1	3	
Missing or Damaged Lock				1				1				1	3	
Mishandling of Passenger Property				2		2	2	1		7			14	
Damaged/Missing Items--Checked Baggage				2		2	2	1		6			13	
Disarrayed Items--Carry-on or Checked										1			1	
Patdown							1						1	
Flyer							1						1	
Screening						1			2	1	1		5	
Procedures/Process						1			2	1	1		5	
2016	5	5	6	4	1	2	2	7	5	3	5	7	52	
Civil Rights												1	1	
Racial Profiling or Discrimination												1	1	
Customer Service		1	1	1			2	2		1	1	1	10	
Others							1						1	
TSO		1	1	1			1	2		1	1	1	9	
Identification (ID) Requirements	1												1	
Domestic	1												1	
Locks			2	1									3	
Missing or Damaged Lock			2	1									3	
Mishandling of Passenger Property	3	4	3	2	1	2		3	2	1	3	5	29	
Damaged/Missing Items--Carry-on Luggage						1							1	
Damaged/Missing Items--Checked Baggage	3	3	3	2				3	2	1	3	4	24	
Damaged/Missing Items--Unspecified Luggage												1	1	
Disarrayed Items--Carry-on or Checked		1			1	1							3	
Patdown								1	1		1		3	
Flyer								1	1		1		3	
Request for Assistance									1				1	
Wounded Warrior (MSIJSOC)									1				1	
Screening	1							1	1	1			4	
Inconsistency										1			1	
Lengthy Lines	1							1	1				3	
2017	4	3	4	4	2	7	2	7	3	4	4	11	55	
Civil Rights	1		1	1		1	1						5	
Hair Patdowns						1							1	
National Origin	1												1	
Racial Profiling or Discrimination			1	1			1						3	
Customer Service		1			1	2		2	1			1	8	
TSO		1			1	2		2	1			1	8	
Locks						1		1					2	
Missing or Damaged Lock						1		1					2	
Mishandling of Passenger Property	2	2	3	2	1	3		3	1	4		4	25	
Damaged/Missing Items--Checked Baggage	2	1	3	1	1	3		2		3		4	20	
Damaged/Missing Items--Unspecified Luggage				1									1	
Disarrayed Items--Carry-on or Checked		1						1	1	1			4	
Patdown									1			4	5	
Flyer									1			3	4	
Flyer as Observer												1	1	
Property - Special Handling							1				3		4	
Damaged Items - Checked							1				2		3	
Missing Items - Checked											1		1	
Screening	1			1				1			1	2	6	
Crew Member or Airline Employee	1												1	
Inconsistency				1				1					2	
Lengthy Lines												1	1	
Procedures/Process												1	2	
2018	6	7	10	6	2	5	4	12	4	5	4	2	67	
Civil Rights	1			1			1	2	1				6	
Hair Patdowns								1	1				2	
National Origin							1						1	
Racial Profiling or Discrimination				1									1	
Sex/Gender/Gender Identity- Not Transgender	1							1					2	
Customer Service		1	2	2		3		2	1	3			14	
Others		1		1		2							4	
TSO			2	1		1		2	1	3			10	
Locks		1						1					2	
Missing or Damaged Lock		1					1						2	
Mishandling of Passenger Property	3	1			1	1		2	1	1	1	1	12	
Damaged/Missing Items--Carry-on Luggage								1					1	
Damaged/Missing Items--Checked Baggage	3	1			1			1		1	1	1	9	
Disarrayed Items--Carry-on or Checked						1			1				2	
Patdown	2		1					1			2		6	
Flyer	2		1					1			2		6	
Persons w/ Disabilities (PWD)		2											2	
Metal Implants (joint)		1											1	
Prosthesis/Amputees and Casts		1											1	
Property - Special Handling				3			1	3					7	
Damaged Items - Carry-On				1									1	

**TSA Contact Center Traveler Complaints Tool**

<b>Airport, Fiscal Year, Category</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Total</b>
Damaged Items - Checked				1									1
Missing Items - Carry-On							1	1					2
Missing Items - Checked				1				2					3
Screening		2	7		1	1	1	2	1	1	1	1	18
Inconsistency			2										2
Lengthy Lines			3		1								4
Procedures/Process		2	2			1	1	2	1	1	1	1	12
<b>2019</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>1</b>								<b>21</b>
Civil Rights			1										1
Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1										1
TSO			1										1
Locks	1	1		1									3
Missing or Damaged Lock	1	1		1									3
Mishandling of Passenger Property	1	1		1									3
Damaged/Missing Items--Checked Baggage	1	1		1									3
Patdown	1	1		1									3
Flyer	1	1		1									3
Property - Special Handling	1	3											4
Damaged Items - Carry-On	1												1
Missing Items - Checked		3											3
Request for Assistance		1											1
Other		1											1
Screening		1	3		1								5
Procedures/Process		1	3		1								5

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>UIN</b>	<b>1</b>										<b>1</b>		<b>2</b>
<b>2015</b>											<b>1</b>		<b>1</b>
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
<b>2018</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	1												1
Disarrayed Items--Carry-on or Checked	1												1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>UNV</b>		<b>2</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>37</b>
<b>2015</b>					<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>7</b>
Civil Rights							1							1
Civil Rights Violation (TSA Employee)							1							1
Customer Service								1						1
TSO								1						1
Locks							1							1
Missing or Damaged Lock							1							1
Mishandling of Passenger Property					1				1		1	1		4
Damaged/Missing Items--Carry-on Luggage					1									1
Damaged/Missing Items--Checked Baggage											1	1		2
Disarrayed Items--Carry-on or Checked									1					1
<b>2016</b>		<b>1</b>	<b>2</b>						<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>7</b>
Civil Rights									1					1
Racial Profiling or Discrimination									1					1
Customer Service			1							1		1		3
Others												1		1
TSO			1							1				2
Mishandling of Passenger Property		1	1											2
Damaged/Missing Items--Carry-on Luggage		1												1
Damaged/Missing Items--Checked Baggage			1											1
Screening													1	1
Procedures/Process													1	1
<b>2017</b>								<b>2</b>		<b>1</b>			<b>2</b>	<b>5</b>
Locks								1						1
Missing or Damaged Lock								1						1
Mishandling of Passenger Property										1				1
Damaged/Missing Items--Checked Baggage										1				1
Patdown								1						1
Flyer								1						1
Property - Special Handling													1	1
Damaged Items - Checked													1	1
Screening													1	1
Crew Member or Airline Employee													1	1
<b>2018</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>2</b>		<b>12</b>
Customer Service							1		1					2
TSO							1		1					2
Mishandling of Passenger Property		1												1
Damaged/Missing Items--Checked Baggage		1												1
Patdown					2							1		3
Flyer					2									2
Flyer as Observer												1		1
Persons w/ Disabilities (PWD)													1	1
Medically Necessary Medication and Medical Supplies												1		1
Property - Special Handling			1	1										2
Damaged Items - Carry-On			1											1
Damaged Items - Checked				1										1
Screening								1	1	1				3
Procedures/Process								1	1	1				3
<b>2019</b>			<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>								<b>6</b>
Civil Rights					1									1
Racial Profiling or Discrimination					1									1
Customer Service						1								1
Others						1								1
Property - Special Handling			1	1										2
Missing Items - Carry-On			1											1
Missing Items - Checked				1										1
Screening			2											2
Inconsistency			1											1
Procedures/Process			1											1

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
UTA								1					1
2015								1					1
Customer Service								1					1
TSO								1					1

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



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
VEL				1									1
2015				1									1
Mishandling of Passenger Property				1									1
Damaged/Missing Items--Checked Baggage				1									1

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>VIS</b>			<b>2</b>						<b>2</b>		<b>1</b>		<b>5</b>
<b>2015</b>									<b>2</b>		<b>1</b>		<b>3</b>
Mishandling of Passenger Property									1		1		2
Damaged/Missing Items--Checked Baggage											1		1
Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)									1				1
Medically Necessary Medication and Medical Supplies									1				1
<b>2016</b>			<b>2</b>										<b>2</b>
Screening			2										2
Lengthy Lines			1										1
Procedures/Process			1										1

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
VLD	5	8	6	6	7	1	5	6	8	5	5	5	67	
2015					1	1	1						2	
Mishandling of Passenger Property					1		1						2	
Damaged/Missing Items--Checked Baggage					1		1						2	
2016	1		1	1				1			3		7	
Mishandling of Passenger Property	1		1	1				1			2		6	
Damaged/Missing Items--Checked Baggage	1		1	1				1			2		6	
Screening											1		1	
Inconsistency											1		1	
2017	1	3		3	1	1	1	1	3	4	2	4	24	
Civil Rights								1					1	
Racial Profiling or Discrimination								1					1	
Customer Service					1								1	
TSO					1								1	
Locks										1			1	
Missing or Damaged Lock										1			1	
Mishandling of Passenger Property	1	3		3		1	1		2		2	2	15	
Damaged/Missing Items--Carry-on Luggage				1									1	
Damaged/Missing Items--Checked Baggage	1	3		1		1			1			1	8	
Disarrayed Items--Carry-on or Checked				1			1		1		2	1	6	
Patdown										2		1	3	
Flyer										2		1	3	
Property - Special Handling									1	1		1	3	
Damaged Items - Checked										1		1	2	
Missing Items - Checked									1				1	
2018		4		2	2		3	4	5	1		1	22	
Customer Service							1					1	2	
Others							1						1	
TSO												1	1	
Locks									1				1	
Missing or Damaged Lock									1				1	
Mishandling of Passenger Property		1		2	2			2	2				9	
Damaged/Missing Items--Carry-on Luggage									1				1	
Damaged/Missing Items--Checked Baggage		1		2	1			2					6	
Disarrayed Items--Carry-on or Checked					1				1				2	
Property - Special Handling		1					1	1	2				5	
Damaged Items - Checked								1	1				2	
Missing Items - Checked		1					1		1				3	
Screening		2					1	1		1			5	
Lengthy Lines								1					1	
Procedures/Process		2					1			1			4	
2019	3	1	5		3								12	
Locks					1								1	
Missing or Damaged Lock					1								1	
Mishandling of Passenger Property	2	1	2		1								6	
Damaged/Missing Items--Checked Baggage	1	1	2		1								5	
Disarrayed Items--Carry-on or Checked	1												1	
Property - Special Handling			3		1								4	
Missing Items - Carry-On			1										1	
Missing Items - Checked			2		1								3	
Screening	1												1	
Procedures/Process	1												1	

TSA Contact Center Traveler Complaints Tool		Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport, Fiscal Year, Category														
VPS		13	16	9	21	14	13	25	19	16	21	25	15	207
2015						3	3	2	1	6	2	2	1	20
Civil Rights										2				2
Racial Profiling or Discrimination										2				2
Customer Service							2				1			3
Others											1			1
TSO							2							2
Mishandling of Passenger Property						3	1	1	1	3		1	1	11
Damaged/Missing Items--Carry-on Luggage							1							1
Damaged/Missing Items--Checked Baggage						3		1	1	3		1	1	10
Patdown											1			1
Flyer											1			1
Screening								1		1		1		3
Procedures/Process								1		1		1		3
2016		3	4	2	4	2	3	1	5	4	5	10	6	49
Civil Rights			1		1				1					3
Racial Profiling or Discrimination			1		1				1					3
Customer Service		1			1					1	1	2	1	7
TSO		1			1					1	1	2	1	7
Locks				1							1			2
Missing or Damaged Lock				1							1			2
Mishandling of Passenger Property			3	1	1	2	1	1	2	2	2	7	4	26
Damaged/Missing Items--Carry-on Luggage									1		1	2	2	6
Damaged/Missing Items--Checked Baggage			3		1	2	1	1	1	2	1	5	2	19
Disarrayed Items--Carry-on or Checked				1										1
Patdown		1					1			1				3
Flyer		1					1			1				3
Persons w/ Disabilities (PWD)					1				1		1	1		4
Cancer (general) Not Breast Cancer												1		1
Medically Necessary Medication and Medical Supplies											1			1
Metal Implants (joint)					1									1
Wheelchair/ Scooter/ Segway									1					1
Screening		1					1		1				1	4
Inconsistency									1				1	2
Procedures/Process		1					1							2
2017		4	1	1	7	3	3	13	3	1	5	5	1	47
Civil Rights		2						1			2			5
Hair Patdowns											1			1
Racial Profiling or Discrimination		2						1			1			4
Customer Service					1		1	1	1		1	2		7
TSO					1		1	1	1		1	2		7
Locks					1			1				1		3
Missing or Damaged Lock					1			1				1		3
Mishandling of Passenger Property		1	1	1	4	1		5		1	1	1		16
Damaged/Missing Items--Carry-on Luggage					1						1			2
Damaged/Missing Items--Checked Baggage		1	1	1	2	1		5				1		12
Disarrayed Items--Carry-on or Checked					1					1				2
Patdown						1		1	1					3
Flyer						1		1						2
Non-Flyer									1					1
Property - Special Handling								2			1	1		4
Missing Items - Carry-On											1			1
Missing Items - Checked								2				1		3
Screening		1			1	1	2	2	1				1	9
Children									1					1
Crew Member or Airline Employee						1								1
Inconsistency							1							1
Procedures/Process		1			1		1	2					1	6
2018		1	3	3	6	5	4	9	10	5	9	8	7	70
Advanced Imaging Technology (AIT)											1	1		2
Flyer											1	1		2
Civil Rights												1		1
Racial Profiling or Discrimination												1		1
Customer Service			1		2	1	1	1	3	1	1	1		12
Others					1									1
TSO			1		1	1	1	1	3	1	1	1		11
Locks			2	1										3
Missing or Damaged Lock			2	1										3
Mishandling of Passenger Property							2	4	2			1	1	10
Damaged/Missing Items--Carry-on Luggage								1				1		2
Damaged/Missing Items--Checked Baggage							1	1	2				1	5
Disarrayed Items--Carry-on or Checked							1	2						3
Patdown		1						1	2	1		1	1	7
Flyer								1	2	1		1	1	6
Flyer as Observer		1												1
Persons w/ Disabilities (PWD)						1			1		2	1	1	6
Diabetes											1	1	1	3
Metal Implants (joint)											1			1
Prosthesis/Amputees and Casts						1								1
Service Animals									1					1
Property - Special Handling				1	2	1	1	1		1	1	1	1	10
Damaged Items - Carry-On						1						1		2
Damaged Items - Checked				1			1				1		1	4
Missing Items - Checked					2			1		1				4
Screening				1	2	2		2	2	2	4	1	3	19

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Inconsistency							1					1	2
Lengthy Lines								1	1	2		1	5
Procedures/Process			1	1	2		1	1	1	2	1	1	11
Security Breach				1									1
<b>2019</b>	<b>5</b>	<b>8</b>	<b>3</b>	<b>4</b>	<b>1</b>								<b>21</b>
Civil Rights		1											1
Racial Profiling or Discrimination		1											1
Customer Service		3	1										4
TSO		3	1										4
Mishandling of Passenger Property	1			1									2
Damaged/Missing Items--Checked Baggage				1									1
Disarrayed Items--Carry-on or Checked	1												1
Patdown			1	1									2
Flyer				1									1
Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		1											1
Diabetes		1											1
Property - Special Handling	2	1											3
Damaged Items - Checked	1	1											2
Missing Items - Carry-On	1												1
Screening	2	2	1	2	1								8
Inconsistency		1											1
Lengthy Lines					1								1
Procedures/Process	2		1	2									5
Security Breach		1											1

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>WRG</b>			<b>1</b>						<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>7</b>
<b>2015</b>											<b>1</b>		<b>1</b>
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
<b>2016</b>			<b>1</b>								<b>1</b>		<b>2</b>
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
Screening			1										1
Procedures/Process			1										1
<b>2017</b>										<b>1</b>		<b>1</b>	<b>2</b>
Mishandling of Passenger Property										1		1	2
Damaged/Missing Items--Checked Baggage										1		1	2
<b>2018</b>									<b>1</b>	<b>1</b>			<b>2</b>
Property - Special Handling									1				1
Missing Items - Carry-On									1				1
Screening										1			1
Procedures/Process										1			1

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

**TSA Contact Center Traveler Complaints Tool**

Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>WYS</b>										<b>2</b>		<b>2</b>	<b>4</b>
<b>2015</b>												<b>1</b>	<b>1</b>
Mishandling of Passenger Property												1	1
Damaged/Missing Items--Checked Baggage												1	1
<b>2017</b>										<b>2</b>			<b>2</b>
Customer Service										2			2
TSO										2			2
<b>2018</b>												<b>1</b>	<b>1</b>
Customer Service												1	1
TSO												1	1



Airport, Fiscal Year, Category		TSA Contact Center Traveler Complaints Tool											
XNA	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
2015	14	19	10	9	8	9	9	14	16	6	9	11	134
Civil Rights					1	2	1	4	3	1	2	4	18
Racial Profiling or Discrimination								1					1
Customer Service											1	2	3
CSM											1		1
Others												2	2
Hazardous Materials Safety								1					1
General								1					1
Locks								1					1
Missing or Damaged Lock								1					1
Mishandling of Passenger Property					1	1	1	1	2	1		2	9
Damaged/Missing Items--Checked Baggage					1	1	1		2	1		1	7
Disarrayed Items--Carry-on or Checked								1				1	2
Patdown											1		1
Flyer											1		1
Screening						1			1				2
Inconsistency						1							1
Security Breach									1				1
2016	3	2	1	3	2	3	4	3	3	4	4	3	35
Customer Service				1	2	1		1	1		1	1	8
Others				1	1			1				1	4
TSO					1	1			1		1		4
Mishandling of Passenger Property	3	1	1	1		1	4	1	1	2	3	2	20
Damaged/Missing Items--Carry-on Luggage										1			1
Damaged/Missing Items--Checked Baggage	3	1	1	1		1	4	1	1	1	3	2	19
Patdown								1					1
Flyer								1					1
Persons w/ Disabilities (PWD)				1									1
Mobility Disability (Not Wheelchair or Scooter)				1									1
Screening		1				1			1	2			5
Crew Member or Airline Employee										1			1
Procedures/Process						1			1	1			3
Security Breach		1											1
2017	3	4	3	3	4	2	3	2	3		2	1	30
Civil Rights							1						1
Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	1				1	1						4
TSO	1	1				1	1						4
Locks									1		1		2
General											1		1
Missing or Damaged Lock									1				1
Mishandling of Passenger Property	2	2	3	1	3				2				13
Damaged/Missing Items--Carry-on Luggage			1										1
Damaged/Missing Items--Checked Baggage	2	2	2	1	3				1				11
Disarrayed Items--Carry-on or Checked									1				1
Patdown						1		1					2
Flyer						1		1					2
Persons w/ Disabilities (PWD)								1					1
Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling							1					1	2
Damaged Items - Checked							1						1
Missing Items - Checked												1	1
Screening		1		2	1						1		5
Procedures/Process		1		2							1		4
Retrieving Abandoned/Confiscated Items					1								1
2018	3	4	3		1	2	1	5	7	1	1	3	31
Civil Rights												1	1
Racial Profiling or Discrimination												1	1
Customer Service										1			1
TSO										1			1
Locks			1										1
Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1		2			1		3	1			1	9
Damaged/Missing Items--Checked Baggage	1		2			1		3	1			1	9
Notice of Violation/Civil Penalties		1											1
General		1											1
Patdown	1							1	2				4
Flyer	1							1	1				3
Non-Flyer									1				1
Persons w/ Disabilities (PWD)						1			1				2
Diabetes						1							1
Diapers/Garments/Dressings/Masks									1				1
Property - Special Handling		2					1	1	2		1	1	8
Damaged Items - Checked									1				1
Missing Items - Carry-On									1			1	2
Missing Items - Checked		2					1	1		1			5
Screening	1	1			1				1				4
Procedures/Process	1	1			1				1				4
2019	5	9	3	3									20
Customer Service		2	1	1									4
TSO		2	1	1									4
Mishandling of Passenger Property	1	2	1										4
Damaged/Missing Items--Carry-on Luggage	1												1
Damaged/Missing Items--Checked Baggage		1	1										2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Disarrayed Items--Carry-on or Checked		1											1
Patdown		2											2
Flyer		2											2
Persons w/ Disabilities (PWD)	2	1		1									4
Diabetes				1									1
General	2												2
Touch Aversion (pain/trauma)		1											1
Property - Special Handling	1		1	1									3
Missing Items - Checked	1		1	1									3
Screening	1	2											3
Procedures/Process	1	2											3

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>YAK</b>	<b>2</b>	<b>3</b>	<b>1</b>							<b>1</b>	<b>2</b>	<b>1</b>	<b>10</b>
<b>2015</b>											<b>1</b>		<b>1</b>
Mishandling of Passenger Property											1		1
Damaged/Missing Items--Checked Baggage											1		1
<b>2016</b>		<b>1</b>											<b>1</b>
Mishandling of Passenger Property		1											1
Damaged/Missing Items--Checked Baggage		1											1
<b>2017</b>										<b>1</b>			<b>1</b>
Mishandling of Passenger Property										1			1
Disarrayed Items--Carry-on or Checked										1			1
<b>2018</b>	<b>1</b>	<b>1</b>	<b>1</b>								<b>1</b>	<b>1</b>	<b>5</b>
Customer Service											1		1
TSO											1		1
Mishandling of Passenger Property	1												1
Disarrayed Items--Carry-on or Checked	1												1
Property - Special Handling			1										1
Damaged Items - Checked			1										1
Screening		1										1	2
Procedures/Process		1										1	2
<b>2019</b>	<b>1</b>	<b>1</b>											<b>2</b>
Screening	1	1											2
Procedures/Process	1	1											2

TSA Contact Center Traveler Complaints Tool														
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total	
YKM	7	6	7	4	9	6	1	2	2	7	8	3	62	
2015				2	1				1	1	4		9	
Locks											2		2	
Missing or Damaged Lock											2		2	
Mishandling of Passenger Property				2	1				1	1	2		7	
Damaged/Missing Items--Checked Baggage				2	1				1	1	2		7	
2016	2	2	2	1	4	2	1	1		1	1	2	19	
Customer Service						1							1	
Others						1							1	
Locks					1								1	
Missing or Damaged Lock					1								1	
Lost and Found						1							1	
Airport/TSA						1							1	
Mishandling of Passenger Property	2	2	1	1	3		1	1		1	1	2	15	
Damaged/Missing Items--Checked Baggage	1	2	1	1	3			1		1		2	12	
Disarrayed Items--Carry-on or Checked	1						1				1		3	
Persons w/ Disabilities (PWD)			1										1	
Medically Necessary Medication and Medical Supplies			1										1	
2017	2	2	2		2	2		1		3	1		15	
Locks										1			1	
Missing or Damaged Lock										1			1	
Mishandling of Passenger Property	2	1	2		2	2				1	1		11	
Damaged/Missing Items--Checked Baggage	2	1	2		2	2				1			10	
Disarrayed Items--Carry-on or Checked											1		1	
Persons w/ Disabilities (PWD)		1											1	
General		1											1	
Property - Special Handling								1					1	
Missing Items - Checked								1					1	
Screening										1			1	
Procedures/Process										1			1	
2018	1	1	2			2			1	2	2	1	12	
Locks									1				1	
Missing or Damaged Lock									1				1	
Mishandling of Passenger Property	1		1							1	1	1	5	
Damaged/Missing Items--Carry-on Luggage	1												1	
Damaged/Missing Items--Checked Baggage			1								1		2	
Disarrayed Items--Carry-on or Checked										1		1	2	
Persons w/ Disabilities (PWD)											1		1	
Mobility Disability (Not Wheelchair or Scooter)											1		1	
Property - Special Handling		1	1			2				1			5	
Damaged Items - Checked		1								1			2	
Missing Items - Checked			1			2							3	
2019	2	1	1	1	2								7	
Locks				1									1	
Missing or Damaged Lock				1									1	
Mishandling of Passenger Property	2		1		1								4	
Damaged/Missing Items--Checked Baggage	2		1										3	
Disarrayed Items--Carry-on or Checked					1								1	
Property - Special Handling		1			1								2	
Damaged Items - Checked		1											1	
Missing Items - Checked					1								1	

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
<b>YNG</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>45</b>
<b>2015</b>				<b>1</b>	<b>1</b>			<b>3</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>19</b>
Mishandling of Passenger Property				1	1			3	3	5	3	3	19
Damaged/Missing Items--Carry-on Luggage					1								1
Damaged/Missing Items--Checked Baggage				1				3	2	4	1	3	14
Disarrayed Items--Carry-on or Checked									1	1	2		4
<b>2016</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>		<b>22</b>
Lost and Found			1										1
Airport/TSA			1										1
Mishandling of Passenger Property	2	2		2		1	2	1	1	2	4		17
Damaged/Missing Items--Checked Baggage	1	1		2		1	2	1	1	2	4		15
Disarrayed Items--Carry-on or Checked	1	1											2
Persons w/ Disabilities (PWD)	1					1							2
Hearing Impairment						1							1
Metal Implants (joint)	1												1
Screening	1						1						2
Inconsistency							1						1
Procedures/Process	1												1
<b>2017</b>								<b>2</b>		<b>1</b>		<b>1</b>	<b>4</b>
Customer Service										1			1
TSO										1			1
Mishandling of Passenger Property								1					1
Damaged/Missing Items--Checked Baggage								1					1
Patdown								1				1	2
Flyer								1				1	2

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
z None z	19,622	18,910	17,292	22,120	21,796	18,865	18,573	19,477	19,165	18,561	21,014	17,701	233,096
2015				4,395	3,556	4,023	3,996	3,631	4,032	3,711	4,398	4,126	35,868
Additional Information Required/Insufficient Information				10	4	3	8	5	6	7	40	10	93
EMAIL ONLY				10	4	3	8	5	6	7	40	10	93
Advanced Imaging Technology (AIT)				1	4	3			1			2	11
Flyer				1	4	2			1			1	9
Flyer as Observer						1							1
Non-Flyer												1	1
Airline				78	126	171	138	169	196	182	212	156	1,428
Baggage Requirements					2	2	2	3	1	3	2	1	16
Lost Baggage				27	38	56	44	68	76	84	82	54	529
Oxygen Regulations											1		1
Policy/Regulations/Service				50	83	109	87	94	115	93	125	98	854
Positive Bag Match Program					2	1	4	2	2	2	2	2	17
Wheelchair Assistance				1	1	3	1	2	2			1	11
Animals								1		1			2
Carry-On								1		1			2
Business, Suggestions, and Ideas					1			1					3
General					1			1	1				3
Call Disconnect/Dropped/Wrong Number				4	2	1	2		3	1	4	1	18
General				4	2	1	2		3	1	4	1	18
Cargo				9	7	6	2	1		5	2	5	37
Indirect Air Carrier (IAC)				4	3	3	1			2	1	3	17
Known Shipper				5	4	3	1	1		3	1	2	20
Civil Rights				9	6	7	12	9	223	16	7	12	301
Civil Rights Violation (TSA Employee)				3	4	6	6	7	6	12	1	7	52
General Complaint and Discrimination				2	1	1	3	1	214	2	2		226
Racial Profiling or Discrimination				4	1		2	1	2	2	4	3	19
Sexual Harassment (TSA Employee)							1						1
Transgender Screening									1			2	3
Claims				102	90	74	80	75	86	73	67	59	706
General				9	8	11	5	12	6	1	9	7	68
Request to be Transferred				1	1			1					3
Status				92	81	63	75	62	80	72	58	52	635
Customer Service				13	19	22	19	27	31	30	31	51	243
CSM							2	2		1		1	6
Others				2	1	1	4	7	6	10	8	8	47
TCC					3		2		2	1	4	4	16
TSO				11	15	21	11	18	23	18	19	38	174
DHS TRIP				49	42	40	48	51	52	49	69	70	470
General				17	12	11	8	20	24	5	7	2	106
Status				32	30	29	40	31	28	44	62	68	364
Duplicate E-mail				1									1
General				1									1
Expedited Passenger Screening Program				2,337	2,175	2,583	2,750	2,447	2,548	2,453	3,125	3,004	23,422
Active Duty Military				4	1	4	2	1	3	2	2	4	23
DoD				19	17	23	22	23	33	25	26	18	206
Known Crew Member					2			2		1	2	2	9
Over 75				1		3		3				1	8
TSA Application Program				304	314	290	196	135	164	148	165	208	1,924
TSA PreCheck				2,009	1,839	2,262	2,528	2,281	2,348	2,276	2,927	2,770	21,240
TSA/DHS Employees - Opt In					2	1	2	2		1	3	1	12
Federal Air Marshall Service (FAMS)							1			1	1		3
General							1			1	1		3
Federal Flight Deck Officer (FFDO) Program						1							1
General						1							1
Flying Armed						1						1	2
General						1						1	2
Freedom of Information Act (FOIA)				2			1			1		1	5
General				2			1			1		1	5
General Aviation						1		2	4		2		9
Alien Flight School Program (AFSP)						1		1	2		1		5
General								1	2		1		4
Hazardous Materials Safety				23	25	28	35	40	54	64	56	68	393
General				23	25	28	35	40	54	64	56	68	393
HAZMAT Endorsement				268	191	139	116	109	122	75	68	60	1,148
General				17	10	12	12	10	5	13	8	7	94
Status				251	181	127	104	99	117	62	60	53	1,054
Human Capital				7	7	8	4	5	4	7	7	7	56
Current Employee								1	1	1	1	1	5
Employment Verification					1	1	1		1				4
Former Employee					2	2		1		1			6
Prospective Employment with TSA				7	4	5	3	3	2	4	6	6	40
TSA Background Check										1			1
Identification (ID) Requirements				11	6	3	1	6	7	8	4	3	49
Domestic				8	5	3	1	5	4	6	1	2	35
ID Matching Ticket and Boarding Pass Issues				2				1		2	1	1	7
International Travel				1					1		1		3
Minors Domestic					1				2		1		4
Intranet/Internet Inquiries				6	6	8	6	1	4	12	8	8	59
General				6	6	8	6	1	4	12	8	8	59
Locks				91	81	102	102	82	90	105	79	84	816
General				6	5	5	4	5	4	11	7	4	51
Missing or Damaged Lock				85	76	97	98	77	86	94	72	80	765
Lost and Found				2	2	4	6	4	4	8	7	6	43

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Airport/TSA				2	2	4	6	4	4	8	7	6	43
Mishandling of Passenger Property				332	185	278	276	275	281	299	302	236	2,464
Damaged/Missing Items Private Screening Contractor											1	1	2
Damaged/Missing Items--Carry-on Luggage				18	7	19	5	13	14	18	12	11	117
Damaged/Missing Items--Checked Baggage				281	157	222	231	225	237	247	250	200	2,050
Damaged/Missing Items--Unspecified Luggage				8	2	11	8	9	9	8	9	6	70
Disarrayed Items--Carry-on or Checked				25	19	26	32	28	21	26	30	18	225
No Jurisdiction				69	61	74	64	72	75	58	63	58	594
No Referral				28	13	28	22	29	19	22	27	23	211
Refer to CBP				31	41	38	29	35	43	27	29	30	303
Refer to Department of State						2	4	3	2	1		2	14
Refer to FAA				9	2	3	4	4	5	3	4	1	35
Refer to Other				1	5	3	5	1	6	5	3	2	31
No Subject				3	5	3	1	2	1	2	2	1	20
General				3	5	3	1	2	1	2	2	1	20
Notice of Violation/Civil Penalties				15	7	7	2	6	11	8	10	8	74
General				15	7	7	2	6	11	8	10	8	74
Ombudsman				4	1	3	4	1	2	1	1	2	19
General				3		1	4			1		2	11
Transfer to Ombudsman				1	1	2		1	2		1		8
Patdown				2		1	4	2	3	5	7	7	31
Flyer				2		1	3	2	2	3	5	5	23
Flyer as Observer										1		2	3
General									1		1		2
Non-Flyer							1			1	1		3
Persons w/ Disabilities (PWD)				6	6	8	5	8	8	5	1	6	53
Autism Spectrum								1					1
Breast Cancer				1					1			1	3
Diabetes					1		1		1	1			4
Diapers/Garments/Dressings/Masks								1				1	2
General				2	1		1	1	2				7
Internal Medical Devices					1				1			2	4
Medical Devices - Attached to the Body								1		2			3
Medically Necessary Medication and Medical Supplies									2	1			3
Metal Implants (joint)						1	2	2		1		1	7
Mobility Disability (Not Wheelchair or Scooter)					1	2			1				4
Prosthesis/Amputees and Casts											1		1
Respiratory and Inhaler Equipment						2		1					3
Service Animals				1									1
Touch Aversion (pain/trauma)				2									2
Visual Impairment						1							1
Wheelchair/ Scooter/ Segway					2	2	1	1				1	7
Prohibited & Permitted Items				1	6	3	5	10	5	7	11	9	57
Alcohol and Tobacco										1	1	3	5
Beauty & Grooming Items						1							1
Breast Milk/Baby Formula/Breast Pump								1				1	2
Chemical/Household Products												1	1
Electronic Devices				1				1			1		3
Firearm/Ammunition					1								1
Food/Beverages								1					1
General					3	1	3	4	1	2	4	2	20
Knives/Tools/Razors/Sharp Objects					1		1	1		2		1	6
Liquids/Gels/Aerosols							1		1		1	1	4
Marijuana											1		1
Medication/Prescription/Medically Necessary Items								1			1		2
Remains									1	1	1		3
Sporting Goods					1	1		1	2	1	1		7
Screening				76	65	82	104	102	117	129	136	132	943
Children										2			2
Crew Member or Airline Employee				1				1	2	1		2	7
Cruise Ships				1	1							1	3
Gate Pass				2	2			1	1	2	3		11
Inconsistency				2	2	1	1		2	3		1	12
International Screening				29	23	20	34	31	35	30	36	33	271
Lengthy Lines				4	1	1	2	3	3	8	12	16	50
Procedures/Process				31	33	55	64	59	65	69	71	74	521
Rail										2		1	3
Retrieving Abandoned/Confiscated Items				5	3	5	2	6	8	10	14	2	55
Security Breach				1				1				1	3
Shoe Screening									1	2		1	4
Traveling with Cash							1						1
SIDA (Security Identification Display Area)				2	1	1	1	6	5	5	1	2	24
General				2	1	1	1	6	5	5	1	2	24
System Administrator				1									1
General				1									1
TSA Contact Information				5	5	7	6	3	6		2	2	36
General				5	5	7	6	3	6		2	2	36
TWIC				856	420	351	193	109	82	94	73	55	2,233
General				16	11	9	8	7	7	9	7	6	80
Required Documents				3	2	2				3	1		11
Status				837	407	340	185	102	75	82	65	49	2,142
2016	4,488	4,409	4,168	4,501	5,162	5,774	5,978	6,392	5,120	4,713	5,038	4,577	60,320
Additional Information Required/Insufficient Information	17	15	18	15	20	21	9	21	12	9	15	7	179
EMAIL ONLY	17	15	18	15	20	21	9	21	12	9	15	7	179
Advanced Imaging Technology (AIT)	2		13	3	2		3	1			1		25

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Flyer	1		3	1			2	1			1		9
General	1		9	1	2		1						14
Non-Flyer			1	1									2
Airline	145	155	176	160	134	179	158	153	168	187	243	146	2,004
Baggage Requirements	3	1	4	2	1	3		7	4	5	2	3	35
Lost Baggage	51	45	68	52	39	43	49	41	54	66	97	66	671
Oxygen Regulations							1		1	1	1		4
Policy/Regulations/Service	89	108	101	105	93	130	104	103	106	115	142	72	1,268
Positive Bag Match Program			1	1		1	2	1	1		1	3	11
Wheelchair Assistance	2	1	2		1	2	2	1	2			2	15
Animals		2											2
Carry-On		2											2
Business, Suggestions, and Ideas	1		1	1		1		3		1			8
General	1		1	1		1		3		1			8
Call Disconnect/Dropped/Wrong Number	3												3
General	3												3
Cargo	2	2	6	1	2	3	3	3	1	1	3	6	33
Indirect Air Carrier (IAC)		2	4		2		2	2		1	1	3	17
Known Shipper	2		2	1		3	1	1	1		2	3	16
Civil Rights	7	10	13	12	13	4	8	4	8	5	5	4	93
Civil Rights Violation (TSA Employee)	2	1	2	2	2		3	1	5	3			21
General Complaint and Discrimination	2	5	3	2	3								15
Hostile Work Environment (TSA Employee)			2									1	3
Perceived Religion						1	1						2
Racial Profiling or Discrimination	1	4	4	4	5	2	2	3	3	1	5	3	37
Screening of Religious Cultural and Ceremonial Items				2									2
Screening of Religious or Cultural Garments					1								1
Sex/Gender/Gender Identity- Not Transgender							1			1			2
Transgender Screening	2		2	2	2	1	1						10
Claims	65	69	47	68	73	56	60	34	37	35	56	43	643
General	9	3	6	5	4	5	14	7	5	4	5	6	73
Status	56	66	41	63	69	51	46	27	32	31	51	37	570
Current Topic		1	1						1	3		1	7
Current Topic		1	1						1	3		1	7
Customer Service	47	52	47	45	30	33	57	109	63	37	31	28	579
CSM	3	1					1	1			1	2	9
Others	11	16	12	11	9	15	31	75	40	17	9	10	256
TCC	3	5	3	1	2	1	3	10	6	1	4	5	44
TSO	30	30	32	33	19	17	22	23	17	19	17	11	270
DHS TRIP	63	49	36	35	39	32	36	30	35	24	38	23	440
General	3		2	3	3	1	3	12	6	6	13	8	60
Status	60	49	34	32	36	31	33	18	29	18	25	15	380
Expedited Passenger Screening Program	3,409	3,322	2,923	3,291	4,137	4,651	4,793	5,221	4,115	3,693	3,894	3,629	47,078
Active Duty Military	4	10	7	3	9	5	5	5	4	4	3	5	64
DoD	26	41	23	21	26	33	41	45	41	27	39	27	390
Known Crew Member	1	2	3	1	3	2	1	2	1	2	1	2	21
Over 75	1			1				2	2				6
TSA Application Program	289	271	209	229	299	445	491	609	585	751	958	768	5,904
TSA PreCheck	3,087	2,997	2,680	3,033	3,797	4,164	4,254	4,556	3,478	2,905	2,890	2,821	40,662
TSA/DHS Employees - Opt In	1	1	1	3	3	2	1	2	4	4	3	6	31
Federal Air Marshall Service (FAMS)		1						2			2	1	6
Crewmember Self Defense Training (CMSDT)												1	1
General		1						2			2		5
Flying Armed	1			1									2
General	1			1									2
Freedom of Information Act (FOIA)					1	1					1		3
General					1	1					1		3
General Aviation	2	4	2	3	1	2	3	2	1	1		3	24
Alien Flight School Program (AFSP)	2	1	2	3	1	1	2	2		1		3	18
General		3				1	1		1				6
Hazardous Materials Safety	68	73	158	193	98	83	93	73	59	86	96	96	1,176
General	68	73	158	193	98	83	93	73	59	86	96	96	1,176
HAZMAT Endorsement	31	43	60	45	55	76	137	52	47	39	33	15	633
General	2	6	8	10	7	8	15	4	7	5	5		77
Status	29	37	52	35	48	68	122	48	40	34	28	15	556
Human Capital	12	6	6	8	6	11	8	11	12	2	4	6	92
Current Employee	3		2		1			1				1	8
Employment Verification							1	1					2
Former Employee			1	1	1	3				1			7
Prospective Employment with TSA	9	6	3	7	4	8	7	9	12	1	4	5	75
Identification (ID) Requirements	2	8	5	8	11	8	11	6	2	5	4	1	71
Domestic	2	8	5	5	9	4	8	6	1	4	4	1	57
ID Matching Ticket and Boarding Pass Issues				2	1	2	1						6
International Travel						2							2
Minors Domestic				1	1		2		1	1			6
Intranet/Internet Inquiries	1	6	4	5	7	5	7	45	18	9	17	6	130
General	1	6	4	5	7	5	7	45	18	9	17	6	130
Locks	99	94	75	71	69	59	81	80	53	72	81	67	901
General	9	15	13	8	4	3	11	6	7	13	9	7	105
Missing or Damaged Lock	90	79	62	63	65	56	70	74	46	59	72	60	796
Lost and Found	1	4	1	4	3	5	3	2	3	4	3	4	37
Airport/TSA	1	4	1	4	3	5	3	2	3	4	3	4	37
Mishandling of Passenger Property	242	193	268	266	195	194	200	223	211	243	234	233	2,702
Damaged/Missing Items Private Screening Co	1					2				1	1		5
Damaged/Missing Items--Carry-on Luggage	13	11	15	9	8	9	10	7	15	11	9	10	127



TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged/Missing Items--Checked Baggage	185	163	231	234	166	154	165	181	162	216	187	193	2,237
Damaged/Missing Items--Unspecified Luggage	7	4	9	10	7	8	8	7	11	10	16	10	107
Disarrayed Items--Carry-on or Checked	36	15	13	13	14	21	17	28	23	5	21	20	226
No Jurisdiction	69	69	97	67	79	124	113	93	115	109	129	110	1,174
No Referral	26	25	38	22	20	44	33	29	45	39	43	37	401
Refer to CBP	35	38	33	34	48	70	67	54	62	59	70	61	631
Refer to Department of State	1		1	1	2	1	1	4	1	1	1	1	15
Refer to FAA	3	3	11	3	5	4	6	4	7	5	7	6	64
Refer to Other	4	3	14	7	4	5	6	2		5	8	5	63
No Subject	1	1			1	1	3	5	3	5		1	21
General	1	1			1	1	3	5	3	5		1	21
Notice of Violation/Civil Penalties	5	9	5	4	4	9	7	4	6	6	5	7	71
General	5	9	5	4	4	9	7	4	6	6	5	7	71
Ombudsman	3		4	3	5	2	2	2	3	3	6	1	34
General	2		3	3	5	2	2	2	3	3	6	1	32
Transfer to Ombudsman	1		1										2
Patdown	14	5	8	6	6	4	6	3	4	4	3	1	64
Children					1	1			1				3
Flyer	14	5	7	5	5	3	4	2	2	3	2	1	53
Flyer as Observer										1	1		2
General			1	1				1	1				4
Non-Flyer							2						2
Persons w/ Disabilities (PWD)	7	5	9	7	8	16	8	7	8	9	6	5	95
Breast Cancer			1					1		1			3
Cancer (general) Not Breast Cancer							1						1
Cognitive /Developmental /Mental Disability			1		1	2							4
Diabetes		1	1	1	1	1	1			2	1		9
General	2		1	1	2		1	2			1	2	12
Hearing Impairment					1	1		1					3
Internal Medical Devices			1			1			1				3
Medical Devices - Attached to the Body							1		1				2
Medically Necessary Medication and Medical Supplies		3		1	1	3	1		1		2		12
Metal Implants (joint)	3	1	1			2	2	1	1	2	1	2	16
Mobility Disability (Not Wheelchair or Scooter)				1		2		1	1	2			7
Ostomy/Ostomates							1						1
Prosthesis/Amputees and Casts			2	2		2			1		1		8
Respiratory and Inhaler Equipment						1							1
Touch Aversion (pain/trauma)	1		1							1			3
Visual Impairment						1							1
Wheelchair/ Scooter/ Segway	1			1	2			1	1	1		1	8
Wounded Warrior									1				1
Prohibited & Permitted Items	9	16	18	12	11	10	8	11	10	10	7	9	131
Alcohol and Tobacco				2			1	1		1		1	6
Beauty & Grooming Items				2	1	1					1		5
Breast Milk/Baby Formula/Breast Pump	1				1			1	2				4
Chemical/Household Products	2			1	1				1		1		6
Electronic Devices			1		2	2	2			2			9
Firearm/Ammunition	1		1		1	2	2		1	1		1	10
Food/Beverages		4	5	2			1	1	3	2	1		19
General	3	4	3	1	1	1		1	1	4		3	22
Knitting/Crochet Hooks/Needles		1											1
Knives/Tools/Razors/Sharp Objects	1	2	2					2			2	1	10
Lighters/Matches		1			2	1		1	1			1	7
Liquids/Gels/Aerosols	1	2	2	2	1	2	1	1	1				13
Marijuana		1	1										2
Medication/Prescription/Medically Necessary Items		1	2			1	1	1			1	1	8
Remains				1	1			1				1	4
Sporting Goods			1	1	1			1			1		5
Public Affairs		2											2
Newspaper, Radio, TV Representatives		2											2
Screening	109	138	114	125	97	122	108	139	77	70	79	83	1,261
Children		1					1			1			3
Crew Member or Airline Employee	1	6		2			1			4		1	15
Cruise Ships				1		1				1			3
Gate Pass	1		2	3			3	1	1	1		2	14
Inconsistency	1	2	1	2	1	3	3	2	2	1	1	6	25
International Screening	20	43	26	32	18	34	33	24	31	26	22	27	336
Lengthy Lines	21	22	11	14	18	17	17	54	7	2	3	5	191
Procedures/Process	56	54	54	59	50	59	43	49	31	30	49	40	574
Rail		1	1		1	1	1	1					6
Retrieving Abandoned/Confiscated Items	8	7	16	12	6	7	4	6	4	4	4	1	79
Security Breach		2	3		2		1	2	1			1	12
Shoe Screening							1						1
Traveling with Cash	1				1								2
SIDA (Security Identification Display Area)	3	3	3	1	5		2		3	2		1	23
General	3	3	3	1	5		2		3	2		1	23
TSA Contact Information	5	4	5	3	3	2	5	4	4	2	1	2	40
General	5	4	5	3	3	2	5	4	4	2	1	2	40
TWIC	43	48	45	38	47	60	46	49	41	37	41	38	533
General	3	7	8	4	5	8	8	2	7	4	5	5	66
Required Documents	1	2				2	2		1	2	1		11
Status	39	39	37	34	42	50	36	47	33	31	35	33	456
2017	4,095	4,200	3,952	4,140	3,814	4,061	3,452	3,993	4,710	4,651	4,974	4,218	50,260
Additional Information Required/Insufficient Information	15	12	19	28	8	16	14	14	8	16	34	28	212
EMAIL ONLY	15	12	19	28	8	16	14	14	8	16	34	28	212

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Advanced Imaging Technology (AIT)		1	2	2	1		1	2	2		1		12
Flyer		1	2	1	1		1	2	2		1		11
General				1									1
Airline	106	136	233	210	139	143	172	127	177	174	175	133	1,925
Baggage Requirements	2	2	2	3	1	3	2	1	3	10	3	1	33
Lost Baggage	27	27	120	80	44	35	27	37	61	55	71	32	616
Policy/Regulations/Service	76	104	106	127	91	103	142	87	109	103	97	98	1,243
Positive Bag Match Program		1	1		1	2	1	1	1	3	1		12
Wheelchair Assistance	1	2	4		2			1	3	3	3	2	21
Business, Suggestions, and Ideas			1			4				1	1		7
General			1			4				1	1		7
Cargo	2	1	3		5	1	3	3	6	1	2	1	28
Indirect Air Carrier (IAC)	2		2		4	1	1	2	5		2		19
Known Shipper		1	1		1		2	1	1	1		1	9
Civil Rights	5	3	7	7	8	2	2	8	4	9	13	9	77
Civil Rights Violation (TSA Employee)	2	1	3	3	2	2		4		2	3	4	26
Constitutional Rights				1	1						1		3
Hair Patdowns											1		1
Headwear									1				1
Hostile Work Environment (TSA Employee)	1	1	1	1				1					5
National Origin					1						1		2
Perceived Religion				1	2			1		1	2		7
Racial Profiling or Discrimination	1	1	2	1	2		1	2	3	3	5	2	23
Sex/Gender/Gender Identity- Not Transgender			1							1		1	3
Sexual Orientation - Not Transgender							1			1		1	3
Transgender Screening	1									1		1	3
Claims	45	34	60	64	69	78	54	84	89	51	66	66	760
General	8	4	9	9	4	4	3	9	6	8	4	6	74
Request to be Transferred			1		1			2	1				5
Status	37	30	50	55	64	74	51	73	82	43	62	60	681
Current Topic			2	1						1			4
Current Topic			2	1						1			4
Customer Service	28	19	21	29	18	30	17	32	47	32	26	22	321
CSM			2	1							1		4
Others	13	6	11	15	11	10	9	19	12	10	11	9	136
TCC	2		2	5		1	1	2	3			2	18
TSO	13	13	6	8	7	19	7	11	32	22	14	11	163
DHS TRIP	24	40	31	25	20	30	16	17	31	24	23	22	303
General	6	3	5	4	6	8	4	7	12	10	5	4	74
Status	18	37	26	21	14	22	12	10	19	14	18	18	229
Expedited Passenger Screening Program	3,256	3,311	2,819	3,008	2,936	3,073	2,529	2,971	3,541	3,467	3,779	3,279	37,969
Active Duty Military	6	5	8	4	8	4	5	1	11	12	3	4	71
Children Under 12						1					1		2
DoD	18	17	29	24	20	19	21	19	28	31	30	24	280
Known Crew Member	2	1	1		2			1	1	1	1	2	12
Over 75			1			1	1			1	2	1	7
TSA Application Program	388	303	174	219	181	122	81	78	104	99	121	94	1,964
TSA PreCheck	2,833	2,976	2,590	2,752	2,717	2,914	2,414	2,862	3,385	3,272	3,606	3,138	35,459
TSA/DHS Employees - Opt In	9	9	16	9	8	12	7	10	12	51	15	16	174
Federal Air Marshall Service (FAMS)		1										1	2
General		1										1	2
Federal Flight Deck Officer (FFDO) Program										1			1
General										1			1
Flying Armed				2				1					3
General				2				1					3
Freedom of Information Act (FOIA)						1			2				3
General						1			2				3
General Aviation		12	3	5	3	2	1	1	2	1	4		34
Alien Flight School Program (AFSP)		12	3	5	3	2		1	2	1	4		33
General							1						1
Hazardous Materials Safety	96	115	113	134	125	110	99	111	83	79	106	107	1,278
General	96	115	113	134	125	110	99	111	83	79	106	107	1,278
HAZMAT Endorsement	20	31	47	44	16	14	11	9	11	7	13	13	236
General	3	3	6	4	3	3	1	4	3	3	5	2	40
Status	17	28	41	40	13	11	10	5	8	4	8	11	196
Human Capital	4	6	5	1	2	3	4	2	5	4	5	1	42
Current Employee		2					2		2				6
Former Employee	1					1	1				2	1	6
Prospective Employment with TSA	3	4	4	1	2	2	1	2	3	4	3		29
TSA Background Check			1										1
Identification (ID) Requirements	2	6	11	4	3	9	2	5	7	6	3	6	64
Domestic	2	4	7	2	3	9	2	4	5	4	1	4	47
ID Matching Ticket and Boarding Pass Issues		2	2	1					2	1	2	2	12
International Travel								1					1
Minors Domestic			2	1						1			4
Intranet/Internet Inquiries	3	3	2	6	7	3	2	3	4	2	1	4	40
General	3	3	2	6	7	3	2	3	4	2	1	4	40
Locks	78	81	75	78	62	61	59	92	101	95	83	56	921
General	9	3	7	13	4	5	9	15	18	14	12	2	111
Missing or Damaged Lock	69	78	68	65	58	56	50	77	83	81	71	54	810
Lost and Found		1	2	3		2	2	2	5	2	2	3	24
Airport/TSA		1	2	3		2	2	2	5	2	2	3	24
Mishandling of Passenger Property	205	164	215	232	174	214	169	226	250	320	307	217	2,693
Damaged/Missing Items Private Screening Contractor								1	1				2
Damaged/Missing Items--Carry-on Luggage	3	3	4	8	11	4	2	5	9	8	12	5	74

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Damaged/Missing Items--Checked Baggage	171	133	169	188	128	178	134	179	201	273	249	172	2,175
Damaged/Missing Items--Unspecified Luggage	6	11	14	7	9	5	4	3	10	6	14	3	92
Disarrayed Items--Carry-on or Checked	25	17	28	29	26	27	29	38	29	33	32	37	350
No Jurisdiction	86	100	112	119	93	111	80	71	122	134	115	95	1,238
No Referral	17	28	41	35	35	40	28	25	46	44	31	34	404
Refer to CBP	57	63	63	74	50	65	44	38	58	61	68	51	692
Refer to Department of State	2	3	2	2			2		3	3	2	1	20
Refer to FAA	7	5	3	6	4	5	1	4	2	10	3	2	52
Refer to Other	3	1	3	2	4	1	5	4	13	16	11	7	70
No Subject	1	7	15	1		1		1	3	1			30
General	1	7	15	1		1		1	3	1			30
Notice of Violation/Civil Penalties	3	3	2	3	8	8	5	2	3	1	6	3	47
General	3	3	2	3	8	8	5	2	3	1	6	3	47
Ombudsman		2	1	2	1	1	1	2	1		5	2	18
General		2	1	2	1	1	1	2	1		5	2	18
Patdown	8	3	14	4	6	9	20	18	5	8	5	9	109
Children			1				1					1	3
Flyer	5	2	9	4	5	9	17	16	5	4	4	6	86
Flyer as Observer	1		1				1			2			5
General	1	1	1					1		1	1	1	7
Non-Flyer	1		2		1		1	1		1		1	8
Persons w/ Disabilities (PWD)	4	6	9	8	6	10	1	5	10	8	6	4	77
Autism Spectrum						1							1
Breast Cancer		1	1							1			3
Cancer (general) Not Breast Cancer	1												1
Cognitive /Developmental /Mental Disability				2		1	1	1	1				6
Diabetes		1		1				1	1	3	1		8
General		2		2	1			2			1		8
Hearing Impairment									1				1
Internal Medical Devices			3			1						1	5
Medical Devices - Attached to the Body						1			1	1	1		4
Medically Necessary Medication and Medical	1	1		1	2			1	2		1		9
Metal Implants (joint)			2	1	1	1			1		1	2	9
Mobility Disability (Not Wheelchair or Scooter	1			1	1	1			1	1	1		7
Prosthesis/Amputees and Casts						1							1
Respiratory and Inhaler Equipment	1				1				1			1	4
Service Animals						1							1
Touch Aversion (pain/trauma)		1				1			1				3
Visual Impairment			1										1
Wheelchair/ Scooter/ Segway			2			1				2			5
Prohibited & Permitted Items	3	11	4	3	2	2	5	11	10	14	13	12	90
Alcohol and Tobacco			1					1		2	1		5
Beauty & Grooming Items										1			1
Breast Milk/Baby Formula/Breast Pump				1						1			2
Chemical/Household Products		1					1			2			4
Electronic Devices		1								1	2		4
Firearm/Ammunition		1	1						3	1	1	2	9
Food/Beverages		2	1			1		2			1		7
General	1	1		1	2		1	4	3	2	6	5	26
Knives/Tools/Razors/Sharp Objects		2						2	1	2		2	9
Lighters/Matches				1				1					2
Liquids/Gels/Aerosols	2	1					1	1	2	1	1		9
Medication/Prescription/Medically Necessary Items		1	1			1	1		1	1		2	8
Remains		1					1					1	3
Sporting Goods											1		1
Property - Special Handling							41	40	37	43	46	24	231
Damaged Items - Carry-On							1	1	5	3	4	1	15
Damaged Items - Checked							14	8	12	12	15	7	68
Missing Items - Carry-On							4	4	3	1	1	1	14
Missing Items - Checked							22	27	17	27	26	15	134
Request for Assistance			1		1				1	2	2	1	8
Other			1		1				1	2	1		6
Wounded Warrior (MSIJSOC)											1	1	2
Screening	71	69	90	80	73	100	119	116	125	129	115	91	1,178
Children							1						1
Crew Member or Airline Employee	1		2	1	1	2	2	3	1	4			17
Cruise Ships				1						1	2	1	5
Gate Pass			3	1	1	1			1	5			12
Inconsistency	1	1	3	1		5	2	6	5	5	3	3	35
International Screening	29	23	26	33	37	44	30	28	41	35	37	24	387
Lengthy Lines	3	1	2			2	3	1	3	8	4	2	29
Procedures/Process	27	37	48	37	26	38	72	71	62	56	67	57	598
Rail	1	1				1	1			1			5
Retrieving Abandoned/Confiscated Items	6	6	6	5	6	7	6	5	10	12	2	4	75
Security Breach	3			1	2		1	1	2	1			11
Traveling with Cash							1	1		1			3
SIDA (Security Identification Display Area)	1	1	3	1	2		1	1	1	2	1		14
General	1	1	3	1	2		1	1	1	2	1		14
SPAM									1				1
General									1				1
TSA Contact Information		1	5	6	3	2	1		4	2	6	1	31
General		1	5	6	3	2	1		4	2	6	1	31
TWIC	29	20	25	30	23	21	21	16	12	14	10	8	229
General	3	4	3	5	5	2	5	3	5	7		3	45
Required Documents	1			2	2		1	1	1		1		9

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Status	25	16	22	23	16	19	15	12	6	7	9	5	175
2018	5,197	5,139	4,446	4,740	4,511	5,007	5,147	5,461	5,303	5,486	6,604	4,780	61,821
Additional Information Required/Insufficient Information	5	7	7	7	7	18	15	19	14	10	9	6	124
EMAIL ONLY	5	7	7	7	7	18	15	19	14	10	9	6	124
Advanced Imaging Technology (AIT)	1	3		1			1		4			1	11
Flyer	1	3		1			1		3			1	10
General									1				1
Airline	124	126	137	145	134	137	125	119	159	187	201	130	1,724
Baggage Requirements	1	2	3	3	3	1	2	1		1	3	1	21
Lost Baggage	27	29	39	43	24	32	28	31	44	69	100	42	508
Oxygen Regulations							1			1			2
Policy/Regulations/Service	94	89	90	98	105	102	92	84	111	114	97	84	1,160
Positive Bag Match Program	2	3	1		1	1			2	1		2	13
Wheelchair Assistance		3	4		1	1	2	3	2	1	1	1	20
Animals				1									1
Carry-On				1									1
Business, Suggestions, and Ideas		1	2				1						4
General		1	2				1						4
Cargo	4	1	2	1	1	3	1	3	2	4	6	3	31
Indirect Air Carrier (IAC)	1	1	1		1	1	1		1	1	1	1	10
Known Shipper	3		1	1		2		3	1	3	5	2	21
Civil Rights	6	11	13	13	9	10	7	7	8	12	7	8	111
Age		1			1	2					1		5
Civil Rights Violation (TSA Employee)	3	5	7	6	2	4	1	2	1	2	3	2	38
Constitutional Rights				1	2								3
Hair Patdowns				1	1	1	2			2			7
Hostile Work Environment (TSA Employee)		1										1	2
National Origin			2		2					2	1		7
Perceived Religion		1		1			1	1					4
Racial Profiling or Discrimination	3	2	3	3	1	2	3	3	2	4	1	2	29
Screening of Religious Cultural and Ceremonial Items												1	1
Sex/Gender/Gender Identity- Not Transgender		1	1						1	2	1	1	7
Sexual Harassment (TSA Employee)									1				1
Sexual Orientation - Not Transgender												1	1
Transgender Screening				1		1		1	3				6
Claims	99	78	60	83	92	78	80	52	55	65	67	44	853
General	6	7	9	3	5	9	8	9	1	4	7	6	74
Request to be Transferred	1				1								2
Status	92	71	51	80	86	69	72	43		61	60	38	777
Current Topic									1				1
Current Topic									1				1
Customer Service	35	37	24	39	35	30	38	28	29	42	25	27	389
CSM			1	1									2
Others	17	15	7	21	12	17	11	9	12	16	13	9	159
TCC	2	5	3	1	3	1	2	5		2	2	3	29
TSO	16	17	13	16	20	12	25	14	17	24	10	15	199
DHS TRIP	15	20	17	27	18	16	10	14	12	15	12	21	197
General	1	5	8	10	7	5	2		3	4	2	5	52
Status	14	15	9	17	11	11	8	14	9	11	10	16	145
Expedited Passenger Screening Program	4,055	4,029	3,335	3,479	3,525	3,959	4,071	4,416	4,188	4,245	5,395	3,870	48,567
Active Duty Military	5	5	6	2	1	3	1						23
Children Under 12									1				1
DoD	17	19	17	5	9	11	10	14	16	26	19	17	180
Known Crew Member	2	1	3	2	1		1	2	3	8	1		24
Over 75	1	2	1	1							2	1	8
TSA Application Program	115	99	63	111	76	103	92	128	88	100	819	79	1,873
TSA PreCheck	3,896	3,891	3,239	3,354	3,430	3,834	3,959	4,262	4,076	4,106	4,549	3,772	46,368
TSA/DHS Employees - Opt In	19	12	6	4	8	8	8	10	4	5	5	1	90
Freedom of Information Act (FOIA)					1	1		1		1			4
General					1	1		1		1			4
General Aviation				2					1	1		1	5
Alien Flight School Program (AFSP)				1						1		1	3
General				1					1				2
Hazardous Materials Safety	157	206	244	242	170	168	190	156	161	208	194	133	2,229
General	157	206	244	242	170	168	190	156	161	208	194	133	2,229
HAZMAT Endorsement	14	13	13	16	9	14	10	13	9	5	9	6	131
General	2	3		2	2	4	1	5	1	1	4	2	27
Status	12	10	13	14	7	10	9	8	8	4	5	4	104
Human Capital	1	3	6	2	10	7	7	1	1		3	2	43
Current Employee			1		2								3
Former Employee		1	1		1								3
Prospective Employment with TSA	1	2	4	2	7	7	7	1	1		3	1	36
TSA Background Check												1	1
Identification (ID) Requirements	4	5	4	11	3	8	4	6	1	5	4	4	59
Domestic	4	4	3	8	3	7	4	5	1	5	4	4	52
ID Matching Ticket and Boarding Pass Issues				2		1		1					4
International Travel		1	1										2
Minors Domestic				1									1
Intranet/Internet Inquiries	1	7	5	1	4	5	3	6	3	1	4	4	44
General	1	7	5	1	4	5	3	6	3	1	4	4	44
Locks	96	71	51	108	64	70	86	105	95	96	102	70	1,014
General	7	2	5	11	5	3	8	5	4	3	3	4	60
Missing or Damaged Lock	89	69	46	97	59	67	78	100	91	93	99	66	954
Lost and Found	8	6	3	12	4	3	5	5	5		2	7	60
Airport/TSA	8	6	3	12	4	3	5	5	5		2	7	60

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Mishandling of Passenger Property	250	234	217	239	171	195	185	201	215	220	209	185	2,521
Damaged/Missing Items Private Screening Contractor								1					1
Damaged/Missing Items--Carry-on Luggage	13	5	4	13	5	8	2	7	5	7	5	6	80
Damaged/Missing Items--Checked Baggage	191	190	174	201	140	159	147	168	161	171	167	141	2,010
Damaged/Missing Items--Unspecified Luggage	14	3	7	9	7	10	5	5	10	10	6	10	96
Disarrayed Items--Carry-on or Checked	32	36	32	16	19	18	31	20	39	32	31	28	334
No Jurisdiction	123	94	93	118	76	101	89	104	111	123	127	93	1,252
No Referral	39	39	44	37	17	32	27	31	37	48	39	25	415
Refer to CBP	63	45	46	76	49	62	57	73	73	68	83	63	758
Refer to Department of State	3				4	2	3		1	2		2	17
Refer to FAA	6	8	2	2	6	5				2	1		32
Refer to Other	12	2	1	3			2			3	4	3	30
No Subject	1	1		3	2	1	1	1	2				12
General	1	1		3	2	1	1	1	2				12
Notice of Violation/Civil Penalties	2	4	3	1	2	1	2	6	3	1	5	1	31
General	2	4	3	1	2	1	2	6	3	1	5	1	31
Ombudsman	1	2	1	1	1	2	1			1		1	11
General	1	2	1	1	1	2	1			1		1	11
Patdown	5	5	3	9	12	8	4	4	15	10	10	5	90
Children										1			1
Flyer	3	4	2	7	9	5	3	4	12	7	9	5	70
Flyer as Observer	1		1		1	1	1		1				6
General	1			1		1				1			4
Non-Flyer		1		1	2	1			2	1	1		9
Persons w/ Disabilities (PWD)	8	6	8	7	9	13	10	9	11	9	3	10	103
Autism Spectrum												1	1
Breast Cancer			1			1						1	3
Cancer (general) Not Breast Cancer		1				1							2
Cognitive /Developmental /Mental Disability		1			1	1	1					1	5
Diabetes			1	1		1		1		2		1	7
Diapers/Garments/Dressings/Masks		1					1						2
General		2			2			1	4			1	11
Hearing Impairment			1						1	1			3
Internal Medical Devices	1						3			1			5
Medical Devices - Attached to the Body						1		1					2
Medically Necessary Medication and Medical	2		1	3	1	2		2	2	1	2		16
Metal Implants (joint)			1	1		1	1				1	1	6
Mobility Disability (Not Wheelchair or Scooter	4		1			4	1	1	3	2		2	18
Ostomy/Ostomates						1		1					2
Prosthesis/Amputees and Casts				1	2		1					1	5
Respiratory and Inhaler Equipment			1							1			2
Touch Aversion (pain/trauma)								1		1		1	3
Wheelchair/ Scooter/ Segway	1	1		1	3		1	1	1				9
Wounded Warrior							1						1
Prohibited & Permitted Items	7	7	8	3	5	6	11	5	12	9	4	1	78
Alcohol and Tobacco			1		1				1				3
Beauty & Grooming Items									1				1
Chemical/Household Products				1							1		2
Electronic Devices	1		1		1			1	1	1			6
Firearm/Ammunition	1	2					2	1		1			7
Food/Beverages	1			1		1	1		1				5
General	2	3	2		2	2	5	2	4	6	1		29
Knives/Tools/Razors/Sharp Objects	1		3						2		1		7
Liquids/Gels/Aerosols	1	1				1	2					1	6
Marijuana		1				1			1				3
Medication/Prescription/Medically Necessary Items			1		1	1				1			4
Remains							1		1				2
Sporting Goods				1				1			1		3
Property - Special Handling	42	41	56	46	42	27	59	32	36	59	57	41	538
Damaged Items - Carry-On	1	6	5	3	4	1	2	1	5	2	2	1	33
Damaged Items - Checked	17	17	17	17	19	13	24	9	10	17	32	14	206
Missing Items - Carry-On	2	3	7	5	2	2	5	3	1	3	4	1	38
Missing Items - Checked	22	15	27	21	17	11	28	19	20	37	19	25	261
Request for Assistance	1		2				2		2	3	1		11
Other	1		2				2		2	2	1		10
Wounded Warrior (MSIJSOC)										1			1
Screening	124	111	126	113	91	111	112	140	131	149	137	101	1,446
Children		1						1					2
Crew Member or Airline Employee	1	1		1		2		1	2				8
Cruise Ships			3			1			1		1		6
Gate Pass				1						2	2	1	6
Inconsistency	1	2	7	4	4	3	2	6	4	6	5	1	45
International Screening	32	34	27	35	33	32	48	39	55	37	46	34	452
Lengthy Lines	8	6	6	3	2	5	3	3	5	6	2	1	50
Procedures/Process	74	58	67	62	42	62	53	71	54	87	76	59	765
Rail			1	1									2
Retrieving Abandoned/Confiscated Items	8	6	13	4	6	2	5	12	5	9	3	4	77
Security Breach		3	1	2	4	4	1	7	5	2	2	1	32
Shoe Screening			1										1
SIDA (Security Identification Display Area)	1	1				1	2			1	3	1	10
General	1	1				1	2			1	3	1	10
Transcriptions							1	1	1				3
Claim Form Request							1	1	1				3
TSA Contact Information	2	2	2	1	1	4	4		1	2	1	1	21
General	2	2	2	1	1	4	4		1	2	1	1	21

TSA Contact Center Traveler Complaints Tool													
Airport, Fiscal Year, Category	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
TWIC	5	7	4	9	13	10	10	7	15	2	7	3	92
General	2	4	2	3	5	2	6	3	5		2	1	35
Required Documents				1	2		1	1					5
Status	3	3	2	5	6	8	3	3	10	2	5	2	52
2019	5,842	5,162	4,726	4,344	4,753								24,827
Additional Information Required/Insufficient Information	8	4	8	5	1								26
EMAIL ONLY	8	4	8	5	1								26
Advanced Imaging Technology (AIT)	1	2	2	2	1								8
Flyer	1	1	2	2	1								7
General		1											1
Airline	171	110	155	131	106								673
Baggage Requirements	4	2	3	4	2								15
Lost Baggage	47	44	79	56	53								279
Policy/Regulations/Service	114	63	70	69	49								365
Positive Bag Match Program	2	1		1									4
Wheelchair Assistance	4		3	1	2								10
Cargo	4	3	1	2	1								11
Indirect Air Carrier (IAC)	3	2	1	1									7
Known Shipper	1	1		1	1								4
Civil Rights	6	8	8	8	12								42
Civil Rights Violation (TSA Employee)	2	2		2	2								8
Constitutional Rights	1			1	1								3
Hair Patdowns			1		1								2
National Origin					3								3
Racial Profiling or Discrimination	2	3	4	3	3								15
Screening of Religious Cultural and Ceremonial Items		1	1										2
Sex/Gender/Gender Identity- Not Transgender	1	2	2	2	1								8
Transgender Screening					1								1
Claims	73	77	47	54	56								307
General	9	3	2	2	2								18
Status	64	74	45	52	54								289
CSM/Stakeholder Follow-up					1								1
General					1								1
Current Topic				1									1
Current Topic				1									1
Customer Service	26	31	28	19	29								133
Others	12	20	13	6	14								65
TCC	4	2	2	1									9
TSO	10	9	13	12	15								59
DHS TRIP	27	27	10	14	20								98
General	5	6	1	4	4								20
Status	22	21	9	10	16								78
Expedited Passenger Screening Program	4,685	4,176	3,684	3,367	3,870								19,782
Active Duty Military			1	2									3
DoD	18	20	20	14	12								84
Known Crew Member	3	5	1										9
Over 75	1	1											2
TSA Application Program	67	94	71	93	89								414
TSA PreCheck	4,588	4,054	3,586	3,253	3,761								19,242
TSA/DHS Employees - Opt In	8	2	5	5	8								28
Freedom of Information Act (FOIA)	2			1	1								4
General	2			1	1								4
General Aviation	1	2		1	1								5
Alien Flight School Program (AFSP)		2											2
General	1			1	1								3
Hazardous Materials Safety	187	209	241	231	159								1,027
General	187	209	241	231	159								1,027
HAZMAT Endorsement	4	13	9	9	4								39
General	1	2	4	3	2								12
Status	3	11	5	6	2								27
Human Capital	1	4	6	7	9								27
Former Employee			1										1
Prospective Employment with TSA	1	4	5	7	9								26
Identification (ID) Requirements	6	4	3	4									17
Domestic	5	2	3	3									13
ID Matching Ticket and Boarding Pass Issues		1		1									2
International Travel	1	1											2
Intranet/Internet Inquiries	7	3	3	6	2								21
General	7	3	3	6	2								21
Locks	110	79	62	79	63								393
General	1	7	1	2	1								12
Missing or Damaged Lock	109	72	61	77	62								381
Lost and Found	3		6	1									10
Airport/TSA	3		6	1									10
Mishandling of Passenger Property	198	135	185	160	138								816
Damaged/Missing Items Private Screening Contractor		1											1
Damaged/Missing Items--Carry-on Luggage	7	3	2	2	3								17
Damaged/Missing Items--Checked Baggage	147	110	153	125	115								650
Damaged/Missing Items--Unspecified Luggage	4	7	10	7	3								31
Disarrayed Items--Carry-on or Checked	40	14	20	26	17								117
No Jurisdiction	117	102	78	95	106								498
No Referral	34	38	23	23	27								145
Refer to CBP	79	62	54	72	77								344
Refer to Department of State	1												1
Refer to FAA	1	2	1		2								6

Airport, Fiscal Year, Category	TSA Contact Center Traveler Complaints Tool												Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Refer to Other	2												2
No Subject													3
General		2			1								3
Notice of Violation/Civil Penalties	3	2	5	5	4								19
General	3	2	5	5	4								19
Ombudsman			3	1	1								5
General			3	1	1								5
Patdown	5	3	8	3	3								22
Flyer	5	3	6	3	3								20
General			1										1
Non-Flyer			1										1
Persons w/ Disabilities (PWD)	9	8	9	3	7								36
Autism Spectrum	1												1
Breast Cancer	1	1											2
Cancer (general) Not Breast Cancer					1								1
Cognitive /Developmental /Mental Disability	1												1
Diabetes			2										2
Diapers/Garments/Dressings/Masks		1											1
General					2								2
Internal Medical Devices		1											1
Medically Necessary Medication and Medical	1		3	1	1								6
Metal Implants (joint)	1	1	2	2	2								8
Mobility Disability (Not Wheelchair or Scooter	2	1											3
Ostomy/Ostomates		1											1
Prosthesis/Amputees and Casts	1		1										2
Service Animals	1												1
Touch Aversion (pain/trauma)		2											2
Wheelchair/ Scooter/ Segway			1		1								2
Prohibited & Permitted Items	8	4	3	4	8								27
Beauty & Grooming Items	2												2
Breast Milk/Baby Formula/Breast Pump			1										1
Chemical/Household Products		1			2								3
Electronic Devices	1	1			1								3
Firearm/Ammunition	1				1								2
General	1	2		2	2								7
Knives/Tools/Razors/Sharp Objects					1								1
Lighters/Matches			1										1
Liquids/Gels/Aerosols	1												1
Marijuana	1												1
Medication/Prescription/Medically Necessary Items			1	1									2
Remains				1									1
Sporting Goods	1				1								2
Property - Special Handling	57	47	55	49	39								247
Damaged Items - Carry-On	3	4	1	4	1								13
Damaged Items - Checked	21	18	16	22	15								92
Missing Items - Carry-On	7	2	5	3	5								22
Missing Items - Checked	26	23	33	20	18								120
Request for Assistance			2		2								4
Other			2		2								4
Screening	118	99	99	77	95								488
Children			1										1
Crew Member or Airline Employee		1											1
Cruise Ships			1		1								2
Gate Pass			1										1
Inconsistency	3	2	4		3								12
International Screening	43	32	39	41	39								194
Lengthy Lines	2	1	1		1								5
Military		1											1
Procedures/Process	56	55	45	28	43								227
Retrieving Abandoned/Confiscated Items	6	6	7	6	4								29
Security Breach	8	1		2	4								15
SIDA (Security Identification Display Area)			2		1								3
General			2		1								3
TSA Contact Information		2	1										3
General		2	1										3
TWIC	5	6	3	5	12								31
General	1	2	1	1	5								10
Status	4	4	2	4	7								21
<b>Total</b>	<b>37,616</b>	<b>36,131</b>	<b>36,553</b>	<b>42,266</b>	<b>39,100</b>	<b>36,118</b>	<b>34,907</b>	<b>37,333</b>	<b>36,582</b>	<b>36,694</b>	<b>40,300</b>	<b>33,927</b>	<b>447,527</b>