

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>ABE</b>	<b>8</b>	<b>9</b>	<b>2</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>9</b>	<b>5</b>	<b>98</b>	
<b>2018</b>														
Civil Rights						1							1	
Civil Rights - Racial Profiling or Discrimination						1							1	
Customer Service						1	1		1	1	1		5	
Customer Service - Others							1						1	
Customer Service - TSO							1		1	1	1		4	
Locks							1						1	
Locks - Missing or Damaged Lock							1						1	
Mishandling of Passenger Property					1	1	1	1	1	2	1	2	10	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	1		1	1	1	7	
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked						1				1			2	
Patdown						1	1						2	
Patdown - Flyer						1	1						2	
Property - Special Handling										1	1	1	3	
Property - Special Handling - Damaged Items - Checked											1	1	2	
Property - Special Handling - Missing Items - Checked											1		1	
Screening						1	2		2	1	1		7	
Screening - Inconsistency							1						1	
Screening - Lengthy Lines									1				1	
Screening - Procedures/Process							2		2		1		5	
<b>2019</b>	<b>3</b>	<b>4</b>		<b>1</b>	<b>1</b>			<b>2</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>36</b>
Civil Rights										1				1
Civil Rights - Racial Profiling or Discrimination										1				1
Customer Service		1				1				3			1	6
Customer Service - Others										3				3
Customer Service - TSO		1				1							1	3
Locks							1							1
Locks - Missing or Damaged Lock							1							1
Mishandling of Passenger Property	2	2								1	2	1	2	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1								1	1	2	1	7
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	1									1				1
Patdown											1			1
Patdown - Children											1			1
Persons w/ Disabilities (PWD)									2			1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									2					2
Property - Special Handling		1							1	1	1	2	1	7
Property - Special Handling - Damaged Items - Checked										1		1		2
Property - Special Handling - Missing Items - Carry-On								1						1
Property - Special Handling - Missing Items - Checked	1								1		2		4	
Screening		1				1				2	1	1		6
Screening - Inconsistency		1												1
Screening - Procedures/Process						1				2	1	1		5
<b>2020</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>			<b>1</b>	<b>1</b>	<b>1</b>		<b>22</b>
Civil Rights	1						1							2
Civil Rights - Racial Profiling or Discrimination	1						1							2
Customer Service						1	1							2
Customer Service - TSO						1	1							2
Locks											1			1
Locks - Missing or Damaged Lock											1			1
Mishandling of Passenger Property	1	1	1	1	1	1					1			6
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on or Checked	1		1	1	1						1			4
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	1		1											2
Patdown		1												1
Patdown - Flyer		1												1
Property - Special Handling	2				1						1			4
Property - Special Handling - Damaged Items - Checked	1				1						1			2
Property - Special Handling - Missing Items - Carry-On										1			1	
Property - Special Handling - Missing Items - Checked	1				1									1
Screening	1	1		1	1	1		2						6
Screening - Procedures/Process		1		1	1	1		2						5
Screening - Security Breach		1												1
<b>2021</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>			<b>2</b>		<b>3</b>				<b>11</b>
Customer Service	1													1
Customer Service - TSO	1													1
Expedited Passenger Screening Program										1				1
Expedited Passenger Screening Program - TSA PreCheck										1				1
Mishandling of Passenger Property		1			1			1						3
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on or Checked	1		1		1									2
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked								1						1
Patdown											1			1
Patdown - Flyer											1			1
Persons w/ Disabilities (PWD)										1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1				1
Property - Special Handling						1	1							2
Property - Special Handling - Damaged Items - Checked						1	1							2
Screening					1	1								2
Screening - Lengthy Lines					1									1
Screening - Procedures/Process					1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>ABI</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>46</b>	
<b>2018</b>													<b>7</b>	
Civil Rights													<b>1</b>	
Civil Rights - Racial Profiling or Discrimination													<b>1</b>	
Customer Service													<b>2</b>	
Customer Service - TSO													<b>2</b>	
Mishandling of Passenger Property													<b>1</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													<b>1</b>	
Property - Special Handling													<b>2</b>	
Property - Special Handling - Damaged Items - Checked													<b>1</b>	
Property - Special Handling - Missing Items - Checked													<b>1</b>	
Screening													<b>1</b>	
Screening - Lengthy Lines													<b>1</b>	
<b>2019</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>3</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>17</b>
Civil Rights													<b>2</b>	
Civil Rights - Hair Patdowns													<b>1</b>	
Civil Rights - Screening of Religious or Cultural Garments													<b>1</b>	
Customer Service													<b>2</b>	
Customer Service - Others													<b>2</b>	
Customer Service - TSO													<b>2</b>	
Human Capital													<b>1</b>	
Human Capital - Prospective Employment with TSA													<b>1</b>	
Mishandling of Passenger Property													<b>1</b>	
Mishandling of Passenger Property - D													<b>2</b>	
Persons w/ Disabilities (PWD)													<b>4</b>	
Persons w/ Disabilities (PWD) - Diabetes													<b>1</b>	
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks													<b>1</b>	
Persons w/ Disabilities (PWD) - Mobility Disability													<b>1</b>	
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts													<b>1</b>	
Property - Special Handling													<b>3</b>	
Property - Special Handling - Damaged Items - Checked													<b>1</b>	
Property - Special Handling - Missing Items - Checked													<b>2</b>	
<b>2020</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>	
Customer Service													<b>4</b>	
Customer Service - TSO													<b>4</b>	
Locks													<b>1</b>	
Locks - Missing or Damaged Lock													<b>1</b>	
Notice of Violation/Civil Penalties													<b>1</b>	
Notice of Violation/Civil Penalties - General													<b>1</b>	
Property - Special Handling													<b>1</b>	
Property - Special Handling - Damaged Items - Carry-On													<b>1</b>	
Property - Special Handling - Damaged Items - Checked													<b>1</b>	
Screening													<b>4</b>	
Screening - Lengthy Lines													<b>1</b>	
Screening - Procedures/Process													<b>3</b>	
<b>2021</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>3</b>	<b>2</b>		<b>10</b>	
Civil Rights													<b>1</b>	
Civil Rights - Racial Profiling or Discrimination													<b>1</b>	
Customer Service													<b>1</b>	
Customer Service - TSO													<b>1</b>	
Expedited Passenger Screening Program													<b>1</b>	
Expedited Passenger Screening Program - TSA PreCheck													<b>1</b>	
Locks													<b>1</b>	
Locks - Missing or Damaged Lock													<b>1</b>	
Mishandling of Passenger Property													<b>1</b>	
Mishandling of Passenger Property - D													<b>1</b>	
Screening													<b>5</b>	
Screening - Inconsistency													<b>1</b>	
Screening - Lengthy Lines													<b>1</b>	
Screening - Procedures/Process													<b>3</b>	

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ABQ</b>	<b>63</b>	<b>43</b>	<b>33</b>	<b>72</b>	<b>36</b>	<b>65</b>	<b>49</b>	<b>44</b>	<b>70</b>	<b>50</b>	<b>46</b>	<b>43</b>	<b>614</b>
<b>2018</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>169</b>
Civil Rights					1			1			1		3
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimination					1			1					2
Customer Service				2	1	1	4	1	1	1	2	2	15
Customer Service - TSO				2	1	1	4	1	1	1	2	2	15
Locks				1	2	2	2	2		3	1	1	14
Locks - General										1			1
Locks - Missing or Damaged Lock				1	2	2	2	2		2	1	1	13
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				13	3	4	6	3	9	11	10	5	64
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		1		1	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked					11	4	4	1	4	7	4	4	39
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1	1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	2		1	2	3	2	5	1	18
Patdown				1		3	1			1	2	1	9
Patdown - Flyer				1		1				1	2		6
Patdown - Flyer as Observer						1						1	2
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)				1		3	1	2			1	1	9
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling				4	1	4	1	2	8	3	5	2	30
Property - Special Handling - Damaged Items - Carry-On								1		1	1		3
Property - Special Handling - Damaged Items - Checked				1	1	3			4	1		1	11
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked				1		1	1	1	4	1	4	1	14
Screening				2	3	3	2	5	3	3	2	1	24
Screening - Inconsistency									1	1			2
Screening - Lengthy Lines									2				2
Screening - Procedures/Process				1	3	3	2	5		2	2	1	19
Screening - Security Breach				1									1
<b>2019</b>	<b>29</b>	<b>20</b>	<b>15</b>	<b>17</b>	<b>4</b>	<b>23</b>	<b>17</b>	<b>12</b>	<b>23</b>	<b>21</b>	<b>21</b>	<b>22</b>	<b>224</b>
Civil Rights				1		2	1	1		1		2	9
Civil Rights - Age												1	
Civil Rights - Hair Patdowns				1	1							1	3
Civil Rights - Racial Profiling or Discrimination				1			1	1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1	1	
Civil Rights - Transgender Screening					1								1
Customer Service				2	1				2	2	1	2	14
Customer Service - TSO				2	1				2	2	1	2	14
Locks				2	3	2		1	1		2	1	12
Locks - Missing or Damaged Lock				2	3	2		1	1		2	1	12
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				12	5	7	8	2	8	5	4	10	90
Mishandling of Passenger Property - Damaged/Missing Items - Carry-On					1					1	1	1	4
Mishandling of Passenger Property - Damaged/Missing Items - Checked				10	4	6	8		8	2	1	7	66
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items - Diapers/Garments/Dressings/Masks				2			2		3	2		2	18
Mishandling of Passenger Property - Internal Medical Devices				2			2		1	1		1	15
Mishandling of Passenger Property - Prostheses/Amputees and Casts				1						1			1
Mishandling of Passenger Property - Service Animals				1			1						2
Mishandling of Passenger Property - Touch Aversion (pain/trauma)												2	2
Property - Special Handling				7	4	5	3		3	4	3	5	43
Property - Special Handling - Damaged Items - Carry-On				2	1					1		1	5
Property - Special Handling - Damaged Items - Checked				2	1	1			1	1	3	3	14
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Diapers/Garments/Dressings/Masks				5	1	2	3		2	2	1	1	22
Screening				4	5	1	3		3	4	2	3	33
Screening - Inconsistency				1	1					1			3
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				3	3	1	3		3	3	1	3	27
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach												1	1
<b>2020</b>	<b>28</b>	<b>19</b>	<b>16</b>	<b>28</b>	<b>13</b>	<b>6</b>	<b>1</b>			<b>6</b>	<b>1</b>	<b>8</b>	<b>126</b>
Civil Rights				1	2			1				1	5
Civil Rights - Age					1								1
Civil Rights - Racial Profiling or Discrimination				2			1					1	4
Customer Service				2		1					1	2	6

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	2			1						1		2	6
Locks	9	2	1	4		1							17
Locks - General	1												1
Locks - Missing or Damaged Lock	8	2	1	4		1							16
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	8	7	6	11	5	2				1			40
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - D	5	4	5	9	4	2							29
Mishandling of Passenger Property - D	2	3	1	2	1					1			10
Patdown		2	2	1									5
Patdown - Flyer		2	2	1									5
Persons w/ Disabilities (PWD)	1	2	1		1		1				1		7
Persons w/ Disabilities (PWD) - Diabetes							1				1		2
Persons w/ Disabilities (PWD) - Intern		1											1
Persons w/ Disabilities (PWD) - Metal Implants (jo			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo			1										1
Property - Special Handling	5	1	2	7	5	2				4		3	29
Property - Special Handling - Damaged	1				1								2
Property - Special Handling - Damaged	2	1	1	1	3							1	9
Property - Special Handling - Missing I	2		1	6	1	2				4		2	18
Screening	2	4	2	4	2						1	1	16
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	2	4	1	4	2					1	1		15
<b>2021</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>16</b>	<b>14</b>	<b>16</b>	<b>26</b>				<b>95</b>
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Customer Service	1					1	2	2					6
Customer Service - TSO	1					1	2	2					6
Expedited Passenger Screening Program			1		6	11	5	10	19				52
Expedited Passenger Screening Program - TSA Application Program							2	2	1				5
Expedited Passenger Screening Program - TSA PreCheck	1			6	11	3	8	18					47
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	3	2		1		2	1						9
Mishandling of Passenger Property - Damaged/Mi:	1					1							2
Mishandling of Passenger Property - D	2	1		1		1	1						6
Mishandling of Passenger Property - D	1												1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)	1						1	2	1				5
Persons w/ Disabilities (PWD) - Canc	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1	1					3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Sporting Goods									1				1
Property - Special Handling	1						1	2	3				7
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged	1												1
Property - Special Handling - Missing Items - Checked							1	2	2				5
Screening		2		2		1	3		2				10
Screening - Inconsistency							1						1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	2		2	1	2				1				8

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ABR</b>	1	1	2	1	1			1	2	3	1		1 <b>14</b>
<b>2018</b>				1	1			1	1				<b>4</b>
Mishandling of Passenger Property					1			1	1				<b>3</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1				<b>2</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								<b>1</b>
Screening						1							<b>1</b>
Screening - Inconsistency						1							<b>1</b>
<b>2019</b>	<b>1</b>									<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
Mishandling of Passenger Property	1									1	1	1	<b>4</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1		1	<b>3</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												<b>1</b>
<b>2020</b>		<b>1</b>	<b>1</b>										<b>2</b>
Locks			1										<b>1</b>
Locks - Missing or Damaged Lock			1										<b>1</b>
Property - Special Handling			1										<b>1</b>
Property - Special Handling - Damaged Items - Checked			1										<b>1</b>
<b>2021</b>		<b>1</b>							<b>1</b>	<b>2</b>			<b>4</b>
Lost and Found			1										<b>1</b>
Lost and Found - Airport/TSA			1										<b>1</b>
Property - Special Handling									1				<b>1</b>
Property - Special Handling - Damaged Items - Checked									1				<b>1</b>
Screening									1	1			<b>2</b>
Screening - Procedures/Process									1	1			<b>2</b>

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ABY</b>	<b>2</b>	<b>5</b>		<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>44</b>
<b>2018</b>				<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>4</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>19</b>
Mishandling of Passenger Property				2	2		2	2		1	1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	1			1			1	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			2	1			1		5
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling							1	2				1	4
Property - Special Handling - Damaged Items - Checked							1	1					2
Property - Special Handling - Missing Items - Checked								1				1	2
Screening						2				1			3
Screening - Procedures/Process						2				1			3
<b>2019</b>	<b>2</b>			<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>14</b>
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1				2		2	1	1		1		8
Mishandling of Passenger Property - Damaged/Mi:	1				2		1				1		5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1				2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling					1		1	1			1		4
Property - Special Handling - Damaged Items - Checked					1			1			1		3
Property - Special Handling - Missing Items - Checked							1						1
<b>2020</b>	<b>2</b>	<b>2</b>			<b>1</b>							<b>1</b>	<b>6</b>
Customer Service												1	1
Customer Service - TSO												1	1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	2	1											3
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - D	1	1											2
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>	<b>1</b>			<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>			<b>5</b>
Customer Service						1		1		1			2
Customer Service - TSO						1				1			2
Mishandling of Passenger Property					1			1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1								1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Ch			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACK	1				1			2	2	4	10	4	24
2018						1		1	2	2	6	2	14
Customer Service											3		3
Customer Service - TSO											3		3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												2	2
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening								1	1	1	1		4
Screening - Inconsistency											1		1
Screening - Procedures/Process								1	1	1			3
2019										2	4	2	8
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening									2	2	1		5
Screening - Children											1		1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1	1	2
Screening - Security Breach										1			1
2020	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
2021								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ACT</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>38</b>
<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>1</b>	<b>1</b>	<b>13</b>
Locks								<b>1</b>					<b>1</b>
Locks - Missing or Damaged Lock									<b>1</b>				<b>1</b>
Mishandling of Passenger Property				<b>2</b>		<b>2</b>	<b>1</b>		<b>1</b>			<b>1</b>	<b>7</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>			<b>1</b>	<b>5</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				<b>1</b>		<b>1</b>							<b>2</b>
Patdown							<b>1</b>						<b>1</b>
Patdown - Flyer							<b>1</b>						<b>1</b>
Property - Special Handling						<b>1</b>					<b>1</b>		<b>2</b>
Property - Special Handling - Damaged Items - Checked											<b>1</b>		<b>1</b>
Property - Special Handling - Missing Items - Carry-On					<b>1</b>								<b>1</b>
Screening								<b>1</b>			<b>1</b>		<b>2</b>
Screening - Procedures/Process								<b>1</b>			<b>1</b>		<b>2</b>
<b>2019</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>4</b>	<b>3</b>	<b>2</b>			<b>17</b>
Customer Service	<b>1</b>	<b>1</b>											<b>2</b>
Customer Service - TSO	<b>1</b>	<b>1</b>											<b>2</b>
Locks						<b>1</b>			<b>2</b>	<b>1</b>			<b>4</b>
Locks - Missing or Damaged Lock						<b>1</b>			<b>2</b>	<b>1</b>			<b>4</b>
Mishandling of Passenger Property	<b>1</b>	<b>1</b>					<b>1</b>			<b>1</b>	<b>2</b>		<b>6</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked	<b>1</b>	<b>1</b>					<b>1</b>			<b>1</b>	<b>2</b>		<b>6</b>
Patdown						<b>1</b>							<b>1</b>
Patdown - Flyer						<b>1</b>							<b>1</b>
Persons w/ Disabilities (PWD)										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										<b>1</b>			<b>1</b>
Property - Special Handling										<b>1</b>			<b>1</b>
Property - Special Handling - Damaged Items - Checked										<b>1</b>			<b>1</b>
Screening						<b>1</b>				<b>1</b>			<b>2</b>
Screening - Procedures/Process						<b>1</b>				<b>1</b>			<b>2</b>
<b>2020</b>	<b>2</b>								<b>1</b>				<b>3</b>
Mishandling of Passenger Property	<b>1</b>								<b>1</b>				<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									<b>1</b>				<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-	<b>1</b>												<b>1</b>
Property - Special Handling	<b>1</b>												<b>1</b>
Property - Special Handling - Missing Items - Checked	<b>1</b>												<b>1</b>
<b>2021</b>		<b>1</b>	<b>2</b>		<b>1</b>			<b>1</b>					<b>5</b>
DHS TRIP						<b>1</b>							<b>1</b>
DHS TRIP - General						<b>1</b>							<b>1</b>
Property - Special Handling							<b>1</b>		<b>1</b>				<b>2</b>
Property - Special Handling - Damaged Items - Checked									<b>1</b>				<b>1</b>
Property - Special Handling - Missing Items - Checked								<b>1</b>					<b>1</b>
Screening		<b>1</b>	<b>1</b>										<b>2</b>
Screening - Procedures/Process		<b>1</b>	<b>1</b>										<b>2</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ACV</b>	1	1	1	2		1	2		5			1	14
<b>2018</b>								2				1	2
Customer Service							1					1	
Customer Service - TSO							1					1	
Screening							1					1	
Screening - Procedures/Process							1					1	
<b>2019</b>		1							2		1	1	4
Civil Rights								1			1		1
Civil Rights - Racial Profiling or Discrimination								1			1		1
Customer Service								1			1		1
Customer Service - TSO								1			1		1
Property - Special Handling		1									1	2	
Property - Special Handling - Missing Items - Carry-On		1									1	2	
<b>2020</b>		1		1			1						3
Customer Service								1					1
Customer Service - TSO								1					1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
<b>2021</b>	1			1						3			5
Civil Rights								2			2		2
Civil Rights - Transgender Screening								2			2		2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ACY</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>15</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>95</b>
<b>2018</b>				<b>10</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>36</b>
Civil Rights					1						1	2	
Civil Rights - Racial Profiling or Discrimination					1							1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1	1	
Customer Service					3	4		2	1		1	2	13
Customer Service - TSO					3	4		2	1		1	2	13
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property					1		1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1						2
Patdown					1			1				1	3
Patdown - Flyer					1			1				1	3
Persons w/ Disabilities (PWD)								1		3	2		6
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling					3						1		4
Property - Special Handling - Missing Items - Carry-On					1						1		2
Property - Special Handling - Missing Items - Checked					2								2
Screening					1			1		1		1	5
Screening - Crew Member or Airline Employee					1							1	
Screening - Procedures/Process								1		1		1	4
<b>2019</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>		<b>37</b>
Civil Rights	1	2		1		1					1		6
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimination	1					1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1			1									2
Civil Rights - Sexual Orientation - Not Transgender	1												1
Customer Service	1	1	1					1			1		5
Customer Service - TSO	1	1	1					1			1		5
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items - Checked Baggage		1											1
Patdown	1	1						1				1	4
Patdown - Flyer	1	1						1				1	4
Persons w/ Disabilities (PWD)			1					2	1	1		1	7
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1				1	
Persons w/ Disabilities (PWD) - Diabetes								1				1	
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		1				2
Property - Special Handling		1					1				2		4
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked		1						1					1
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	1	2	1					1	1			2	8
Screening - Inconsistency		1											1
Screening - Procedures/Process	1	1	1					1	1			1	6
Screening - Security Breach												1	1
<b>2020</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>								<b>1</b>	<b>10</b>
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1												1
Customer Service			1	1	2							1	5
Customer Service - TSO			1	1	2							1	5
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items - Private Screening Con					1								1
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Screening			1										1
Screening - Procedures/Process			1										1
<b>2021</b>					1	2	3	2	1	3			<b>12</b>
Expedited Passenger Screening Program							1	1	1	3			6
Expedited Passenger Screening Program - TSA Application Program									1	1			2
Expedited Passenger Screening Program - TSA PreCheck							1	1		2			4
Mishandling of Passenger Property			1		1	1							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
No Jurisdiction						1							1
No Jurisdiction - Refer to CBP						1							1
Screening			1		1								2
Screening - Procedures/Process			1		1								2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ADK</b>	<b>2</b>	<b>2</b>											<b>5</b>
<b>2018</b>													<b>1</b>
Mishandling of Passenger Property													<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													<b>1</b>
<b>2019</b>	<b>2</b>	<b>2</b>											<b>4</b>
Mishandling of Passenger Property	1	1											<b>2</b>
Mishandling of Passenger Property - D	1	1											<b>2</b>
Property - Special Handling	1	1											<b>2</b>
Property - Special Handling - Missing I	1	1											<b>2</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ADQ</b>	2	2		1	2	3	3	1	2			4	20
<b>2018</b>					1	1	3	1		1			6
Mishandling of Passenger Property							3			1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2			1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening						1							1
Screening - Lengthy Lines						1							1
<b>2019</b>	1	1			1	1		1	1				6
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Touch	1												1
Property - Special Handling							1		1	1			3
Property - Special Handling - Damaged Items - Checked							1			1			1
Property - Special Handling - Missing Items - Checked							1		1				2
<b>2020</b>	1			1								4	6
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling	1					1						1	3
Property - Special Handling - Damaged	1											1	1
Property - Special Handling - Missing Items - Checked					1							1	2
Screening												1	1
Screening - Procedures/Process												1	1
<b>2021</b>	1					1							2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Mi:				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AEX	2	2	2	3	4		5	4	2		2	2	28
2018					1		1	1	2		1		6
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Property - Special Handling						1					1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked						1							1
Screening							1	1	1				3
Screening - Procedures/Process							1	1	1				3
2019		1		2			1	1			1	1	7
Civil Rights					1								1
Civil Rights - Perceived Religion					1								1
Customer Service		1						1			1		3
Customer Service - TSO		1						1			1		3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening					1								1
Screening - Procedures/Process					1								1
2020	1	1	1	1	3							1	8
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening	1	1	1	1	1								5
Screening - Inconsistency				1			1						2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process					1		1						2
2021	1		1				3		2				7
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1		1						1				3
Customer Service - Others									1				1
Customer Service - TSO	1		1										2
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening							1						1
Screening - Inconsistency							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AGS</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>10</b>	<b>5</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>79</b>
<b>2018</b>					<b>2</b>		<b>4</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>16</b>
Customer Service					1		1	2					6
Customer Service - Others					1								1
Customer Service - TSO							1	2					5
Mishandling of Passenger Property							2						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling							1	1		1			3
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked										1			1
Screening						1	2	1	1				5
Screening - Inconsistency								1					1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1	1	1	1					3
<b>2019</b>	<b>4</b>		<b>1</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>37</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1				1	1	2		1	2		1	9
Customer Service - Others										1			1
Customer Service - TSO	1				1	1	2		1	1		1	8
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	1				1	2		1			1	1	8
Mishandling of Passenger Property - D	1				1	2		1			1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown		1						1					2
Patdown - Flyer		1						1					2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling			1				1	1	1			1	5
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked			1				1		1				3
Screening		1					1		2	1	1	1	7
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1								1	1		4
Screening - Retrieving Abandoned/Confiscated Items								2					2
<b>2020</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>					<b>1</b>	<b>1</b>	<b>14</b>
Customer Service					1								1
Customer Service - TSO					1								1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1	2									1		4
Mishandling of Passenger Property - D	1	2									1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown		1					1						2
Patdown - Flyer		1					1						2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Hearing		1											1
Property - Special Handling			1	2	1								4
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On							2						2
Property - Special Handling - Missing Items - Checked				1									1
Screening											1	1	1
Screening - Procedures/Process									2		1	1	1
<b>2021</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>				<b>3</b>	<b>2</b>				<b>12</b>
Claims		1											1
Claims - General		1											1
Customer Service					2				2				4
Customer Service - TCC					1								1
Customer Service - TSO					1				2				3
Mishandling of Passenger Property			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items-			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown			1										1
Patdown - Flyer			1										1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Lighters/Matches				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening						1				1			2
Screening - Inconsistency										1			1
Screening - Lengthy Lines						1							1

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

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

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AKN</b>				1				1	3	6	2		13
<b>2018</b>									1	2			3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling										2			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked										1			1
<b>2019</b>								1	3				4
Locks									1				1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property								1	1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1				2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
<b>2020</b>								1	1	2			4
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2021</b>				1					1				2
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked E					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ALB</b>	<b>33</b>	<b>29</b>	<b>29</b>	<b>25</b>	<b>17</b>	<b>29</b>	<b>21</b>	<b>28</b>	<b>27</b>	<b>44</b>	<b>46</b>	<b>22</b>	<b>350</b>
<b>2018</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>85</b>
Civil Rights						1					3		4
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											2		2
Customer Service				3		3		1	1	2	2		12
Customer Service - Others				2		1			1	1	2		7
Customer Service - TSO				1		2		1		1			5
Locks					1	1				1			3
Locks - Missing or Damaged Lock					1	1				1			3
Mishandling of Passenger Property				1	1	2	5	3	5	4	6	5	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1				1	2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1	1	1	1	3	5	2	3	5	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							4			1	1		6
Patdown					2			2	1	2	4	2	13
Patdown - Flyer					1			2	1	1	4	2	11
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)						1		1	1	2	3		8
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1			1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts											3		3
Persons w/ Disabilities (PWD) - Service Animals								1					1
Property - Special Handling						1	2			1	3	1	8
Property - Special Handling - Damaged Items - Checked							1			2	1		4
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked						1	1			1			3
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening						1				1	1	1	4
Screening - Inconsistency										1			1
Screening - Procedures/Process						1					1	1	3
<b>2019</b>	<b>13</b>	<b>14</b>	<b>19</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>29</b>	<b>17</b>	<b>11</b>	<b>158</b>
Civil Rights								1			2		3
Civil Rights - Racial Profiling or Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	2	1	2	1	3		1	3	3	3			19
Customer Service - Others		1			1		1	1	1				5
Customer Service - TSO	2		2	1	2			2	2	3			14
Locks	2					1			1	1		4	9
Locks - Missing or Damaged Lock	2					1			1	1		4	9
Mishandling of Passenger Property	5	6	8	3	3	1	2	2	3	9	8	2	52
Mishandling of Passenger Property - D	1	1	2										4
Mishandling of Passenger Property - D	4	4	6	3	3		1	2	1	7	6	2	39
Mishandling of Passenger Property - Damaged/Mi:	1						1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			2	2	2		7
Patdown	1	1		2			1			6	3		14
Patdown - Flyer	1	1		2			1			5	3		13
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	2			1		1		1		2	2		9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Metal	2			1						1			4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	5	6	1		1	3	2	1	5	2	3	30
Property - Special Handling - Damaged	1	1		1									3
Property - Special Handling - Damaged Items - Ch	2	2						2		1	1	2	10
Property - Special Handling - Missing Items - Chec	2	4				1	3		1	4	1	1	17
Screening	1	3	1	1	4	4	3			3		2	22
Screening - Inconsistency	1	1											2
Screening - Procedures/Process		2	1	1	3	4	3			3		2	19
Screening - Security Breach					1								1
<b>2020</b>	<b>18</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>3</b>	<b>7</b>		<b>4</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>73</b>
Civil Rights	2	1	1	1	1						2		8
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrin	1					1							2
Civil Rights - Sex/Gender/Gender Ident	1	1		1							2		5
Customer Service	2		2			1				1			6
Customer Service - Others			2										2
Customer Service - TSO	2					1				1			4
Locks	2	1	1									1	5
Locks - General	1												1
Locks - Missing or Damaged Lock	1	1	1									1	4
Mishandling of Passenger Property	6	2	1	3		1				1	2	1	17
Mishandling of Passenger Property - D	5	2	1	3		1				1	2	1	16
Mishandling of Passenger Property - D	1												1
Patdown	2		1					1					4
Patdown - Flyer	1		1					1					3
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		2				1							3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diapers/Garments	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amput	1												1
Property - Special Handling	2	2	1	3		2		1	2		1	1	15
Property - Special Handling - Damaged Items - Checked			1	2		1		1			1		6
Property - Special Handling - Missing I	2	2		1		1			2			1	9
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	2	2	1	1	2	2		2		1	1		14
Screening - Inconsistency											1		1
Screening - Procedures/Process	2	1	1	1	2	2		2		1			12
Screening - Security Breach				1									1
<b>2021</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>8</b>				<b>34</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1	1			1					1			4
Customer Service - TSO	1	1			1					1			4
Expedited Passenger Screening Program				1		1	2	1	5				10
Expedited Passenger Screening Program - TSA Application Program						1				1			2
Expedited Passenger Screening Program - TSA PreCheck				1			2	1	4				8
Mishandling of Passenger Property	1	3	1			1	1			1			8
Mishandling of Passenger Property - D	1	2	1			1	1			1			7
Mishandling of Passenger Property - Disarrayed It		1											1
Persons w/ Disabilities (PWD)				1	2				2				5
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1		2									3
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Lighters/Matches									1				1
Property - Special Handling		1				1	2		1				5
Property - Special Handling - Damaged Items - Carry-On					1				1				2
Property - Special Handling - Damaged Items - Checked							2						2
Property - Special Handling - Missing Items - Chec		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALO		2		3				1		5	3	2	16
2018				1						4		1	6
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling				1								1	2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked											1		1
Screening										3			3
Screening - Procedures/Process										2			2
Screening - Security Breach										1			1
2019		1						1		1	2	1	6
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Mi:		1											1
Patdown								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening									1	1	1	1	3
Screening - Crew Member or Airline Employee									1				1
Screening - Procedures/Process									1	1		1	2
2020		1		2								1	4
Mishandling of Passenger Property		1										1	2
Mishandling of Passenger Property - Damaged/Mi:		1									1		2
Property - Special Handling				2									2
Property - Special Handling - Missing Items - Checked				2									2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ALS</b>	<b>1</b>					<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>5</b>
<b>2018</b>										<b>1</b>			<b>1</b>
Customer Service										<b>1</b>			<b>1</b>
Customer Service - TSO										<b>1</b>			<b>1</b>
<b>2019</b>							<b>1</b>					<b>1</b>	<b>2</b>
Customer Service											<b>1</b>		<b>1</b>
Customer Service - TSO											<b>1</b>		<b>1</b>
Screening								<b>1</b>					<b>1</b>
Screening - Procedures/Process								<b>1</b>					<b>1</b>
<b>2020</b>	<b>1</b>												<b>1</b>
Property - Special Handling	<b>1</b>												<b>1</b>
Property - Special Handling - Missing Items	<b>1</b>												<b>1</b>
<b>2021</b>								<b>1</b>					<b>1</b>
Property - Special Handling								<b>1</b>					<b>1</b>
Property - Special Handling - Missing Items - Checked								<b>1</b>					<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ALW</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>44</b>
<b>2018</b>													
Mishandling of Passenger Property					1	3		1		1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1				1				1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						3					1		4
Property - Special Handling					1	2					1		4
Property - Special Handling - Damaged Items - Checked						1						1	1
Property - Special Handling - Missing Items - Checked					1	1					1		3
Screening								1		1	1		3
Screening - Procedures/Process								1			1		2
Screening - Security Breach										1			1
<b>2019</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>				<b>2</b>	<b>4</b>		<b>17</b>
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Mishandling of Passenger Property		1		2			1			1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1								1	
Mishandling of Passenger Property - Damaged/Mis		1		1						1		3	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Property - Special Handling		1				1	1						3
Property - Special Handling - Missing Items - Chec		1				1	1						3
Screening			1				1				3		5
Screening - Procedures/Process			1				1				3		5
<b>2020</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>1</b>				<b>1</b>			<b>6</b>
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1	1	1							1			4
Mishandling of Passenger Property - D	1									1			2
Mishandling of Passenger Property - Disarrayed It	1	1											2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
<b>2021</b>	<b>1</b>	<b>1</b>				<b>2</b>				<b>3</b>			<b>7</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening		1					1			1			3
Screening - Procedures/Process		1					1						2
Screening - Retrieving Abandoned/Confiscated Items										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AMA</b>	4	3	5	2	7	4	6	7	7	4	5	4	58
<b>2018</b>					1	3	3	4	4	1	3	2	21
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Customer Service					1	2		2	1				6
Customer Service - Others					1				1				2
Customer Service - TSO						2		2					4
Mishandling of Passenger Property							1		1		2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1		2		4
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling					1	1							2
Property - Special Handling - Missing Items - Checked					1	1							2
Screening							1	2	1		1	1	6
Screening - Procedures/Process							1	2	1		1	1	5
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2019</b>	1	2	1	1	3		2	1	2	2	1	2	18
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service									1				1
Customer Service - TSO									1				1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1					1		1	1	1	1	1	7
Mishandling of Passenger Property - D	1					1		1	1	1	1	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown			1					1					2
Patdown - Flyer			1					1					2
Property - Special Handling		1				1	1				1		4
Property - Special Handling - Missing Items - Chec		1				1	1				1		4
Screening							1				1		2
Screening - Procedures/Process							1				1		2
<b>2020</b>	2	1	2	1	1			2		1	1		11
Civil Rights								1			1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1			1		1
Civil Rights - Transgender Screening			1								1		1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items-			1										1
Patdown					1				1				2
Patdown - Flyer					1				1				2
Property - Special Handling		1									1		2
Property - Special Handling - Missing Items - Chec		1									1		2
Screening		1				1		1					3
Screening - Procedures/Process		1				1		1					3
<b>2021</b>	1		2		2	1	1			1			8
Customer Service						2							2
Customer Service - TSO						2							2
Expedited Passenger Screening Program							1	1					2
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Beauty & Grooming Items										1			1
Property - Special Handling		1			1								2
Property - Special Handling - Damaged		1			1								2
Screening					1								1
Screening - Procedures/Process					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ANC</b>	<b>44</b>	<b>29</b>	<b>40</b>	<b>47</b>	<b>45</b>	<b>42</b>	<b>37</b>	<b>51</b>	<b>74</b>	<b>72</b>	<b>86</b>	<b>52</b>	<b>619</b>
<b>2018</b>													
Civil Rights					13	8	10	15	20	26	22	39	1568
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service					2		1		5	4	6	2	20
Customer Service - TSO					2		1		5	4	6	2	20
Locks						1			3	2	1	1	8
Locks - Missing or Damaged Lock						1			3	2	1	1	8
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property					6	4	2	6	5	5	10	19	64
Mishandling of Passenger Property - Damaged/Missing Items--Checked It					3	4	2	5	5	5	9	15	52
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec					3		1		1	1	4	3	12
Patdown					1	1	2		2	1	1	3	12
Patdown - Flyer					1	1	2		2	1	1	2	11
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)						2		1	3			2	8
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Persons w/ Disabilities (PWD) - Wounded Warrior					1								1
Property - Special Handling					1		3	4	6	5	2	4	328
Property - Special Handling - Damaged Items - Carry-On											1	1	1
Property - Special Handling - Damaged Items - Checked					1		2	3		1	2		10
Property - Special Handling - Missing Items - Carry-On						1		1	1	1		1	4
Property - Special Handling - Missing Items - Checked						1	2	2	4	1	1	2	13
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening					2		3	3	4	6	3	4	25
Screening - Inconsistency									1			1	2
Screening - Lengthy Lines					1		2	1	2				8
Screening - Procedures/Process					1	1	1	2	3	3	3	3	14
Screening - 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>15</b>	<b>9</b>	<b>18</b>	<b>31</b>	<b>35</b>	<b>32</b>	<b>27</b>	<b>230</b>
Civil Rights	3		2		2						1	1	9
Civil Rights - Age											1		1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination	1		1									1	3
Civil Rights - Sex/Gender/Gender Identity	1		1		2								4
Customer Service	2		1	1	1		1		2	6	3	4	23
Customer Service - TSO	2		1	1	1		1		2	6	3	4	23
Locks	1					1	2			1	1	1	8
Locks - Missing or Damaged Lock	1					1	2			1	1	1	8
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	4	5	3	6	3	4	2	6	7	10	14	6	70
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1	1	1	4
Mishandling of Passenger Property - D	4	4	3	6	2	4	2	6	3	9	10	4	57
Mishandling of Passenger Property - Disarrayed It	1				1				3		3	1	9
Patdown		1	1	1		3	1			3	1		11
Patdown - Children										1			1
Patdown - Flyer	1	1				3	1			2	1		9
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	2		2		1	2			3	2		1	13
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Diabetes			1						2				3
Persons w/ Disabilities (PWD) - Gener	1												1
Persons w/ Disabilities (PWD) - Medic	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Ca			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	4	3	3	3	2	2	6	7	12	10	8	11	71
Property - Special Handling - Damaged Items - Carry-On					1			1	2	1		1	6
Property - Special Handling - Damaged I	1		2	1	2	1	3	2	2	4	5	3	26
Property - Special Handling - Missing I	1						1	1	1	1	1	2	7
Property - Special Handling - Missing I	2	3	1	1		1	3	3	7	4	2	5	32
Screening	2	1	1	1		1		3	2	5	3	5	24
Screening - Inconsistency					1					1			2
Screening - Lengthy Lines	1									2		1	4
Screening - Procedures/Process	1		1			1		3	1	2	2	4	15
Screening - Security Breach									1		1		2
Screening - Shoe Screening					1								1
<b>2020</b>	<b>19</b>	<b>16</b>	<b>21</b>	<b>16</b>	<b>20</b>	<b>10</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>15</b>	<b>15</b>	<b>10</b>	<b>153</b>
Civil Rights	1		1							2			4
Civil Rights - Racial Profiling or Discrimination				1						1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	3	1	2	4	3	1				1	1	1	17
Customer Service - TSO	3	1	2	4	3	1				1	1	1	17
Locks	2	2	1	2		2	1			1		2	13
Locks - Missing or Damaged Lock	2	2	1	2		2	1			1		2	13
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	3	2	6	2	8			2	2	4	4	2	35
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	1	
Mishandling of Passenger Property - D	2	1	6	2	6			2	2	4	3	1	29
Mishandling of Passenger Property - Damaged/Mi:	1												1
Mishandling of Passenger Property - D	1				2						1		4
Patdown	1	1	1	1									3
Patdown - Flyer	1	1	1	1									3
Persons w/ Disabilities (PWD)		1	1		2	1					2		7
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Ostomy/Ostomate	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling	7	5	5	6	3	3		2	4	3	8	3	49
Property - Special Handling - Damaged Items - Carry-On					1					1			2
Property - Special Handling - Damaged	3	2	1	4	1	2			1		5	2	21
Property - Special Handling - Missing I	2		2	1					1		1		7
Property - Special Handling - Missing I	2	3	2	1	1	1		2	2	2	2	1	19
Screening	2	3	5	1	4	3			4			2	24
Screening - Lengthy Lines		1	1	1									3
Screening - Procedures/Process	2	2	3		4	3			4			2	20
Screening - Security Breach			1										1
<b>2021</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>12</b>	<b>9</b>	<b>11</b>				<b>68</b>
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service	1	1	5	2	1	1	1		3				15
Customer Service - TCC				1	1								2
Customer Service - TSO	1	1	4	1	1	1	1		3				13
Expedited Passenger Screening Program					1	1	3	3	3				11
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1		3	3	3				10
Identification (ID) Requirements							1						2
Identification (ID) Requirements - Domestic						1		1					2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	4				1	2	1						8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - D	4					2							6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)		1	1					1	2				5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /M		1											1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Property - Special Handling	2	1		2	1			2	3	3			14
Property - Special Handling - Damaged Items - Carry-On								2					2
Property - Special Handling - Damaged	1	1		2	1			2	1				8
Property - Special Handling - Missing I	1							2	1				4
Screening		1			1	1	3	1	1				8
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency										1			1
Screening - Lengthy Lines								2					2
Screening - Procedures/Process		1			1	1	1						4

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

Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AOO</b>												1		1
<b>2020</b>												1		1
Mishandling of Passenger Property												1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1		1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>APN</b>	1	2	1			1	1			2	1	1	<b>10</b>
<b>2018</b>						1						1	<b>2</b>
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Screening							1						1
Screening - Lengthy Lines							1						1
<b>2019</b>	<b>1</b>	<b>1</b>								<b>2</b>			<b>4</b>
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed It		1											1
Property - Special Handling	1									1			2
Property - Special Handling - Damaged	1									1			2
<b>2020</b>			<b>1</b>									<b>1</b>	<b>2</b>
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
<b>2021</b>		<b>1</b>						<b>1</b>					<b>2</b>
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Mi:		1											1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ART</b>	1	4	3	2	2	4			1	2	3	1	23
<b>2018</b>										1	2		3
Mishandling of Passenger Property											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
<b>2019</b>	3	1	1		2				1	1	1	1	10
Locks					1				1	1			2
Locks - Missing or Damaged Lock					1				1	1			2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-		1											1
Property - Special Handling	2		1			1							4
Property - Special Handling - Missing Items - Chec	2		1			1							4
Screening	1									1	1		3
Screening - Procedures/Process										1	1		2
Screening - Security Breach	1												1
<b>2020</b>	1			1	2								4
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property			1	2									3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			2										2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec		1											1
<b>2021</b>	1	2			2				1				6
Mishandling of Passenger Property	1	2							1				4
Mishandling of Passenger Property - Damaged/Missing Items-	1								1				2
Mishandling of Passenger Property - Disarrayed It	1	1											2
Screening					2								2
Screening - Procedures/Process					2								2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ASE</b>	3	3	3	5	6	7	3		6	2	1	1	40
<b>2018</b>				3	2	1	1		1	1			9
Customer Service				1	1								2
Customer Service - Others					1								1
Customer Service - TSO				1									1
Locks					1					1			2
Locks - Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening				1									1
Screening - Lengthy Lines				1									1
<b>2019</b>	2	1			1	3			3	1			11
Customer Service					1								1
Customer Service - TSO						1							1
Mishandling of Passenger Property	2					1			2	1			6
Mishandling of Passenger Property - D	2					1			2	1			6
Patdown					1					1			2
Patdown - Flyer					1					1			2
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening		1											1
Screening - Procedures/Process		1											1
<b>2020</b>	1		2	1	3				1		1	1	10
Civil Rights											1		1
Civil Rights - National Origin											1		1
Customer Service				1									1
Customer Service - TSO				1									1
Locks					2								2
Locks - General					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1						1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1						1		2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast (			1										1
Property - Special Handling	1								1				2
Property - Special Handling - Missing I	1								1				2
<b>2021</b>	2	1	1			3	2		1				10
Civil Rights						2	1						3
Civil Rights - Perceived Religion							1						1
Civil Rights - Transgender Screening						2							2
Customer Service	1		1										2
Customer Service - TCC	1												1
Customer Service - TSO			1										1
Expedited Passenger Screening Program						1				1			2
Expedited Passenger Screening Program - TSA PreCheck						1				1			2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Mi:	1												1
Patdown	1												1
Patdown - Non-Flyer	1												1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATL	375	356	398	527	506	526	440	579	573	388	415	335	5,418
2018				204	186	200	201	231	204	175	195	131	1,727
Civil Rights				5	4	5	10	5	10	7	6	3	55
Civil Rights - Age				1	1			1	1				4
Civil Rights - Constitutional Rights													1
Civil Rights - Hair Patdowns													1
Civil Rights - National Origin				1				1					3
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination				4	1	3	9	2	7	7	3		36
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1					3	5
Civil Rights - Sexual Orientation - Not Transgender						1			1		1		3
Civil Rights - Transgender Screening											1		1
Customer Service				57	53	53	45	59	49	41	45	28	430
Customer Service - Others				4	3	6	3	4	4	4	1		29
Customer Service - TSO				53	50	47	42	55	45	37	44	28	401
Identification (ID) Requirements				2									2
Identification (ID) Requirements - Domestic				2									2
Locks				11	4	8	17	8	8	3	7	12	78
Locks - Missing or Damaged Lock				11	4	8	17	8	8	3	7	12	78
Lost and Found				2	3	3	3	1	4	2	3	3	24
Lost and Found - Airport/TSA				2	3	3	3	1	4	2	3	3	24
Mishandling of Passenger Property				54	42	46	48	57	46	46	66	27	432
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				5	2	1	4	4	2	4	4		26
Mishandling of Passenger Property - Damaged/Missing Items--Checked				45	35	37	39	50	35	41	57	25	364
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified				1			2	1	2		1		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				3	5	8	3	2	7	1	4	2	35
Patdown				5	4	4	5	7	7	4	6	1	43
Patdown - Flyer				4	4	4	4	7	7	4	6		40
Patdown - Flyer as Observer				1								1	2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				5	15	8	6	7	8	7	7	3	66
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1				1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes				1	2	1	1						5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				2									2
Persons w/ Disabilities (PWD) - General						1	1		1		1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				1	1	1		2	2	2	3		12
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1			1	1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				2	3	1	1	1	3	1			12
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts				1				1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals				1	1								2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2	1								3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2	1	2	1	1	3	1	1	13
Property - Special Handling				31	27	27	33	37	33	36	33	39	296
Property - Special Handling - Damaged Items - Carry-On				6	2	4	3	3	3	5	4	1	31
Property - Special Handling - Damaged Items - Checked				7	3	7	5	9	11	6	8	8	64
Property - Special Handling - Missing Items - Carry-On				6	7	10	7	6	9	10	6	13	74
Property - Special Handling - Missing Items - Checked				12	15	6	18	19	10	15	15	17	127
Request for Assistance				2		1		1		1	2		6
Request for Assistance - Other				1		1		1		1	2		5
Request for Assistance - Wounded Warrior (MSIJSOC)				1									1
Screening				32	32	46	33	50	38	29	20	15	295
Screening - Inconsistency				1	2	1	3	1	2	3	2		15
Screening - Lengthy Lines				15	20	19	17	15	8	10	4		108
Screening - Procedures/Process				17	11	25	15	30	29	15	12	13	167
Screening - Retrieving Abandoned/Confiscated Items							2						2
Screening - Security Breach									2	1			3
2019	157	147	162	123	114	158	141	195	173	161	154	154	1,839
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) -	1												1
Civil Rights	9	6	4	3	2	2	6	11	7	1	3	7	61
Civil Rights - Age	1		1										2
Civil Rights - National Origin	1		1		1							2	6
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination	3	6	1	3	1	1	5	8	3	1	3	3	38
Civil Rights - Screening of Religious Cultural and Ceremonial Items									2				2
Civil Rights - Sex/Gender/Gender Identity	4		1		1		2		2		1	1	11
Civil Rights - Sexual Orientation - Not Transgender											1		1
Customer Service	40	37	25	25	26	42	43	48	55	45	24	54	464
Customer Service - Others	2				1	2	2	4	4	3	2		20
Customer Service - TSO	38	37	25	25	25	40	41	44	51	42	24	52	444
Locks	10	9	11	8	8	13	6	9	12	7	12	11	116
Locks - General	1										1		2
Locks - Missing or Damaged Lock	9	9	11	8	8	13	6	9	12	6	12	11	114
Lost and Found	2				3	2	4	2		4	1	2	20
Lost and Found - Airport/TSA	2				3	2	4	2		4	1	2	20
Mishandling of Passenger Property	31	31	37	34	25	35	28	33	26	40	33	35	388
Mishandling of Passenger Property - Domestic	5	3	4	2	4	1	1	1	1	1	5	2	28
Mishandling of Passenger Property - Domestic - Checked	22	29	29	27	21	29	20	23	22	35	25	29	311

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Unspecifie				1	1			1					3
Mishandling of Passenger Property - D	4	2	5	2	3	4	4	8	3	4	3	4	46
Patdown	1	2	2	1	3	4	1	3	2	1	1	2	23
Patdown - Flyer	1	2	2	1	2	4		3	1	1	1	2	20
Patdown - Flyer as Observer							1		1				2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	3	6	13	7	6	8	5	13	13	6	7	6	93
Persons w/ Disabilities (PWD) - Assistive Technolo	1												1
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1						2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									2				2
Persons w/ Disabilities (PWD) - Diabetes	1	2					1				1	1	6
Persons w/ Disabilities (PWD) - General					1			3		1	1		6
Persons w/ Disabilities (PWD) - Hearing Impairment	1	1	1			1			1		1		6
Persons w/ Disabilities (PWD) - Intern	1								2		1		4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1	1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medicat	4	1	1	2			2	1			1	1	13
Persons w/ Disabilities (PWD) - Metal Implants (joint)	2	2	1	1				1		1	1		8
Persons w/ Disabilities (PWD) - Mobility Disability	1	4	1		2	2	3	3	3	3	2		21
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Servic	1	2		1									4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Visual Impairment							2						2
Persons w/ Disabilities (PWD) - Wheel	1	1			1			2	3			2	10
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Property - Special Handling	41	32	48	33	24	33	31	40	27	37	34	23	403
Property - Special Handling - Damaged	3	5	2	3	3	3	4	5	2	4	6	3	43
Property - Special Handling - Damaged	11	6	11	8	8	6	6	12	4	6	12	4	94
Property - Special Handling - Missing I	7	6	10	5	4	11	5	6	5	8	7	7	81
Property - Special Handling - Missing I	20	15	25	17	9	13	16	17	16	19	9	9	185
Request for Assistance									1			1	2
Request for Assistance - Other									1			1	2
Screening	19	24	22	12	17	19	17	36	29	20	39	13	267
Screening - Inconsistency	4	3	2	1	1	2				1	1		15
Screening - Lengthy Lines	6	6	2	1	3	3	5	13	12	7	9	2	69
Screening - Procedures/Process	7	13	18	9	12	12	11	21	16	11	28	11	169
Screening - Retrieving Abandoned/Cor	2			1		1	1	1	1	1			7
Screening - Security Breach		2			1	1	1	1			1		7
<b>2020</b>	<b>144</b>	<b>136</b>	<b>187</b>	<b>142</b>	<b>145</b>	<b>94</b>	<b>22</b>	<b>34</b>	<b>46</b>	<b>52</b>	<b>66</b>	<b>50</b>	<b>1,118</b>
Civil Rights	3	2	6	6	8	3	1	1	1		3	1	35
Civil Rights - Age					1		1						2
Civil Rights - Hair Patdowns													1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrin	2	1	4	5	4	3							22
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Ident	1	1				2		1			1	1	7
Civil Rights - Transgender Screening			1										1
Customer Service	33	44	50	40	45	18	3	9	14	17	11	13	297
Customer Service - Others	2	4	3	2	3	2			1	2			19
Customer Service - TSO	31	40	47	38	42	16	3	9	13	15	11	13	278
Locks	8	6	4	9	5	5					2	1	40
Locks - General						1							1
Locks - Missing or Damaged Lock	8	6	4	9	4	5					2	1	39
Lost and Found	3	2	3	2	2	1	1		1		1		14
Lost and Found - Airport/TSA	3	2	3	2	1	1	1		1		1		14
Mishandling of Passenger Property	43	25	52	26	30	13	1	6	9	7	8	8	228
Mishandling of Passenger Property - D	5	2	3	1	1					2		2	16
Mishandling of Passenger Property - D	31	20	41	24	26	13	1	5	8	4	8	6	187
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1	1					2
Mishandling of Passenger Property - D	7	3	8	1	3			1					23
Patdown	4				3	3	1	1			1	2	15
Patdown - Flyer	4				2	3	1	1			1	2	14
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	8	7	8	3	6	6	1		2	2	2	3	48
Persons w/ Disabilities (PWD) - Cognitive /Develo	1	2											3
Persons w/ Disabilities (PWD) - Diabetes			1								1		2
Persons w/ Disabilities (PWD) - Gener	1					1							2
Persons w/ Disabilities (PWD) - Hearing Impairment		1			1					1			3
Persons w/ Disabilities (PWD) - Medically Necess	1	1	1	2	2						1	1	9
Persons w/ Disabilities (PWD) - Metal	1									1			2
Persons w/ Disabilities (PWD) - Mobility	2		2	1		1				1		1	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prostheti	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1	1						2
Persons w/ Disabilities (PWD) - Service Animals		1	1			1							3
Persons w/ Disabilities (PWD) - Touch	2											1	3
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheel	1	4				1			1				7
Property - Special Handling	31	34	35	33	26	19	8	11	13	18	23	15	266
Property - Special Handling - Damaged	2	1	4	2	2	1	1	1	1		1	2	18
Property - Special Handling - Damaged	9	10	10	3	8	5	2	4	1	7	4	1	64
Property - Special Handling - Missing I	5	7	11	9	6	5	1	3	1	4	6	3	61

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	15	16	10	19	10	8	4	3	10	7	12	9	123
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	13	15	30	19	20	28	6	7	6	7	14	9	174
Screening - Crew Member or Airline Employee				1	1				1				4
Screening - Inconsistency		2	1		1	2				1	2		9
Screening - Lengthy Lines	1	4	4	5	8	1	2	1		1	1		27
Screening - Procedures/Process	12	9	24	10	9	24	3	6	4	5	12	9	127
Screening - Retrieving Abandoned/Confiscated Items			1						1				2
Screening - Security Breach				3	1	1							5
<b>2021</b>	<b>74</b>	<b>73</b>	<b>49</b>	<b>58</b>	<b>61</b>	<b>74</b>	<b>76</b>	<b>119</b>	<b>150</b>				<b>734</b>
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline										1	4		5
Airline - Policy/Regulations/Service										1	4		5
Civil Rights	3	4	1			4	3	4	6	3			28
Civil Rights - Civil Rights Violation (TSA Employee)			1				1						2
Civil Rights - Constitutional Rights		1											1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination	3	1			3	1	2	5	2				17
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	2					1	1		1				5
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening						1							1
Claims				1			1	1	1				4
Claims - General			1				1	1					3
Claims - Status									1				1
Customer Service	22	33	24	22	24	21	14	25	40				225
Customer Service - CSM		1			1								2
Customer Service - Others		1	2		1	1			1				6
Customer Service - TCC			1										1
Customer Service - TSO	22	31	21	21	23	20	14	25	39				216
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program	1	4	5	7	11	26	41	50					145
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program		1				3	5	2					11
Expedited Passenger Screening Program - TSA PI	1	4	4	7	10	22	36	48					132
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Hazardous Materials Safety				1		1							2
Hazardous Materials Safety - General				1		1							2
Identification (ID) Requirements							2	1	1				4
Identification (ID) Requirements - Domestic							1	1					2
Identification (ID) Requirements - International Travel							1		1				2
Locks	4	2		1	5		1	1					14
Locks - Missing or Damaged Lock	4	2		1	5		1	1					14
Lost and Found	1						1	2	2				6
Lost and Found - Airport/TSA	1						1	2	2				6
Mishandling of Passenger Property	4	10	9	6	7	3	6	6	8				59
Mishandling of Passenger Property - Domestic	1	2	4			1	1	2	1				12
Mishandling of Passenger Property - International	2	8	5	6	7	2	4	3	7				44
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Dangerous Goods	1							1					2
No Jurisdiction				2	2	1	1	2	2				10
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP				1	1	1	1	2	2				7
No Jurisdiction - Refer to Other				2									2
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown				2			1			1			4
Patdown - Flyer				2			1	1		1			4
Persons w/ Disabilities (PWD)	1	2		3		2	2	1	4				15
Persons w/ Disabilities (PWD) - Breast	1												1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary	1							1	1				3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1		1				2
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1			1								2
Prohibited & Permitted Items				2	3	1		2		1			9
Prohibited & Permitted Items - Alcohol and Tobacco							2						2
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages		2	1	1									4
Prohibited & Permitted Items - General				2									2
Property - Special Handling	23	12	3	5	4	16	6	14	21				104
Property - Special Handling - Damaged	3					2		1	2				8
Property - Special Handling - Damaged	4	4	1	2		6		2	8				27
Property - Special Handling - Missing Item	5	5		1	3	4	3	6	5				32
Property - Special Handling - Missing Item	11	3	2	2	1	4	3	5	6				37
Screening	16	9	5	7	6	15	9	18	12				97
Screening - Children						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency				3		1	1	1	2				8
Screening - Lengthy Lines	1	1			1		2	6	3				14
Screening - Procedures/Process	13	8	4	4	5	11	6	10	7				68
Screening - Retrieving Abandoned/Cor	2					2		1					5
Screening - Shoe Screening				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATW	8	1	5	4	6	4	2	2	2	4	4	2	44
2018				1		2			1	2	3		9
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property									1	1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening						1							1
Screening - Procedures/Process						1							1
2019	4	1	2	1	2			2		1		2	15
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2					1		1		1		2	7
Mishandling of Passenger Property - D	1					1				1		2	5
Mishandling of Passenger Property - D	1							1					2
Property - Special Handling		1	1			1		1					4
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked	1	1						1					3
Screening	1			1									3
Screening - Inconsistency					1								1
Screening - Procedures/Process	1				1								2
2020	3		2	2	1	1		1		1		1	12
Civil Rights	1		1										2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Ident	1												1
Customer Service							1						1
Customer Service - TSO							1						1
Locks	1									1			2
Locks - Missing or Damaged Lock	1									1			2
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Damaged/Missing Items-	1									1			2
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling				1	1								2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1			1									2
Screening - Procedures/Process	1			1									2
2021	1		1		3	1		1	1				8
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items-	1												1
Property - Special Handling	1					1							2
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing I	1												1
Screening					1	1				1			3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process						1				1			2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ATY</b>	<b>2</b>	<b>2</b>							<b>2</b>	<b>2</b>			<b>8</b>
<b>2018</b>									<b>1</b>	<b>2</b>			<b>3</b>
Mishandling of Passenger Property									<b>1</b>	<b>1</b>			<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										<b>1</b>			<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									<b>1</b>				<b>1</b>
Screening										<b>1</b>			<b>1</b>
Screening - Procedures/Process										<b>1</b>			<b>1</b>
<b>2019</b>		<b>2</b>											<b>2</b>
Mishandling of Passenger Property		<b>1</b>											<b>1</b>
Mishandling of Passenger Property - Damaged/Mi:		<b>1</b>											<b>1</b>
Screening		<b>1</b>											<b>1</b>
Screening - Procedures/Process		<b>1</b>											<b>1</b>
<b>2020</b>		<b>2</b>											<b>2</b>
Civil Rights		<b>1</b>											<b>1</b>
Civil Rights - Racial Profiling or Discrin		<b>1</b>											<b>1</b>
Customer Service		<b>1</b>											<b>1</b>
Customer Service - TSO		<b>1</b>											<b>1</b>
<b>2021</b>									<b>1</b>				<b>1</b>
Customer Service									<b>1</b>				<b>1</b>
Customer Service - TSO									<b>1</b>				<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AUG</b>							1	4	1	2			8
<b>2018</b>											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
<b>2019</b>							1			1			2
Customer Service							1						1
Customer Service - TSO							1						1
Screening										1			1
Screening - Lengthy Lines										1			1
<b>2021</b>							1	3		1			5
Customer Service							1	2					3
Customer Service - TSO							1	2					3
Expedited Passenger Screening Program								1		1			2
Expedited Passenger Screening Program - TSA PreCheck								1		1			2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUS	81	79	86	97	99	115	120	123	136	115	86	72	1,209
2018				23	30	47	52	52	47	61	41	25	378
Civil Rights				1		1	2		2	4	3	4	17
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns						1	1						2
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination							1			3	2	1	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1	2	4
Civil Rights - Transgender Screening									1				1
Customer Service				2	8	10	8	9	11	13	6	3	70
Customer Service - Others										2			2
Customer Service - TSO				2	8	10	8	9	11	11	6	3	68
Locks				1	2	3	1	3	1	1	1	3	16
Locks - General					1								1
Locks - Missing or Damaged Lock				1	1	3	1	3	1	1	1	3	15
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				7	7	15	13	13	13	14	8	6	96
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						3	4	2	1				10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage				7	6	14	8	8	8	9	7	5	72
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Luggage						1	1	1	3	3	1	1	12
Patdown							5	3	1	4	3	1	17
Patdown - Flyer							5	3	1	4	2	1	16
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				4	3	3	2	4	7	4	6		33
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1								1	
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General									1	1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				1				1	1	1	1		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)									2				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				2				1	2	1	3		9
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	1			1					3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1			1	1		5
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling				3	5	8	5	9	3	11	5	4	53
Property - Special Handling - Damaged Items - Carry-On				1		1	1	1	1	2	1	1	9
Property - Special Handling - Damaged Items - Checked					3	3	1	3		1	3	1	15
Property - Special Handling - Missing Items - Carry-On				1	2	1	2	2	1	1	1		11
Property - Special Handling - Missing Items - Checked				1		3	1	3	1	7		2	18
Screening				5	5	7	16	11	8	10	9	4	75
Screening - Inconsistency							1						3
Screening - Lengthy Lines						2	6	3	1	4	1	1	18
Screening - Procedures/Process				4	3	7	9	8	4	6	6	2	49
Screening - Retrieving Abandoned/Confiscated Items				1					1				2
Screening - Security Breach										2	1		3
2019	39	33	36	26	28	35	37	34	37	37	33	29	404
Civil Rights	1	1	1	1	1			1	2	2	3	2	15
Civil Rights - Hair Patdowns			1					1				1	3
Civil Rights - Racial Profiling or Discrimination				1	1						1	1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1							1	2	2		6
Civil Rights - Transgender Screening		1							1				2
Customer Service	5	8	4	4	9	7	7	7	5	4	7	4	71
Customer Service - Others											1		1
Customer Service - TSO	5	8	4	4	9	7	7	7	5	4	6	4	70
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks				1	1	3		2	3	4	1	3	23
Locks - Missing or Damaged Lock				1	1	3		2	3	4	1	3	23
Mishandling of Passenger Property	9	4	12	7	3	8	12	10	11	11	7	5	99
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1		1			2				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	6	2	9	4	2	6	11	8	7	8	6	3	72
Mishandling of Passenger Property - Unspecified Luggage	3	2	3	2	1	1	1	2	2	3	1	2	23
Patdown	2	2		1	1	4	2	2	1	2	3	1	21
Patdown - Flyer	2	2		1	1	4	2	1	1	2	3	1	20
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	4	2	5	2		2	3	3	2	3	3	4	33
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1		1		2	
Persons w/ Disabilities (PWD) - Diabetes								1				1	3
Persons w/ Disabilities (PWD) - General		1		1					1				2
Persons w/ Disabilities (PWD) - Internal Health Condition	2							1				2	6
Persons w/ Disabilities (PWD) - Medical Devices	1	1	1					1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability	1		2	1						1	1		6
Persons w/ Disabilities (PWD) - Service Animals		1								1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1			2	2					1		6
Property - Special Handling	9	10	7	5	7	6	7	7	8	10	7	7	90

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items	2	2			1		1			3	1	2	12
Property - Special Handling - Damaged Items - Carry-On	2	3	2	1	3	4	2	1	1	1	2	4	26
Property - Special Handling - Missing Items - Carr	2	3	2	1			1	2	3	2			14
Property - Special Handling - Missing Items	5	3	2	3	3	2	3	4	4	4	4	1	38
Screening	9	5	6	3	6	6	4	1	4	4		3	51
Screening - Inconsistency	3					1							4
Screening - Lengthy Lines	3				1			1	1				6
Screening - Procedures/Process	3	5	6	3	5	4	3		3	3		3	38
Screening - Retrieving Abandoned/Confiscated Items						1				1			2
Screening - Security Breach							1						1
<b>2020</b>	<b>31</b>	<b>35</b>	<b>32</b>	<b>35</b>	<b>33</b>	<b>18</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>17</b>	<b>12</b>	<b>18</b>	<b>251</b>
Civil Rights	1	1	1	1	2	1		1		1	1	1	11
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination	1				1	1				1	1	1	6
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening			1										1
Customer Service	7	6	5	2	3				2		2	3	30
Customer Service - Others				1	1								2
Customer Service - TSO	7	6	5	1	2				2		2	3	28
Locks	2	1	2	3	1					1	1		11
Locks - Missing or Damaged Lock	2	1	2	3	1					1	1		11
Mishandling of Passenger Property	5	7	9	10	8	7	3	3	3	9	4	6	74
Mishandling of Passenger Property - Damaged/Missing Items	1	1	2			1	1			2			8
Mishandling of Passenger Property - Damaged/Missing Items - Carr	5	5	7	9	4	5	2	2	2	7	3	5	56
Mishandling of Passenger Property - Disarrayed It	2	1		2	2			1		1	1	1	10
Patdown	3	2	1	3	1								11
Patdown - Flyer	3	2	1	3	1								11
Persons w/ Disabilities (PWD)	5	1			3	1							10
Persons w/ Disabilities (PWD) - Cognitive /Developmental	1												1
Persons w/ Disabilities (PWD) - Diabetes	2				1								3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli					1								1
Persons w/ Disabilities (PWD) - Mobility Disability	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo	1	1				1							3
Property - Special Handling	9	9	5	11	6	8	2	1	3	5	4	5	68
Property - Special Handling - Damaged Items - Carry-On	1	2		1	1			1					6
Property - Special Handling - Damaged Items	4	5		5	1	4	1	1					24
Property - Special Handling - Missing Items	1	1		1	2						1	1	7
Property - Special Handling - Missing Items - Carr	4	3	4	3	2	3	1		2	2	3	4	31
Screening	4	4	8	5	9	1	1		1	1		2	36
Screening - Inconsistency										1			1
Screening - Lengthy Lines			2		1					1			4
Screening - Procedures/Process	4	4	6	5	8	1	1					2	31
<b>2021</b>	<b>11</b>	<b>11</b>	<b>18</b>	<b>13</b>	<b>8</b>	<b>15</b>	<b>25</b>	<b>32</b>	<b>43</b>				<b>176</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights			1		1			2	1				5
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination			1		1			1	1				4
Claims							1						1
Claims - Status							1						1
Customer Service	2	6	4	4	4	4	7	5	3				35
Customer Service - TCC				1									1
Customer Service - TSO	2	6	4	3	4	7	5	3					34
Duplicate E-mail						1							1
Duplicate E-mail - General						1							1
Expedited Passenger Screening Program			1	3	1	4	7	15	21				52
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program						1	2	3	1				7
Expedited Passenger Screening Program - TSA PreCheck	1	3	1	3	5	11	20						44
Human Capital								1					1
Human Capital - Prospective Employment with TSA								1					1
Locks	2					1				1			4
Locks - Missing or Damaged Lock	2					1				1			4
Lost and Found			2						1				3
Lost and Found - Airport/TSA			2					1					3
Mishandling of Passenger Property	2	3	4	1	1			3					14
Mishandling of Passenger Property - Damaged/Mis	1	1	1										3
Mishandling of Passenger Property - Damaged/Mis	1	3		1			1						6
Mishandling of Passenger Property - Damaged/Mis	2	1				2							5
Persons w/ Disabilities (PWD)	1			1		1		1	1				5
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Prosthetics/Amputi	1		1										2
Prohibited & Permitted Items			1							1			2
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling	3	5	2		1	1	2	2	7				23
Property - Special Handling - Damaged Items - Carry-On					1		1						2
Property - Special Handling - Damaged Items	2	3							4				9
Property - Special Handling - Missing Items - Carry-On			1						1				2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Information	1	2	1			1	1	2	2				10
Screening	4		1	4		4	4	5	7				29
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines							2	2	5				9
Screening - Procedures/Process	4		1	3		4	2	2	2				18

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>AVL</b>	<b>9</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>12</b>	<b>14</b>	<b>6</b>	<b>14</b>	<b>15</b>	<b>11</b>	<b>8</b>	<b>11</b>	<b>120</b>	
<b>2018</b>				<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>37</b>	
Civil Rights					1								1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1	
Customer Service								1	1			1	3	
Customer Service - TSO								1	1			1	3	
Locks								1					1	
Locks - Missing or Damaged Lock								1					1	
Mishandling of Passenger Property					1	1		1	2	2	3		10	
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1	1		1	1	1	2		7	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1	1			3	
Notice of Violation/Civil Penalties								1					1	
Notice of Violation/Civil Penalties - General								1					1	
Patdown					2	1		1	1		1		6	
Patdown - Flyer					2	1		1	1		1		6	
Property - Special Handling						1			2	1	1		5	
Property - Special Handling - Missing Items - Carry-On						1				1			2	
Property - Special Handling - Missing Items - Checked									2		1		3	
Screening						3		1		5		1	10	
Screening - Inconsistency										1			1	
Screening - Lengthy Lines						1				1			2	
Screening - Procedures/Process						2		1		3		1	7	
<b>2019</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>42</b>	
Civil Rights						1					2		3	
Civil Rights - Racial Profiling or Discrimination											1		1	
Civil Rights - Transgender Screening						1					1		2	
Customer Service					2	1	2		1	1	1		12	
Customer Service - Others												1	1	
Customer Service - TSO					2	1	2		1	1	1		11	
Locks						1							1	
Locks - Missing or Damaged Lock						1							1	
Mishandling of Passenger Property					1	2	1						4	
Mishandling of Passenger Property - Damaged/Missing Items					2	1							3	
Mishandling of Passenger Property - Disarrayed It					1								1	
Patdown										1		2	3	
Patdown - Flyer										1		2	3	
Persons w/ Disabilities (PWD)								1	1		1	1	4	
Persons w/ Disabilities (PWD) - Diabetes									1				2	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1				1	2	
Property - Special Handling					3	2	1	3	2			1	12	
Property - Special Handling - Damaged					1								1	
Property - Special Handling - Damaged Items - Checked								1	2			1	4	
Property - Special Handling - Missing Items - Carr					1		1						2	
Property - Special Handling - Missing I					2	1		2					5	
Screening							1			1	1		3	
Screening - Procedures/Process							1				1		2	
Screening - Retrieving Abandoned/Confiscated Items									1				1	
<b>2020</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>						<b>1</b>	<b>2</b>	<b>3</b>	<b>19</b>
Civil Rights					1								1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1	
Customer Service						1						1	2	
Customer Service - TSO						1						1	2	
Mishandling of Passenger Property					1							2	3	
Mishandling of Passenger Property - Damaged/Mi					1							2	3	
Patdown					1		1						2	
Patdown - Flyer					1		1						2	
Persons w/ Disabilities (PWD)					1								1	
Persons w/ Disabilities (PWD) - Breast Cancer					1								1	
Property - Special Handling						3					1		4	
Property - Special Handling - Damaged Items - Checked						1					1		2	
Property - Special Handling - Missing Items - Checked						2							2	
Screening					2	1	1				1	1	6	
Screening - Procedures/Process					2	1	1				1		5	
Screening - Retrieving Abandoned/Confiscated Items												1	1	
<b>2021</b>	<b>2</b>	<b>1</b>				<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>7</b>			<b>22</b>	
Claims									1				1	
Claims - General									1				1	
Customer Service								1	1				2	
Customer Service - TSO								1	1				2	
Expedited Passenger Screening Program						2	1	1		3			7	
Expedited Passenger Screening Program - TSA PreCheck						2	1	1		3			7	
Locks							1			1			2	
Locks - Missing or Damaged Lock							1			1			2	
Mishandling of Passenger Property									1				1	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1	
Ombudsman								1					1	
Ombudsman - General								1					1	
Patdown									1	1			2	
Patdown - Flyer									1	1			2	
Property - Special Handling					2	1		1					4	
Property - Special Handling - Damaged					1			1					2	
Property - Special Handling - Missing I					1	1							2	
Screening							1			1			2	
Screening - Procedures/Process							1			1			2	

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AVP</b>	2	3	6	5	5	8	6	6	1	10	12	5	69
<b>2018</b>													
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service							1	1	1			1	4
Customer Service - Others												1	1
Customer Service - TSO							1	1	1				3
Locks									1			2	3
Locks - Missing or Damaged Lock									1			2	3
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property							1	1		2	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1		2	1		5
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1		1	2
Persons w/ Disabilities (PWD) - Diabetes										1		1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling							1					1	2
Property - Special Handling - Missing Items - Carry-On							1					1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening								1	1		1	1	5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process								1		1	1	1	4
<b>2019</b>	2	1	2	3	1	5	1	4		4	5	2	30
Civil Rights									1				2
Civil Rights - Racial Profiling or Discrimination									1				2
Customer Service	1					1		1	1				5
Customer Service - Others								1	1				2
Customer Service - TSO	1					1				1			3
Locks								1				1	3
Locks - Missing or Damaged Lock								1				1	3
Mishandling of Passenger Property	1		1	2		3				1	1		9
Mishandling of Passenger Property - D	1		1	2		2				1		1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				1			2
Patdown									1	1	1	1	3
Patdown - Flyer									1	1	1	1	3
Property - Special Handling						1			1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked						1							1
Screening		1	1				1					3	6
Screening - Inconsistency	1												1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process							1				2		3
Screening - Security Breach											1		1
<b>2020</b>	2	4	2			1				1		2	12
Customer Service											1		1
Customer Service - TSO											1		1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			2							1			3
Mishandling of Passenger Property - Damaged/Missing Items-			1							1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-			1										1
Property - Special Handling	1			2		1					1		5
Property - Special Handling - Damaged Items - Checked				2		1					1		4
Property - Special Handling - Missing Items - Chec	1												1
Screening		2											2
Screening - Inconsistency	1												1
Screening - Procedures/Process	1												1
<b>2021</b>						1		1	1				3
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>AZA</b>	<b>14</b>	<b>14</b>	<b>18</b>	<b>18</b>	<b>21</b>	<b>27</b>	<b>25</b>	<b>24</b>	<b>19</b>	<b>13</b>	<b>12</b>	<b>11</b>	<b>216</b>
<b>2018</b>													<b>46</b>
Customer Service				1		1	3	3			1		9
Customer Service - Others													1
Customer Service - TSO				1		1	3	3					8
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Lost and Found						1	1				1		3
Lost and Found - Airport/TSA						1	1				1		3
Mishandling of Passenger Property				2	4	1			1	1	1	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1	4	1				1		2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown						1				2			3
Patdown - Flyer						1				2			3
Persons w/ Disabilities (PWD)							1	1	1				3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling				1	2	2		2			1		8
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked				1		1					1		3
Property - Special Handling - Missing Items - Carry-On						1	1						3
Property - Special Handling - Missing Items - Checked						1							1
Screening						2		1	1	1	1	1	7
Screening - Lengthy Lines									1				1
Screening - Procedures/Process						2		1		1	1	1	6
<b>2019</b>	<b>7</b>	<b>6</b>	<b>10</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>12</b>	<b>9</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>82</b>
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) -	1												1
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	1	2	2		2	2	6	3	1	1	1		21
Customer Service - TSO	1	2	2		2	2	6	3	1	1	1		21
Locks				1					1				3
Locks - Missing or Damaged Lock				1					1				3
Lost and Found						1		1			1		3
Lost and Found - Airport/TSA						1		1			1		3
Mishandling of Passenger Property	1	1	3		2	2	2	1		1	1	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1	2		2	1		1		1	1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-				1			1	1					3
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)						1				1		1	3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Property - Special Handling	3	2	3	2				2	1	2	1		18
Property - Special Handling - Damaged	1		1										2
Property - Special Handling - Damaged Items - Checked	2	1	1							1		1	6
Property - Special Handling - Missing Items - Carry-On			1				1	1	1				4
Property - Special Handling - Missing Items - Checked	2		1				1		1			1	6
Screening	1	1				1	1	3	1	3	2	2	15
Screening - Inconsistency	1												1
Screening - Lengthy Lines													1
Screening - Procedures/Process		1				1	1	2	1	3	2	1	12
Screening - Security Breach									1				1
<b>2020</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>41</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	3	2		4	2	1							14
Customer Service - TSO	3	2		4	2	1							14
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1		2	2	1	2				1			9
Mishandling of Passenger Property - Damaged	1		2	1	1	2				1			8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)		1						1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (Physical)		1											1
Property - Special Handling		1	2	1			1			2		1	8
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked	1	2	1							2		1	7
Screening	1		1	1		1		1					5
Screening - Procedures/Process	1		1			1		1					4
Screening - Security Breach				1									1
<b>2021</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>9</b>				<b>47</b>
Civil Rights				1				1					2
Civil Rights - Age										1			1
Civil Rights - Sexual Harassment (TSA Employee)				1									1
Customer Service		3			2	3	3	1	1	4			17

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	3		2	3	3	1	1	1	4				17
Expedited Passenger Screening Program		1						2	1				4
Expedited Passenger Screening Program - TSA PreCheck		1						2	1				4
Mishandling of Passenger Property		1			1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked		1			1								2
Patdown			1				2			1			4
Patdown - Children				1									1
Patdown - Flyer							2			1			3
Persons w/ Disabilities (PWD)				1	1	1	1						4
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1			1					2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Property - Special Handling	1		1			2	2			1			7
Property - Special Handling - Damaged Items - Carry-On		1				1	1						3
Property - Special Handling - Damaged Items - Checked					1		1						2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked	1												1
Screening		1				2	1	1		2			7
Screening - Inconsistency								1		1			2
Screening - Procedures/Process		1				2	1			1			5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AZO	1	5	1	4	1	1	2	2	1	5	1		24
2018					3	1		1		3	1		9
Mishandling of Passenger Property					2	1		1		2			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked It					2	1		1		1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening						1				1			2
Screening - Procedures/Process						1							1
Screening - Security Breach										1			1
2019	1	1	1					2		2			7
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1				1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Mishandling of Passenger Property - Disarrayed It			1										1
Screening		1											1
Screening - Procedures/Process		1											1
2020		3			1		1						5
Civil Rights				1			1						2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Tra			1										1
Customer Service			1										1
Customer Service - TSO			1										1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
Screening		1											1
Screening - Lengthy Lines		1											1
2021		1						1		1			3
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening			1										1
Screening - Procedures/Process			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BBG</b>	<b>2</b>								<b>1</b>	<b>1</b>	<b>1</b>		<b>5</b>
<b>2018</b>										<b>1</b>			<b>1</b>
Property - Special Handling										<b>1</b>			<b>1</b>
Property - Special Handling - Damaged Items - Checked										<b>1</b>			<b>1</b>
<b>2019</b>								<b>1</b>			<b>1</b>		<b>2</b>
Customer Service								<b>1</b>					<b>1</b>
Customer Service - TSO								<b>1</b>					<b>1</b>
Mishandling of Passenger Property											<b>1</b>		<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											<b>1</b>		<b>1</b>
<b>2021</b>	<b>2</b>												<b>2</b>
Customer Service	<b>1</b>												<b>1</b>
Customer Service - TSO	<b>1</b>												<b>1</b>
Screening	<b>1</b>												<b>1</b>
Screening - Procedures/Process	<b>1</b>												<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BDL</b>	<b>40</b>	<b>44</b>	<b>46</b>	<b>61</b>	<b>44</b>	<b>45</b>	<b>42</b>	<b>42</b>	<b>56</b>	<b>39</b>	<b>46</b>	<b>36</b>	<b>541</b>
<b>2018</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>
Customer Service					4	3	4	2	2	4	5	2	28
Customer Service - Others					1	1	1				2	1	6
Customer Service - TSO					3	2	3	2	2	4	3	2	22
Locks					2	1		1			1	1	6
Locks - Missing or Damaged Lock					2	1		1			1	1	6
Mishandling of Passenger Property					5	2	1	4	3	6	7	4	40
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1		1	2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked					4	2	1	3	3	4	4	2	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1		1	3	3	9
Patdown					2		2		4	1	3		12
Patdown - Flyer					2		2		4	1	3		12
Persons w/ Disabilities (PWD)						3	3	1	3	1	3		14
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes							1				1		2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2			1	1		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2							2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling					3	4	3	2	2	3	3	8	6
Property - Special Handling - Damaged Items - Carry-On					1		1						2
Property - Special Handling - Damaged Items - Checked					1	1	1	1	1	1	1	2	12
Property - Special Handling - Missing Items - Carry-On					1	2			2	1	1	2	9
Property - Special Handling - Missing Items - Checked						1	1	1	1		1	5	11
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening					3		2	2	1	7	1	5	3
Screening - Inconsistency						1					2	1	4
Screening - Lengthy Lines									2		1		3
Screening - Procedures/Process					2		1	2	1	5		1	14
Screening - Retrieving Abandoned/Confiscated Items					1						1		2
Screening - Security Breach										1			1
<b>2019</b>	<b>14</b>	<b>23</b>	<b>22</b>	<b>18</b>	<b>12</b>	<b>12</b>	<b>19</b>	<b>14</b>	<b>10</b>	<b>15</b>	<b>14</b>	<b>11</b>	<b>184</b>
Civil Rights					2		1	1				1	5
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination				2									2
Civil Rights - Screening of Religious or Cultural Garments							1						1
Customer Service	6	6	7	5	5	1	6	4	1	6	5		52
Customer Service - Others		1	2					1					4
Customer Service - TSO	6	5	5	5	5	1	6	3	1	6	5		48
Locks	2	1			1	1	2						8
Locks - Missing or Damaged Lock	2	1			1	1	2						8
Mishandling of Passenger Property	5	3	6	3	2	2	3	2	1	2	2	5	36
Mishandling of Passenger Property - Damaged/Missing Items-		1	2										3
Mishandling of Passenger Property - Damaged/Missing Items - Checked	3	2	5	1	2	1	2		1	2	2	5	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items	2	1				1	2						6
Persons w/ Disabilities (PWD)	1	2	1	1		1	2	1		1			10
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1											1
Persons w/ Disabilities (PWD) - Diabetes	1						1						2
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility	1		1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1			1			2
Property - Special Handling	2	7	4	3	4	3	3	5	2	2	5	4	44
Property - Special Handling - Damaged Items - Carry-On										1	1		2
Property - Special Handling - Damaged Items - Checked	3			1		1	1	2	1		1	2	12
Property - Special Handling - Missing Items	1	2	1	1	2		1	1			2	2	13
Property - Special Handling - Missing Items - Checked	1	2	3	1	2	2	1	2	1	1	1		17
Screening	3	1	6		3	2	2	6	3	1	2		29
Screening - Inconsistency								1		2		1	4
Screening - Lengthy Lines		1		1						1			3
Screening - Procedures/Process		2	1	5		3	2	1	4	1	1		20
Screening - Retrieving Abandoned/Confiscated Items									1			1	2
<b>2020</b>	<b>17</b>	<b>15</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>4</b>	<b>9</b>	<b>5</b>	<b>118</b>
Civil Rights	1	1	1	1	1	1						2	8
Civil Rights - Hair Patdowns					1								1
Civil Rights - Perceived Religion													1
Civil Rights - Racial Profiling or Discrimination		1	1			1							4
Civil Rights - Sex/Gender/Gender Identity	1												2
Customer Service	5	1	5	1	3	2		1	2	2	3		25
Customer Service - Others	1		2			1							4
Customer Service - TSO	4	1	3	1	3	1		1	2	2	3		21
Locks	1	1			2		2				1		7
Locks - Missing or Damaged Lock	1	1			2		2				1		7
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	1	4	2	3	4	1			2		2	2	21
Mishandling of Passenger Property - Damaged/Mis	1												1
Mishandling of Passenger Property - Damaged/Mis	3	1	3	4	1				2		1	2	17
Mishandling of Passenger Property - D	1	1									1		3
Patdown		1								1			2
Patdown - Flyer										1			1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	3		2	1	2								8
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medicat		1			1								2
Persons w/ Disabilities (PWD) - Mobility	1												1
Persons w/ Disabilities (PWD) - Touch	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	4	4	3	5	2	3	1			1	2	1	26
Property - Special Handling - Damaged Items - Carry-On		1				1							2
Property - Special Handling - Damaged Items - Checked			2								2		4
Property - Special Handling - Missing I	2	1				1							4
Property - Special Handling - Missing I	2	3	2	3	2	1	1			1	1	1	16
Screening	1	4	2	3	3	4			1	1	1		20
Screening - Inconsistency				1									1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	4	2	2	3	3			1	1	1		18
<b>2021</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>4</b>	<b>9</b>	<b>13</b>	<b>14</b>				<b>80</b>
Civil Rights				1			1		1				3
Civil Rights - Hair Patdowns				1									1
Civil Rights - Racial Profiling or Discrimination							1		1				2
Customer Service	2		3	2	2	1	1	4	2				17
Customer Service - CSM					1								1
Customer Service - TCC				1									1
Customer Service - TSO	2		3	1	1	1	1	4	2				15
Expedited Passenger Screening Program		1	1				2	3	4				11
Expedited Passenger Screening Program - TSA Application Program							2						2
Expedited Passenger Screening Program - TSA PreCheck	1	1				2	1	4					9
Locks		1							1				2
Locks - General									1				1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	3	1		2	1			2					9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L	1	1											2
Mishandling of Passenger Property - D	3	1	1				1						6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)		2	1					1	1				5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	2	1											3
Prohibited & Permitted Items		1							1				2
Prohibited & Permitted Items - Food/Beverages		1							1				2
Property - Special Handling	2	4				1	2	2	3				14
Property - Special Handling - Damaged	1	1						1	1				4
Property - Special Handling - Damaged Items - Ch	1				1		1	1	1				5
Property - Special Handling - Missing I	1	2					1	1	1				5
Screening	2		1	2	5	2	1	2	1				16
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency				1				1	1				3
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	2			1	4	2		1	1				11

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BET</b>				2	3	3		4	2				14
<b>2018</b>						1		1		2			4
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Property - Special Handling						1							2
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked													1
Screening													1
Screening - Procedures/Process													1
<b>2019</b>				2		1		3					6
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked								1					1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sci				1									1
Property - Special Handling				1		1		1					3
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked				1									1
Screening								1					1
Screening - Lengthy Lines								1					1
<b>2020</b>				2		1							3
Patdown				1		1							2
Patdown - Flyer					1	1							2
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>					1								1
Screening					1								1
Screening - Inconsistency					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BFF</b>													
<b>2018</b>													
Mishandling of Passenger Property													3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
<b>2019</b>													2
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
<b>2020</b>													1
Screening													1
Screening - Procedures/Process													1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BFL</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>36</b>
<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
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Property - Special Handling										1	1		2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening						<b>1</b>	<b>1</b>				<b>1</b>		3
Screening - Procedures/Process						<b>1</b>	<b>1</b>				<b>1</b>		3
<b>2019</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>					<b>2</b>	<b>1</b>	<b>2</b>	<b>15</b>
Civil Rights		1											1
Civil Rights - National Origin		1											1
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown										1			1
Patdown - Children										1			1
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo		1											1
Property - Special Handling		1	1	1						1	1		6
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Chec		1	1							1	1		4
Screening		1	1										2
Screening - Procedures/Process		1	1										2
<b>2020</b>	<b>1</b>	<b>1</b>				<b>1</b>						<b>1</b>	<b>4</b>
Mishandling of Passenger Property		1	1			1							3
Mishandling of Passenger Property - Damaged/Mi:		1	1			1							3
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
<b>2021</b>	<b>1</b>	<b>2</b>				<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>				<b>10</b>
Customer Service			1										1
Customer Service - Others			1										1
Expedited Passenger Screening Program							2	1					3
Expedited Passenger Screening Program - TSA PreCheck						2	1						3
Mishandling of Passenger Property		1						1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - D		1								1			2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening										1			1
Screening - Procedures/Process										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BFM</b>	<b>2</b>					<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>		<b>6</b>
<b>2020</b>											<b>1</b>		<b>1</b>
Property - Special Handling											<b>1</b>		<b>1</b>
Property - Special Handling - Damaged Items - Checked											<b>1</b>		<b>1</b>
<b>2021</b>	<b>2</b>					<b>1</b>		<b>1</b>	<b>1</b>				<b>5</b>
Customer Service								<b>1</b>					<b>1</b>
Customer Service - TSO								<b>1</b>					<b>1</b>
Expedited Passenger Screening Program									<b>1</b>				<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck									<b>1</b>				<b>1</b>
Mishandling of Passenger Property	<b>2</b>					<b>1</b>							<b>3</b>
Mishandling of Passenger Property - D	<b>2</b>					<b>1</b>							<b>3</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BGM</b>				1		2	1	2		1		1	8
<b>2018</b>								1		1		1	2
Customer Service										1		1	1
Customer Service - TSO										1		1	1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
<b>2019</b>					2	1	1						4
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Screening							2						2
Screening - Procedures/Process							2						2
<b>2020</b>				1								1	2
Screening				1								1	2
Screening - Procedures/Process				1								1	2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BGR</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>5</b>		<b>3</b>	<b>7</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>2</b>	<b>50</b>
<b>2018</b>				<b>1</b>	<b>2</b>			<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>		<b>17</b>
Civil Rights						<b>1</b>							<b>1</b>
Civil Rights - Constitutional Rights						<b>1</b>							<b>1</b>
Mishandling of Passenger Property				<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>8</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>8</b>
Patdown										<b>1</b>			<b>1</b>
Patdown - Flyer										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD)											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - General											<b>1</b>		<b>1</b>
Property - Special Handling								<b>1</b>	<b>1</b>		<b>2</b>		<b>4</b>
Property - Special Handling - Damaged Items - Carry-On											<b>1</b>		<b>1</b>
Property - Special Handling - Damaged Items - Checked								<b>1</b>			<b>1</b>		<b>1</b>
Property - Special Handling - Missing Items - Checked									<b>1</b>		<b>1</b>		<b>2</b>
Screening										<b>1</b>	<b>1</b>		<b>2</b>
Screening - Procedures/Process										<b>1</b>	<b>1</b>		<b>2</b>
<b>2019</b>	<b>3</b>	<b>2</b>				<b>1</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>21</b>
Customer Service					<b>1</b>						<b>1</b>		<b>2</b>
Customer Service - Others											<b>1</b>		<b>1</b>
Customer Service - TSO					<b>1</b>								<b>1</b>
Locks								<b>1</b>				<b>1</b>	<b>2</b>
Locks - 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>2</b>	<b>2</b>		<b>7</b>
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	<b>1</b>	<b>1</b>				<b>1</b>				<b>2</b>	<b>1</b>		<b>5</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked	<b>1</b>	<b>1</b>				<b>1</b>				<b>2</b>	<b>1</b>		<b>1</b>
Patdown								<b>1</b>					<b>1</b>
Patdown - Flyer								<b>1</b>					<b>1</b>
Persons w/ Disabilities (PWD)									<b>1</b>	<b>2</b>			<b>3</b>
Persons w/ Disabilities (PWD) - Diabetes									<b>1</b>				<b>1</b>
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										<b>1</b>			<b>1</b>
Property - Special Handling			<b>1</b>					<b>1</b>	<b>2</b>				<b>1</b>
Property - Special Handling - Damaged Items - Carry-On								<b>1</b>					<b>1</b>
Property - Special Handling - Damaged Items - Checked								<b>1</b>				<b>1</b>	<b>2</b>
Property - Special Handling - Missing Items - Checked			<b>1</b>					<b>1</b>					<b>2</b>
Screening			<b>1</b>										<b>1</b>
Screening - Procedures/Process			<b>1</b>										<b>1</b>
<b>2020</b>	<b>1</b>	<b>2</b>	<b>2</b>					<b>1</b>			<b>1</b>		<b>7</b>
Civil Rights		<b>1</b>											<b>1</b>
Civil Rights - Transgender Screening		<b>1</b>											<b>1</b>
Customer Service								<b>1</b>					<b>1</b>
Customer Service - TSO								<b>1</b>					<b>1</b>
Mishandling of Passenger Property			<b>1</b>							<b>1</b>			<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked			<b>1</b>							<b>1</b>			<b>2</b>
Property - Special Handling			<b>1</b>	<b>1</b>									<b>2</b>
Property - Special Handling - Damaged Items - Checked				<b>1</b>									<b>1</b>
Property - Special Handling - Missing Items - Checked				<b>1</b>									<b>1</b>
Screening				<b>1</b>									<b>1</b>
Screening - Procedures/Process				<b>1</b>									<b>1</b>
<b>2021</b>					<b>2</b>				<b>2</b>		<b>1</b>		<b>5</b>
Customer Service					<b>1</b>								<b>1</b>
Customer Service - TSO					<b>1</b>								<b>1</b>
Expedited Passenger Screening Program					<b>1</b>				<b>1</b>				<b>2</b>
Expedited Passenger Screening Program - TSA PreCheck					<b>1</b>				<b>1</b>				<b>2</b>
Locks										<b>1</b>	<b>1</b>		<b>2</b>
Locks - Missing or Damaged Lock									<b>1</b>	<b>1</b>			<b>2</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BHB</b>								1					1
<b>2018</b>								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BHM	25	16	20	18	20	23	21	30	32	15	15	11	246
2018				3	5	4	7	8	11	7	7	3	55
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service					2	2	2	1	2	2	2	1	14
Customer Service - Others						1				1			2
Customer Service - TSO					2	1	2	1	2	1	2	1	12
Locks				1					1	1			3
Locks - Missing or Damaged Lock				1					1	1			3
Mishandling of Passenger Property				1	1	1	2	3	3		3	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1	2	3	2		1	1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1						1		2
Patdown								1	1	1			3
Patdown - Flyer								1	1	1			3
Persons w/ Disabilities (PWD)								1	1	1			3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				1	1		1	2	2	2	1	1	11
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked					1		1						2
Property - Special Handling - Missing Items - Checked								2	2	2	1	1	8
Screening					1	1	1		1	1			5
Screening - Inconsistency					1	1							2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process								1		1			2
2019	14	4	8	6	5	8	8	12	6	7	6	6	90
Civil Rights		1			1								2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service	3	1	2		1	2	1	6	2	2	1		21
Customer Service - TSO	3	1	2		1	2	1	6	2	2	1		21
Locks		3	1	1	1								6
Locks - Missing or Damaged Lock		3	1	1	1								6
Mishandling of Passenger Property	1	1	1	1		1	3	1	2	2	4		17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2		1	2	2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	1	1			1	1	1		2		9
Patdown		1			1		1			1	2		6
Patdown - Flyer		1			1		1			1	1		5
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1	1				1						1	4
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Respiratory		1											1
Property - Special Handling	8		1	3	1	1	2	3	1	1	4		25
Property - Special Handling - Damaged Items - Carry-On			1		1						1		1
Property - Special Handling - Damaged Items - Checked	5		1		1		2	1			2		12
Property - Special Handling - Missing Items - Carry-On	2			1		1				1			5
Property - Special Handling - Missing Items - Checked	1			2				2	1		1		7
Screening				1		1	1	2	2		1	1	9
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency											1		1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1		1	2	1			1	1	6
2020	8	10	10	6	6	7		3	4	1	2	2	59
Civil Rights		1											1
Civil Rights - Transgender Screening		1											1
Customer Service	3	3	6	1	2	1		1	1	1	1		20
Customer Service - TSO	3	3	6	1	2	1		1	1	1	1		20
Locks		1		1									2
Locks - Missing or Damaged Lock		1		1									2
Mishandling of Passenger Property	1	2	1	1	2	3							10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1	1	1	2	2							1
Mishandling of Passenger Property - Damaged/Missing Items - Carry-On	1	1	1	2	2	2							7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1			1								2
Patdown				1					1				2
Patdown - Flyer				1					1				2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling	2	1	1	2	1	3		1	1	1	1	2	15
Property - Special Handling - Damaged Items - Carry-On				1							1		1
Property - Special Handling - Damaged Items - Checked	1	1											2
Property - Special Handling - Missing Items - Carry-On						1		1					2
Property - Special Handling - Missing Items - Checked	1		1	2	1			1					10
Screening		1	3		1	1				2			8
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process	1	1								2			4
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach			1										1
2021	3	2	2	3	4	4	6	7	11				42
Civil Rights							1	1					2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Transgender Screening								1					1
Customer Service	2	1	2	2	3	1	1	4	1				17
Customer Service - CSM								1					1
Customer Service - TSO	2	1	2	2	3	1	1	3	1				16
Expedited Passenger Screening Program						1	2	2	3				8
Expedited Passenger Screening Program - TSA Application Program							1	1					2
Expedited Passenger Screening Program - TSA PreCheck						1	1	1	3				6
Mishandling of Passenger Property	1			1	1		1		1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Mishandling of Passenger Property - D	1			1	1								3
Patdown									1				1
Patdown - Flyer										1			1
Property - Special Handling		1								2			3
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Chec	1									1			2
Screening							2	1	1	2			6
Screening - Inconsistency								1					1
Screening - Lengthy Lines										2			2
Screening - Procedures/Process						2		1					3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
BIL	7	3	5	10	3	10	6	8	9	9	14	5	89	
2018				4	1	1		2	4	4	3	2	21	
Civil Rights										1	1		2	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1	
Civil Rights - Transgender Screening											1		1	
Customer Service									2	1			3	
Customer Service - Others										1			1	
Customer Service - TSO									2				2	
Locks						1		1					2	
Locks - General								1					1	
Locks - Missing or Damaged Lock					1								1	
Mishandling of Passenger Property				2				1	1		1	2	7	
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				1				1			1	1	4	
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Chec				1					1			1	3	
Patdown						1				1			2	
Patdown - Flyer						1				1			2	
Property - Special Handling				1						1	1		3	
Property - Special Handling - Damaged Items - Checked				1							1		1	
Property - Special Handling - Missing Items - Carry-On										1			1	
Property - Special Handling - Missing Items - Checked											1		1	
Screening				1					1				2	
Screening - Procedures/Process				1				1					2	
2019	1	2	3	3		2	4	4	2	3	7	2	33	
Civil Rights											2		2	
Civil Rights - Age											1		1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1	
Customer Service			1					1	2		1		5	
Customer Service - Others								1	2		1		4	
Customer Service - TSO			1										1	
Mishandling of Passenger Property			1	1		1	1	1	1		2	1	9	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L			1			1	1	1	1		1		1	
Mishandling of Passenger Property - Damaged/Missing Items-			1			1	1	1			2	1	7	
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked									1				1	
Patdown			1								1	1	3	
Patdown - Flyer			1								1	1	3	
Persons w/ Disabilities (PWD)		1		1									2	
Persons w/ Disabilities (PWD) - General					1								1	
Persons w/ Disabilities (PWD) - Metal Implants (jo		1											1	
Property - Special Handling	1		1	1			1				2		6	
Property - Special Handling - Damaged Items - Checked			1								1		2	
Property - Special Handling - Missing I	1			1		1				1			4	
Screening							2	1	1		2		6	
Screening - Lengthy Lines											1		1	
Screening - Procedures/Process							2	1	1		1		5	
2020	4	1	2	2		4				1	2	4	1	21
Customer Service			1	1									2	
Customer Service - Others			1										1	
Customer Service - TSO				1									1	
Mishandling of Passenger Property		1								1	2		4	
Mishandling of Passenger Property - D		1									2		3	
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked									1				1	
Patdown						1							1	
Patdown - Flyer						1							1	
Persons w/ Disabilities (PWD)	1					1						1	3	
Persons w/ Disabilities (PWD) - Diabet	1					1							1	
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1	
Property - Special Handling	2	1					2					1	6	
Property - Special Handling - Damaged Items - Checked												1	1	
Property - Special Handling - Missing I	1	1										2	2	
Property - Special Handling - Missing I	1					2							3	
Screening			1	1							2	1	5	
Screening - Lengthy Lines				1									1	
Screening - Procedures/Process			1							2		1	4	
2021	2		1	2	3	2	2	2					14	
Civil Rights				1						1			2	
Civil Rights - Constitutional Rights				1						1			1	
Civil Rights - Racial Profiling or Discrimination				1									1	
Customer Service										1			1	
Customer Service - TSO										1			1	
Expedited Passenger Screening Program					1								1	
Expedited Passenger Screening Program - TSA PreCheck					1								1	
Identification (ID) Requirements								1					1	
Identification (ID) Requirements - Domestic								1					1	
Locks						1							1	
Locks - Missing or Damaged Lock						1							1	
Mishandling of Passenger Property						1	1						2	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1						2	
Patdown					1								1	
Patdown - Flyer					1								1	
Property - Special Handling		1					1	1					3	
Property - Special Handling - Damaged		1					1	1					3	
Screening		1						1					2	
Screening - Inconsistency		1											1	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process								1					1
<b>BIS</b>													
<b>2018</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>56</b>
Civil Rights						1							1
Civil Rights - Hair Patdowns						1							1
Customer Service						1		1	1	1	2		6
Customer Service - Others													2
Customer Service - TSO						1		1	1	1			4
Mishandling of Passenger Property					2			1		1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2					1			2
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening										1	2	1	4
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency											1		1
Screening - Procedures/Process									1		1		2
<b>2019</b>	<b>2</b>	<b>3</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>4</b>	<b>17</b>
Customer Service	1	1							1				3
Customer Service - TSO	1	1							1				3
Locks								1		1	1		3
Locks - Missing or Damaged Lock								1		1	1		3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Property - Special Handling	1	2				1	1		1	1			8
Property - Special Handling - Damaged Items - Checked	1								1				2
Property - Special Handling - Missing Items - Carry-On	1												1
Property - Special Handling - Missing Items - Checked	1					1	1		1			1	5
Screening										1		1	2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1		1
<b>2020</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>13</b>
Customer Service	1			2							1		4
Customer Service - Others					2						1		1
Customer Service - TSO	1				2								3
Mishandling of Passenger Property	1	1				1			1				4
Mishandling of Passenger Property - Damaged/Missing Items	1					1			1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown						1							1
Patdown - Non-Flyer						1							1
Property - Special Handling	1							1		1	1		4
Property - Special Handling - Damaged	1									1	1		3
Property - Special Handling - Missing Items - Checked								1					1
<b>2021</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>				<b>4</b>	<b>1</b>			<b>10</b>
Customer Service	1			1					1				2
Customer Service - TSO				1					1				2
Expedited Passenger Screening Program						1				1			2
Expedited Passenger Screening Program - TSA PreCheck						1				1			2
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Property - Special Handling			1						2				3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carr	1												1
Property - Special Handling - Missing Items - Checked								1					1
Screening									1				1
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>BJI</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>9</b>	<b>1</b>	<b>36</b>
<b>2018</b>				<b>1</b>				<b>1</b>	<b>1</b>	<b>4</b>			<b>8</b>
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property								1	1	2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Property - Special Handling									1				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked											1		1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2019</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>				<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>12</b>
Customer Service	1								1		1		1
Customer Service - TSO										1			1
Locks	1	1							1			1	4
Locks - Missing or Damaged Lock	1	1							1			1	4
Mishandling of Passenger Property						1				1	1	2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1	1	2	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1		1
Property - Special Handling					1							1	2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked					1								1
<b>2020</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>				<b>1</b>		<b>2</b>		<b>13</b>
Customer Service	1			1									1
Customer Service - TSO				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	1					4	2				2		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - D	1						4	2			1		8
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening					1					1			2
Screening - Procedures/Process					1					1			2
<b>2021</b>						<b>1</b>	<b>1</b>		<b>1</b>				<b>3</b>
Customer Service							1						1
Customer Service - TSO							1						1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1								1
Screening								1					1
Screening - Inconsistency								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BKW</b>			1					1					1 3
<b>2018</b>													1 1
Civil Rights													1 1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1 1
<b>2021</b>			1						1				2
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Mis				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BLI</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>76</b>
<b>2018</b>													
Civil Rights				3	2	5	3	4	3	1	2	3	26
Civil Rights - Racial Profiling or Discrimination													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service						1	1	1	1			1	5
Customer Service - Others									1				1
Customer Service - TSO						1	1		1			1	4
Locks					1	1					1		3
Locks - Missing or Damaged Lock					1	1					1		3
Mishandling of Passenger Property							1	1	1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1			1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown										1		1	2
Patdown - Flyer										1		1	2
Persons w/ Disabilities (PWD)										2			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Property - Special Handling					1		1						2
Property - Special Handling - Missing Items - Carry-On					1		1						2
Screening						1	2	1	1			1	6
Screening - Lengthy Lines						1							1
Screening - Procedures/Process							2	1	1			1	5
<b>2019</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>29</b>
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service						2		1	1				4
Customer Service - TSO						2		1	1				4
Mishandling of Passenger Property			1		2			1					4
Mishandling of Passenger Property - Damaged/Mi:			1		2			1					4
Patdown							2		2	1	1		6
Patdown - Flyer							2		2	1	1		6
Persons w/ Disabilities (PWD)				1				1	1				3
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel				1				1					2
Property - Special Handling		2	1			1	1					1	6
Property - Special Handling - Damaged Items - Carry-On						1						1	2
Property - Special Handling - Damaged			1					1					2
Property - Special Handling - Missing I			1	1									2
Screening					1		1				1	1	5
Screening - Inconsistency					1						1		2
Screening - Procedures/Process						1					1	1	3
<b>2020</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>3</b>		<b>2</b>				<b>1</b>	<b>1</b>		<b>17</b>
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service			1		2								3
Customer Service - TSO			1		2								3
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - D			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown						2	1						3
Patdown - Flyer						2	1						3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - General										1			1
Property - Special Handling		1		2	1								4
Property - Special Handling - Damaged		1		1									2
Property - Special Handling - Missing Items - Carry-On			1		1								2
Screening			2	1									3
Screening - Procedures/Process			2	1									3
<b>2021</b>					1						<b>3</b>		<b>4</b>
Customer Service										2			2
Customer Service - TSO										2			2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items			1										1
Patdown										1			1
Patdown - Flyer										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>BLV</b>	<b>5</b>	<b>1</b>		<b>4</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>44</b>	
<b>2018</b>					<b>1</b>	<b>5</b>	<b>2</b>		<b>1</b>	<b>4</b>		<b>1</b>	<b>14</b>	
Civil Rights													1	
Civil Rights - Racial Profiling or Discrimination													1	
Customer Service							<b>2</b>	<b>1</b>					4	
Customer Service - Others							<b>1</b>						1	
Customer Service - TSO							<b>1</b>	<b>1</b>					3	
Mishandling of Passenger Property				<b>1</b>		<b>1</b>							1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<b>1</b>		<b>1</b>							2	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1	
Patdown							<b>1</b>						1	
Patdown - Flyer							<b>1</b>						1	
Property - Special Handling										<b>1</b>			1	
Property - Special Handling - Missing Items - Carry-On										<b>1</b>			1	
Screening								<b>1</b>			<b>3</b>		4	
Screening - Inconsistency											<b>1</b>		1	
Screening - Procedures/Process								<b>1</b>			<b>2</b>		3	
<b>2019</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>		<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>13</b>	
Civil Rights							<b>1</b>						1	
Civil Rights - Racial Profiling or Discrimination							<b>1</b>						1	
Customer Service		<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>				<b>1</b>		6	
Customer Service - TSO		<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>				<b>1</b>		6	
Lost and Found									<b>1</b>				1	
Lost and Found - Airport/TSA									<b>1</b>				1	
Persons w/ Disabilities (PWD)					<b>1</b>								1	
Persons w/ Disabilities (PWD) - Diabetes					<b>1</b>								1	
Property - Special Handling		<b>1</b>								<b>1</b>			2	
Property - Special Handling - Damaged Items - Checked										<b>1</b>			1	
Property - Special Handling - Missing		<b>1</b>											1	
Screening								<b>2</b>					2	
Screening - Lengthy Lines							<b>1</b>						1	
Screening - Procedures/Process							<b>1</b>						1	
<b>2020</b>	<b>4</b>			<b>1</b>					<b>1</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>13</b>
Civil Rights									<b>1</b>		<b>2</b>			3
Civil Rights - Racial Profiling or Discrimination									<b>1</b>		<b>1</b>			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											<b>1</b>			1
Customer Service		<b>1</b>								<b>1</b>				2
Customer Service - TSO		<b>1</b>								<b>1</b>				2
Mishandling of Passenger Property				<b>1</b>										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<b>1</b>										1
Persons w/ Disabilities (PWD)		<b>1</b>									<b>1</b>			2
Persons w/ Disabilities (PWD) - Autism		<b>1</b>												1
Persons w/ Disabilities (PWD) - Breast Cancer											<b>1</b>			1
Property - Special Handling		<b>2</b>												2
Property - Special Handling - Missing		<b>2</b>												2
Screening									<b>1</b>			<b>1</b>	<b>1</b>	<b>3</b>
Screening - Procedures/Process								<b>1</b>			<b>1</b>	<b>1</b>		3
<b>2021</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>							<b>4</b>
Customer Service					<b>1</b>				<b>1</b>					2
Customer Service - TSO					<b>1</b>				<b>1</b>					2
Expedited Passenger Screening Program							<b>1</b>							1
Expedited Passenger Screening Program - TSA PreCheck							<b>1</b>							1
Identification (ID) Requirements					<b>1</b>									1
Identification (ID) Requirements - Domestic					<b>1</b>									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BMI</b>	4	1	5	1	3	4	3	5	6	2	3	3	40
<b>2018</b>				1	1	1		1	1	1	2	2	8
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Screening					1	1		1	1				4
Screening - Procedures/Process						1		1	1				3
Screening - Security Breach						1							1
<b>2019</b>	2		3				1	1	2	1	2		12
Civil Rights									1				1
Civil Rights - National Origin									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown					1				1				2
Patdown - Flyer					1				1				2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabet	1												1
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked								1					1
Screening	1		2								2		5
Screening - Procedures/Process	1		2							1		2	5
<b>2020</b>	2	1	2		2	2		2			1	1	13
Customer Service					1				2				3
Customer Service - Others					1				1				2
Customer Service - TSO									1				1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1				1					1	1	4
Mishandling of Passenger Property - Damaged/Mi:	1					1					1	1	3
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked										1			1
Property - Special Handling	1	1			1	1							4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing I	1		1				1						3
Screening							1						1
Screening - Procedures/Process							1						1
<b>2021</b>							1	2	1	3			7
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program								1	3				4
Expedited Passenger Screening Program - TSA PreCheck								1	3				4
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Patdown								1					1
Patdown - Flyer								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
BNA	93	80	75	86	82	77	73	120	105	95	80	82	1,048	
2018				15	18	26	24	42	21	27	35	28	236	
Civil Rights							1	1					2	
Civil Rights - Perceived Religion								1					1	
Civil Rights - Racial Profiling or Discrimination							1						1	
Customer Service				2		2	3	7	2	4	5	3	28	
Customer Service - TSO				2		2	3	7	2	4	5	3	28	
Identification (ID) Requirements							1						1	
Identification (ID) Requirements - Domestic							1						1	
Locks				1	2	3		2	2	3	3	3	19	
Locks - Missing or Damaged Lock				1	2	3		2	2	3	3	3	19	
Lost and Found								2	1				3	
Lost and Found - Airport/TSA								2	1				3	
Mishandling of Passenger Property				3	6	4	8	9	10	11	9	11	71	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1	1		2		5	
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	5	4	5	8	9	10	7	8	58	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1		3			2	1		8	
Patdown				2	4	2	1	4	1	1		2	17	
Patdown - Flyer				1	4	2	1	2	1	1		1	13	
Patdown - Flyer as Observer								2				1	3	
Patdown - Non-Flyer				1									1	
Persons w/ Disabilities (PWD)						1	3	1	2	1	2	3	2	15
Persons w/ Disabilities (PWD) - Breast Cancer							1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1			1	1		3
Persons w/ Disabilities (PWD) - General				1	1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1	1	1	1				5
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts											1			1
Persons w/ Disabilities (PWD) - Service Animals												1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1	1		2
Property - Special Handling				5	4	8	7	6	3	3	10	5		51
Property - Special Handling - Damaged Items - Carry-On				1		1		1		1	2	1		7
Property - Special Handling - Damaged Items - Checked				1	3		3	2		1	3			13
Property - Special Handling - Missing Items - Carry-On						2	1			1	1			5
Property - Special Handling - Missing Items - Checked				3	1	5	3	3	3	1	4	3		26
Screening				2	1	4	3	8	1	3	5	2		29
Screening - Inconsistency				1		1	1							4
Screening - Lengthy Lines							1			1		1		3
Screening - Procedures/Process				1	1	3	1	7	1	2	5			21
Screening - Security Breach											1			1
2019	34	35	34	19	27	24	31	39	41	52	29	40	405	
Advanced Imaging Technology (AIT)									1					1
Advanced Imaging Technology (AIT) - Flyer									1					1
Civil Rights	1	4	2		1		1	1	2	2				14
Civil Rights - Constitutional Rights					1									1
Civil Rights - Racial Profiling or Discrimination	3	1								2				6
Civil Rights - Sex/Gender/Gender Identity	1	1	1					1	2					6
Civil Rights - Transgender Screening							1							1
Customer Service	7	3	5	3	7	4	2	3	4	3	3	8		52
Customer Service - TSO	7	3	5	3	7	4	2	3	4	3	3	8		52
Identification (ID) Requirements	1													1
Identification (ID) Requirements - Domestic				1										1
Locks	2	4	2	1	4	4	1	5	2	1	3	2		31
Locks - General											1			1
Locks - Missing or Damaged Lock	2	4	2	1	4	4	1	5	2	1	3	1		30
Lost and Found				1					1	2				4
Lost and Found - Airport/TSA				1					1	2				4
Mishandling of Passenger Property	9	8	6	6	4	7	9	9	11	23	14	13		119
Mishandling of Passenger Property - Damaged Items - Checked	1	1			1	1				3	2	1		10
Mishandling of Passenger Property - Damaged Items - Unspecified	6	6	5	6	2	4	7	8	7	14	9	9		83
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage - Checked	2	1	1		1	2	2	1	4	6	2	3		25
Patdown	1		1		2	3	5	5		1		3		21
Patdown - Flyer	1		1		2	3	5	4		1		3		20
Patdown - General								1						1
Persons w/ Disabilities (PWD)		4	1		1	1	1	1	3	3	1	2		18
Persons w/ Disabilities (PWD) - Autism Spectrum									1					1
Persons w/ Disabilities (PWD) - Breast Cancer	1						1							2
Persons w/ Disabilities (PWD) - Diabetes		1								1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1			1	2	1		1		6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1								1
Persons w/ Disabilities (PWD) - Service Animals						1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		3								1				4
Property - Special Handling	8	10	14	6	7	5	6	11	12	16	7	9		111
Property - Special Handling - Damaged Items - Checked	1	1	3	3	2	1	5	1	1	1	1	2		21
Property - Special Handling - Damaged Items - Unspecified	4	4	3		4	3	3	5	8	4	4			45
Property - Special Handling - Missing Items - Carry-On			1					2	1		1			5
Property - Special Handling - Missing Items - Checked	3	5	7	3	1	1	3	3	4	6	2	2		40
Screening	5	1	3	3	1		6	4	5	1	1	3		33
Screening - Crew Member or Airline Employee											1			1
Screening - Inconsistency	1		1							1				3
Screening - Lengthy Lines	1						3		1					5
Screening - Procedures/Process	3	1	2	1	1		3	3	1	1		1		17
Screening - Security Breach				2				1	2			1		6

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Shoe Screening											1	1	1
<b>2020</b>	<b>43</b>	<b>29</b>	<b>31</b>	<b>35</b>	<b>26</b>	<b>22</b>	<b>1</b>	<b>8</b>	<b>9</b>	<b>16</b>	<b>16</b>	<b>14</b>	<b>250</b>
Civil Rights	2		2		1					2		1	8
Civil Rights - Headwear												1	1
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination	1										1		2
Civil Rights - Sex/Gender/Gender Identity	1		1		1						1		4
Customer Service	6	4		2	3	3	1	3	1	5	3	2	33
Customer Service - TSO	6	4		2	3	3	1	3	1	5	3	2	33
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks	1	3	5	3	2	1		1		1	1	1	19
Locks - Missing or Damaged Lock	1	3	5	3	2	1		1		1	1	1	19
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	20	7	11	10	6	9		1	3	3	4	4	78
Mishandling of Passenger Property - Damaged/Missing Items	1	1	1										3
Mishandling of Passenger Property - Disarrayed Items	15	6	8	8	5	8		1	3	1	3	3	61
Mishandling of Passenger Property - Damaged/Unspecified Luggage	5		2	1	1	1				2	1	1	14
Patdown	2		1	1							2		6
Patdown - Flyer	2		1	1							2		6
Persons w/ Disabilities (PWD)	1	1	2	5	2	1							12
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2								2
Persons w/ Disabilities (PWD) - Mobility	1				1								2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pinnate)	1	1											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	7	12	8	13	8	7		2	4	3	5	2	71
Property - Special Handling - Damaged Items	1	2	1	1	3	1							9
Property - Special Handling - Damaged/Unspecified Luggage	2	2	5	3	2	5				1	2	3	26
Property - Special Handling - Missing Items - Carrion	1		2								1		4
Property - Special Handling - Missing Items	4	7	2	7	3	1		2	2	1	2	1	32
Request for Assistance				1		1							2
Request for Assistance - Other				1		1							2
Screening	4	2	1	1	2				1	1	2	1	19
Screening - Inconsistency		1											1
Screening - Procedures/Process	3		1	1	2				1	1	2	1	16
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach			1										1
<b>2021</b>	<b>16</b>	<b>16</b>	<b>10</b>	<b>17</b>	<b>11</b>	<b>5</b>	<b>17</b>	<b>31</b>	<b>34</b>				<b>157</b>
Airline										1			1
Airline - Wheelchair Assistance										1			1
Civil Rights	2				1			1	2				6
Civil Rights - Civil Rights Violation (TSA Employee)					1				1				2
Civil Rights - Racial Profiling or Discrimination	1							1	1				3
Civil Rights - Sex/Gender/Gender Identity	1												1
Claims		1											1
Claims - General		1											1
Customer Service	2	2	2	7	1				5	4			23
Customer Service - Others	1								2				3
Customer Service - TSO	1	2	2	7	1				3	4			20
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program			1			1	2	11	12	14			41
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program								4					4
Expedited Passenger Screening Program - TSA PreCheck	1			1	1	11	8	14					36
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	1						1		1				3
Locks - Missing or Damaged Lock	1						1		1				3
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	5	3	4		3		1	2	1				19
Mishandling of Passenger Property - Damaged/Missing Items	1												1
Mishandling of Passenger Property - Disarrayed Items	5	2	2		2		1	2					14
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown	1		1	1					1				4
Patdown - Flyer	1		1	1					1				4
Persons w/ Disabilities (PWD)					2		2		1				5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items		1			2								3
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Firearm/Ammunition				2									2
Property - Special Handling	2	6		4				6	9				27
Property - Special Handling - Damaged Items - Ca	1			1				1	4				7
Property - Special Handling - Damaged	1	4		2				2	3				12
Property - Special Handling - Missing I	1	1		1				3	2				8
Screening	3	2	1		3	2	1	2	4				18
Screening - Inconsistency								1	1				2
Screening - Procedures/Process	3	2	1		3	2	1	1	3				16

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BOI</b>	22	18	38	43	20	24	14	32	33	17	26	13	300
<b>2018</b>				15	6	3	6	6	7	7	9	5	64
Civil Rights				2									2
Civil Rights - Hair Patdowns				1									1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service				2		1	3		3	2	2		13
Customer Service - Others						1	1						1
Customer Service - TSO				2		1	2		3	2	2		12
Locks									1		2		3
Locks - Missing or Damaged Lock									1		2		3
Mishandling of Passenger Property				5	2	1	1	2	1	3	3	1	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				4	1	1	1	1	1	2	2	1	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1			1		1			4
Patdown					1						1		3
Patdown - Flyer					1						1		3
Persons w/ Disabilities (PWD)				1							1	1	4
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
Property - Special Handling				3	1		2	2	2	1		2	13
Property - Special Handling - Damaged Items - Checked				2			1	1				1	5
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Checked					1		1		2	1		1	6
Screening				2	2	1				1		1	7
Screening - Inconsistency						1							1
Screening - Procedures/Process				1	1					1		1	4
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach					1								1
<b>2019</b>	<b>12</b>	<b>6</b>	<b>19</b>	<b>13</b>	<b>5</b>	<b>14</b>	<b>4</b>	<b>13</b>	<b>7</b>	<b>8</b>	<b>15</b>	<b>6</b>	<b>122</b>
Civil Rights	1			1				1	1		1		5
Civil Rights - Age									1				1
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination	1										1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				2		2		1		2	2	1	10
Customer Service - TSO				2		2		1		2	2	1	10
Locks				1		1		1			4		8
Locks - Missing or Damaged Lock				1		1		1			4		8
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	3	1	6	3	2	1	3	4	5	2	4		34
Mishandling of Passenger Property - Damaged/Missing Items-				1									1
Mishandling of Passenger Property - Damaged/Missing Items- Checked	3	1	5	2	1	1	1	4	5	2	4		29
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1			1					3
Patdown				2	1		1			1	2	1	9
Patdown - Flyer				1	1		1			1	2	1	8
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)	3		3	1	1	1							9
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Gender		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medication	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1	1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)				1									1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	5	3	7	3	1	6	1	4		1	1	2	34
Property - Special Handling - Damaged Items - Checked	1	2				1	1	1				2	8
Property - Special Handling - Missing Items - Checked	1				1	2							4
Property - Special Handling - Missing Items - Unchecked	5	1	5	3		3		3		1	1		22
Screening				1	1	2		2		1	1	2	12
Screening - Inconsistency									1				1
Screening - Procedures/Process		1	1	2		2				1	2	2	11
<b>2020</b>	<b>6</b>	<b>3</b>	<b>13</b>	<b>10</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>57</b>
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1						1			3
Customer Service - TSO				1						1			3
Locks				1	1								3
Locks - Missing or Damaged Lock				1	1								3
Mishandling of Passenger Property		2	8	1	3	3			1	1			19
Mishandling of Passenger Property - Damaged/Missing Items-				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items- Checked	2	5		3	2				1	1			14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked		2			1								3
Patdown		1		2	1								5
Patdown - Flyer		1		1	2	1							5
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Property - Special Handling		3		2	4	1			1	4	1		18
Property - Special Handling - Damaged Items - Carry-On				1								2	1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged	1			1	1				2				5
Property - Special Handling - Missing I	2		2	2					1	2	1		12
Screening		3			1			1	1				6
Screening - Procedures/Process		3			1			1	1				6
<b>2021</b>	<b>4</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>11</b>	<b>13</b>				<b>57</b>
Customer Service	1	2	2	3	1	1		2	1				13
Customer Service - CSM				1									1
Customer Service - TCC					1								1
Customer Service - TSO	1	2	1	2	1	1		2	1				11
Expedited Passenger Screening Program				1	1	1		2	5	5			15
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck				1	1	1		2	4	5			14
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2	2	1	1		1		1	1	1			9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - D	2	2	1	1				1	1				8
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)	1	1								1			3
Persons w/ Disabilities (PWD) - Internal Medical D		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobilit	1												1
Property - Special Handling			3						3				6
Property - Special Handling - Damaged Items - Carry-On									2				2
Property - Special Handling - Damaged Items - Ch	2								1				3
Property - Special Handling - Missing Items - Carr	1												1
Screening		1	1		1	1			4				8
Screening - Inconsistency							1			1			2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1		1			3				5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BOS</b>	<b>288</b>	<b>211</b>	<b>248</b>	<b>257</b>	<b>236</b>	<b>218</b>	<b>239</b>	<b>265</b>	<b>334</b>	<b>262</b>	<b>263</b>	<b>257</b>	<b>3,078</b>
<b>2018</b>				<b>89</b>	<b>89</b>	<b>71</b>	<b>126</b>	<b>114</b>	<b>128</b>	<b>119</b>	<b>136</b>	<b>105</b>	<b>977</b>
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer as Observer										1			1
Civil Rights				2	2	3	9	6	5	6	3	4	40
Civil Rights - Age						1	1						2
Civil Rights - Constitutional Rights					1						1	1	3
Civil Rights - Hair Patdowns									1				1
Civil Rights - Headwear									1	1			2
Civil Rights - National Origin								1	1				2
Civil Rights - Racial Profiling or Discrimination	1	1	1		3		2	1	4		3		16
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1					1	1			1	2		6
Civil Rights - Sexual Orientation - Not Transgender						4							4
Civil Rights - Transgender Screening								1	1				2
Customer Service				13	20	16	30	16	27	30	24	12	188
Customer Service - Others					3	1	1	2	2	1	1	1	12
Customer Service - TSO				13	17	15	29	14	25	29	23	11	176
Identification (ID) Requirements				1					1				2
Identification (ID) Requirements - Domestic									1				1
Identification (ID) Requirements - Minors Domestic				1									1
Locks				2	4	4	6	8	4	6	4	7	45
Locks - General						1	1	1					4
Locks - Missing or Damaged Lock				2	4	4	5	7	3	6	3	7	41
Lost and Found				4	3	1	7	6	3	3	13	6	46
Lost and Found - Airport/TSA				4	3	1	7	6	3	3	13	6	46
Mishandling of Passenger Property				31	24	11	28	29	33	26	43	35	260
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L	1	2	2		4	5	2	3	2	3	2	1	22
Mishandling of Passenger Property - Damaged/Missing Items--Checked	26	17	5		24	22	27	20	34	30	30		205
Mishandling of Passenger Property - Damaged/Missing Items--Unspecifie	2		2				1						5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec	2	5	2			2	3	3	7	4			28
Patdown				1	6	5	4	7	5	2	6	2	38
Patdown - Flyer				1	6	5	4	7	5	1	4	2	35
Patdown - Flyer as Observer										1	1		2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				6	3	5	8	5	9	10	5	3	54
Persons w/ Disabilities (PWD) - Autism Spectrum					1				1				2
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Diabetes	1					1	2		1	1			6
Persons w/ Disabilities (PWD) - General	2							1		2			5
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1	1	1		1	4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	2				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1							1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1		4	2		8
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts				1								1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Service Animals					1	2				1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1					1			1				3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1				1	1		4		1	1		9
Property - Special Handling				22	15	18	17	25	24	22	22	21	186
Property - Special Handling - Damaged Items - Carry-On					2	3			1		2		8
Property - Special Handling - Damaged Items - Checked	6	4	5		4	7	6	9	4	6	6	1	51
Property - Special Handling - Missing Items - Carry-On	3	5	2		4	7	6	4	6	1	6	1	38
Property - Special Handling - Missing Items - Checked	13	4	8		9	11	11	9	10	14			89
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening				7	12	8	17	12	17	13	16	14	116
Screening - Children									1				1
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency						1			2	1	1		5
Screening - Lengthy Lines				2	4	3	2	2	2	2	1		18
Screening - Procedures/Process				4	7	4	15	10	12	9	12	13	86
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach						1				1	2		4
<b>2019</b>	<b>135</b>	<b>93</b>	<b>104</b>	<b>69</b>	<b>64</b>	<b>84</b>	<b>76</b>	<b>88</b>	<b>110</b>	<b>116</b>	<b>104</b>	<b>124</b>	<b>1,167</b>
Advanced Imaging Technology (AIT)	1					1				1		1	4
Advanced Imaging Technology (AIT) -		1				1				1		1	4
Civil Rights	7	9	1	2	4	5	1	2	4	3	6	2	46
Civil Rights - Age			1			1					1		3
Civil Rights - Constitutional Rights	1				1								2
Civil Rights - Hair Patdowns						1			1				2
Civil Rights - Headwear	1						1				1		2
Civil Rights - National Origin						1			1				2
Civil Rights - Perceived Religion								1			1		2
Civil Rights - Racial Profiling or Discrimin	4	3		1	3	4		2			3	1	21
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Sex/Gender/Gender Identi	1	5								2	1		9
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening		1											1
Customer Service	27	24	20	11	9	18	12	15	18	20	13	18	205

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others	1	1	1	1	1	1	1	1	4	1	3	13	
Customer Service - TSO	27	23	19	11	8	17	11	15	14	20	12	15	192
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks	7	5	5	3	1	3	4	2	4	8	4	10	56
Locks - Missing or Damaged Lock	7	5	5	3	1	3	4	2	4	8	4	10	56
Lost and Found	4	2	3	3	4	3	1	1	2	3			26
Lost and Found - Airport/TSA	4	2	3	3	4	3	1	1	2	3			26
Mishandling of Passenger Property	35	16	20	19	14	18	16	23	20	26	26	33	266
Mishandling of Passenger Property - D	1				1	4		1	2	3	1	3	16
Mishandling of Passenger Property - D	26	15	17	17	9	12	14	17	14	20	19	26	206
Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage					1		1	1					3
Mishandling of Passenger Property - D	8	1	3	2	3	2	1	4	4	3	6	4	41
Patdown	4	4	6	2	4	3	2	4	8	5	7	7	56
Patdown - Flyer	4	3	6	2	3	2	2	3	8	4	7	7	51
Patdown - Flyer as Observer		1								1			2
Patdown - General					1	1							2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	4	8	6	2	5	4	5	11	8	7	7	6	73
Persons w/ Disabilities (PWD) - Cancer (general) I	1	1											2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabet	1		1			1			1	2			6
Persons w/ Disabilities (PWD) - General			1			1							2
Persons w/ Disabilities (PWD) - Hearing Impairme	1										1		2
Persons w/ Disabilities (PWD) - Interna	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1	1				2
Persons w/ Disabilities (PWD) - Medic	1	2					1	1	1			2	8
Persons w/ Disabilities (PWD) - Mobility Disability	1	1	1	1	1		1	4	2				11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1	1	1				3
Persons w/ Disabilities (PWD) - Prosth	1	1		1				1		2	1		7
Persons w/ Disabilities (PWD) - Service Animals							1				1	1	3
Persons w/ Disabilities (PWD) - Touch Aversion (p	1					1				1	1	2	6
Persons w/ Disabilities (PWD) - Visual Impairment					1					1	1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo	1	2			3	1	1	3	2		2	1	16
Property - Special Handling	23	14	31	18	16	18	13	17	26	30	29	25	260
Property - Special Handling - Damaged Items - Carry-On	2	2	2	2	3	1	1	1	3	2	2	3	21
Property - Special Handling - Damaged	3	1	7	2	1	2	5	4	8	13	8	4	58
Property - Special Handling - Missing I	2	7	5	3	5	3	2	2	4	4	8	8	53
Property - Special Handling - Missing I	18	6	17	11	8	10	5	10	11	11	11	10	128
Request for Assistance					2	2			1	1	1		7
Request for Assistance - Other					2	2			1	1	1		7
Screening	23	11	12	8	7	10	20	13	19	12	10	22	167
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	3			1						1		2	7
Screening - Lengthy Lines	6	1	3	1	1	1	1		2		1	1	18
Screening - Military											1		1
Screening - Procedures/Process	12	10	7	6	6	8	17	13	16	11	7	18	131
Screening - Retrieving Abandoned/Cor	1		2			1							4
Screening - Security Breach	1				1	1					1	1	5
<b>2020</b>	<b>126</b>	<b>96</b>	<b>114</b>	<b>77</b>	<b>76</b>	<b>34</b>	<b>6</b>	<b>7</b>	<b>14</b>	<b>27</b>	<b>23</b>	<b>28</b>	<b>628</b>
Civil Rights	4	13	5	1	4	1		1				1	30
Civil Rights - Age		3											3
Civil Rights - Constitutional Rights		2											2
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrin	1	5	4		3			1				1	15
Civil Rights - Screening of Religious or	1												1
Civil Rights - Sex/Gender/Gender Ident	1	3				1							5
Civil Rights - Transgender Screening	1	1		1									3
Customer Service	26	17	18	17	11	5	1	1		3	7	5	111
Customer Service - Others	1	1	1			1							4
Customer Service - TSO	25	16	17	17	11	4	1	1		3	7	5	107
Locks	1	3	4	5	2	2				2	2	2	23
Locks - Missing or Damaged Lock	1	3	4	5	2	2				2	2	2	23
Lost and Found	4		2	1	1		1		1	1	1		11
Lost and Found - Airport/TSA	4		2	1	1		1		1	1	1		11
Mishandling of Passenger Property	34	24	26	13	14	7	1	1	3	4	5	3	135
Mishandling of Passenger Property - D	9	6	6	5	5	1				2			34
Mishandling of Passenger Property - D	21	15	17	7	9	4	1		3	3	2	2	84
Mishandling of Passenger Property - Damaged/Missing Items-	1												1
Mishandling of Passenger Property - D	4	3	2	1		2		1		1	1	1	16
Patdown	8	4	4	2	2							1	21
Patdown - Flyer	6	4	4	2	2							1	19
Patdown - Flyer as Observer	2												2
Persons w/ Disabilities (PWD)	8	7	3	5	1	1			1	1	3		30
Persons w/ Disabilities (PWD) - Canc	1												1
Persons w/ Disabilities (PWD) - Cognitive /Develo	1												1
Persons w/ Disabilities (PWD) - Diabetes	2	1	1										4
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medic	2	1				1					2		6
Persons w/ Disabilities (PWD) - Mobilit	3			3									6
Persons w/ Disabilities (PWD) - Prosth	1												1
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Visual Impairment	1	1											2
Persons w/ Disabilities (PWD) - Wheel	1	1	1	1									5
Property - Special Handling	20	10	21	16	18	12	2	4	3	6	3	10	125
Property - Special Handling - Damaged	1	2	3	2	3	1				1	1	1	15
Property - Special Handling - Damaged	4	2	3	4	5	5	1	1	1	3	1	2	32
Property - Special Handling - Missing I	5	3	6	3	4	2		1	1			4	29
Property - Special Handling - Missing I	10	3	9	7	6	4	1	2		3	1	3	49
Request for Assistance		2											2
Request for Assistance - Other		2											2
Screening	21	16	31	17	23	6	1		6	9	3	6	139
Screening - Inconsistency					1				1				2
Screening - Lengthy Lines	1	1	2								1		5
Screening - Procedures/Process	18	15	29	17	21	5			4	8	2	5	124
Screening - Retrieving Abandoned/Cor	1						1					1	3
Screening - Security Breach	1				1				1				3
Screening - Traveling with Cash						1					1		2
SIDA (Security Identification Display Area)											1		1
SIDA (Security Identification Display Area) - General											1		1
<b>2021</b>	<b>27</b>	<b>22</b>	<b>30</b>	<b>22</b>	<b>7</b>	<b>29</b>	<b>31</b>	<b>56</b>	<b>82</b>				<b>306</b>
Civil Rights	3		2	2				1	9				19
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights						1							1
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear										1			1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrin	1		1	1					1	5			9
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1							1			2
Civil Rights - Transgender Screening	1					1							2
Claims				1									1
Claims - General				1									1
Customer Service	3	3	14	10	3	4	3	18	12				70
Customer Service - Others					1								1
Customer Service - TCC				1									1
Customer Service - TSO	3	3	14	9	3	3	3	18	12				68
Expedited Passenger Screening Program			2	3	1	9	15	21	28				79
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program							1	1					2
Expedited Passenger Screening Program - TSA PreCheck	2		3	1	9	13	20	28					76
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Lost and Found	1							1					2
Lost and Found - Airport/TSA	1							1					2
Mishandling of Passenger Property	11	8	5	3	1	4	1	1	3				37
Mishandling of Passenger Property - D	1	1	2	1	1	1	1						8
Mishandling of Passenger Property - D	7	5	3	2		2		1	2				22
Mishandling of Passenger Property - D	3	2				1			1				7
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown	2	1	1						3	7			14
Patdown - Flyer	1	1	1						3	7			13
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1		2			1		1	5				10
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes		1							1				2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medicat	1							1					2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts									2				2
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items						1	1						2
Prohibited & Permitted Items - General							1						1
Prohibited & Permitted Items - Remains						1							1
Property - Special Handling	5	7	2	2		5	4	3	11				39
Property - Special Handling - Damaged	1	2	1	1		1			5				11
Property - Special Handling - Damaged	2	1		1			2	1	3				10
Property - Special Handling - Missing Items - Carr	2	1			2	1	2						8
Property - Special Handling - Missing I	2	2				2	1		3				10
Screening	2	2	1		2	3	5	8	7				30
Screening - Inconsistency			1				2	2	1				6
Screening - Procedures/Process	2	2			2	3	3	6	6				24

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BPT</b>	1	3	3		2	1		1	2	1	2		16
<b>2018</b>													3
Locks										1	2		1
Locks - Missing or Damaged Lock										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2019</b>	1	1	2					1	1				6
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Property - Special Handling										1	1		2
Property - Special Handling - Damaged Items - Checked										1	1		2
Screening		1	2										3
Screening - Procedures/Process		1	2										3
<b>2020</b>	1		2										3
Customer Service								1					1
Customer Service - TSO								1					1
Screening		1						1					2
Screening - Procedures/Process		1						1					2
<b>2021</b>	1	1				1				1			4
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Mis		1											1
Screening							1				1		2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process										1			1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BQK</b>	2	3	3	8	3	6	7	3	8	5	4	3	55
<b>2018</b>													
Customer Service													1
Customer Service - TSO													1
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property				3		1	1	1	3	3	2	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked								1	2	3	1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1		1				1		4
Patdown						1							1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Checked						1	1						2
<b>2019</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>6</b>		<b>5</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>28</b>
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property	1			1	2	1	2	3		3	1	1	15
Mishandling of Passenger Property - Damaged	1			1	1	1	1	2					7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1		1			3	1	1	8
Patdown						1			1	1			3
Patdown - Flyer							1		1				3
Property - Special Handling					1		1				1		5
Property - Special Handling - Damaged Items - Checked				1		1					1		3
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked								1					1
Screening									2		1	1	4
Screening - Procedures/Process									2		1	1	4
<b>2020</b>	<b>1</b>								<b>1</b>				<b>1</b>
Customer Service				1									1
Customer Service - TSO				1									1
<b>2021</b>	<b>1</b>		<b>2</b>					<b>1</b>		<b>1</b>			<b>5</b>
Civil Rights					1								1
Civil Rights - Civil Rights Violation (TSA Employee)					1								1
Customer Service				1		1							2
Customer Service - TSO				1		1							2
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BQN</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>8</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>69</b>
<b>2018</b>													<b>19</b>
Customer Service													2
Customer Service - TSO													2
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													3
Mishandling of Passenger Property - Damaged/Missing Items--Checked													3
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability													1
Property - Special Handling													5
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Missing Items - Carry-On													1
Property - Special Handling - Missing Items - Checked													3
Screening													7
Screening - Procedures/Process													7
<b>2019</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>35</b>
Customer Service	1	1					1	1					4
Customer Service - Others	1												1
Customer Service - TSO													3
Lost and Found		1	1										3
Lost and Found - Airport/TSA		1	1										3
Mishandling of Passenger Property	2	1	2				2	1	1	1	1	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on				2			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown													2
Patdown - Flyer													2
Property - Special Handling				3			1						9
Property - Special Handling - Missing Items - Carry-On													5
Property - Special Handling - Missing Items - Checked				3			1						4
Screening							1	1					4
Screening - Procedures/Process							1						3
Screening - Security Breach							1						1
<b>2020</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>3</b>							<b>10</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1					1							2
Customer Service - TSO	1					1							2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown				1									2
Patdown - Flyer				1									2
Property - Special Handling				1									2
Property - Special Handling - Missing Items				1									2
Screening						1	1						2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process							1						1
<b>2021</b>										<b>1</b>	<b>2</b>	<b>2</b>	<b>5</b>
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown											1		1
Patdown - Flyer as Observer											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening										1	1		2
Screening - Procedures/Process											1		1
Screening - Traveling with Cash											1		1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BRD</b>	4	2	4	1	1	2	2	1			2	1	<b>20</b>
<b>2018</b>					1			1					<b>2</b>
Mishandling of Passenger Property					1			1					<b>2</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1					<b>2</b>
<b>2019</b>	<b>3</b>	<b>2</b>	<b>2</b>				<b>1</b>					<b>1</b>	<b>9</b>
Customer Service	1												<b>1</b>
Customer Service - TSO	1												<b>1</b>
Mishandling of Passenger Property	2	2	1									1	<b>6</b>
Mishandling of Passenger Property - D	1	1	1									1	<b>4</b>
Mishandling of Passenger Property - D	1	1											<b>2</b>
Patdown				1									<b>1</b>
Patdown - Flyer				1									<b>1</b>
Property - Special Handling						1							<b>1</b>
Property - Special Handling - Missing Items - Checked						1							<b>1</b>
<b>2020</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										<b>2</b>
Mishandling of Passenger Property - D	1		1										<b>2</b>
Property - Special Handling				1									<b>1</b>
Property - Special Handling - Missing Items - Checked				1									<b>1</b>
Screening			1								1	1	<b>3</b>
Screening - Procedures/Process			1								1	1	<b>3</b>
<b>2021</b>						<b>1</b>	<b>2</b>						<b>3</b>
Expedited Passenger Screening Program							1						<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck							1						<b>1</b>
Mishandling of Passenger Property							1						<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						<b>1</b>
Property - Special Handling							1						<b>1</b>
Property - Special Handling - Damaged Items - Checked							1						<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BRL</b>				1		1				1			3
<b>2019</b>						1					1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown							1						1
Patdown - Flyer							1						1
<b>2020</b>				1									1
Customer Service				1									1
Customer Service - TSO				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BRO</b>	<b>2</b>			<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>		<b>2</b>	<b>1</b>		<b>1</b>	<b>15</b>
<b>2018</b>						<b>1</b>					<b>1</b>		<b>2</b>
Customer Service											<b>1</b>		<b>1</b>
Customer Service - TSO											<b>1</b>		<b>1</b>
Mishandling of Passenger Property						<b>1</b>							<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						<b>1</b>							<b>1</b>
<b>2019</b>	<b>1</b>				<b>2</b>		<b>2</b>	<b>2</b>		<b>1</b>		<b>1</b>	<b>9</b>
Civil Rights		<b>1</b>											<b>1</b>
Civil Rights - Sex/Gender/Gender Ident		<b>1</b>											<b>1</b>
Customer Service						<b>1</b>							<b>1</b>
Customer Service - TSO						<b>1</b>							<b>1</b>
Locks							<b>1</b>						<b>1</b>
Locks - Missing or Damaged Lock							<b>1</b>						<b>1</b>
Mishandling of Passenger Property										<b>1</b>			<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD)								<b>1</b>					<b>1</b>
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								<b>1</b>					<b>1</b>
Property - Special Handling						<b>1</b>		<b>1</b>					<b>2</b>
Property - Special Handling - Damaged Items - Checked								<b>1</b>					<b>1</b>
Property - Special Handling - Missing Items - Checked						<b>1</b>							<b>1</b>
Screening							<b>1</b>					<b>1</b>	<b>2</b>
Screening - Procedures/Process							<b>1</b>					<b>1</b>	<b>2</b>
<b>2020</b>	<b>1</b>									<b>1</b>			<b>2</b>
Civil Rights										<b>1</b>			<b>1</b>
Civil Rights - Hair Patdowns										<b>1</b>			<b>1</b>
Mishandling of Passenger Property		<b>1</b>											<b>1</b>
Mishandling of Passenger Property - D		<b>1</b>											<b>1</b>
<b>2021</b>								<b>2</b>					<b>2</b>
Customer Service								<b>1</b>					<b>1</b>
Customer Service - TSO								<b>1</b>					<b>1</b>
Expedited Passenger Screening Program								<b>1</b>					<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck								<b>1</b>					<b>1</b>

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BRW</b>	1		1	1					2				5
<b>2018</b>				1						1			2
Property - Special Handling					1					1			2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On										1			1
<b>2019</b>	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
<b>2020</b>			1										1
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination					1								1
<b>2021</b>									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked									1				1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BTM</b>							1	1					2
<b>2018</b>							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
<b>2019</b>							1						1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BTR</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>57</b>
<b>2018</b>													
Customer Service						2							6
Customer Service - Others													2
Customer Service - TSO						2							4
Mishandling of Passenger Property								1	2				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)					2								2
Persons w/ Disabilities (PWD) - Visual Impairment					2								2
Property - Special Handling									1				2
Property - Special Handling - Damaged Items - Checked									1				2
Screening						1	1					2	4
Screening - Procedures/Process						1	1					2	4
<b>2019</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>4</b>	<b>2</b>	<b>26</b>
Customer Service						1		1	1	2	1		6
Customer Service - Others						1		1	1				2
Customer Service - TSO									1	2	1		4
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1			1		1			2		1	3	10
Mishandling of Passenger Property - D	1				1	1			2		1	2	8
Mishandling of Passenger Property - Disarrayed Items--Carry-						1						1	2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling	1	1								2	1	1	7
Property - Special Handling - Damaged	1												1
Property - Special Handling - Missing Items - Carr				1						1		1	3
Property - Special Handling - Missing Items - Checked										1	1	1	3
Screening						1							1
Screening - Security Breach						1							1
<b>2020</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>							<b>2</b>	<b>8</b>
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Customer Service											1		1
Customer Service - Others											1		1
Mishandling of Passenger Property	1		1				1				1		4
Mishandling of Passenger Property - D	1		1				1				1		4
Patdown								1					1
Patdown - Flyer								1					1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>	<b>1</b>	<b>1</b>		<b>1</b>				<b>1</b>		<b>1</b>			<b>5</b>
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program									1				2
Expedited Passenger Screening Program - TSA PreCheck									1				2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BTV</b>	<b>18</b>	<b>18</b>	<b>16</b>	<b>9</b>	<b>18</b>	<b>12</b>	<b>7</b>	<b>11</b>	<b>13</b>	<b>22</b>	<b>18</b>	<b>13</b>	<b>175</b>
<b>2018</b>													
Civil Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service													7
Customer Service - Others													1
Customer Service - TSO													6
Mishandling of Passenger Property													11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked													7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													3
Patdown													7
Patdown - Flyer													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													1
Property - Special Handling													3
Property - Special Handling - Missing Items - Carry-On													1
Property - Special Handling - Missing Items - Checked													1
Request for Assistance													1
Request for Assistance - Other													1
Screening													12
Screening - Lengthy Lines													3
Screening - Procedures/Process													9
<b>2019</b>	<b>10</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>12</b>	<b>5</b>	<b>6</b>	<b>74</b>
Advanced Imaging Technology (AIT)													2
Advanced Imaging Technology (AIT) - Children													1
Advanced Imaging Technology (AIT) - Flyer													1
Civil Rights													1
Civil Rights - Constitutional Rights													1
Customer Service													17
Customer Service - Others													2
Customer Service - TSO													15
Locks													5
Locks - Missing or Damaged Lock													5
Mishandling of Passenger Property													14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													2
Mishandling of Passenger Property - D													10
Mishandling of Passenger Property - Disarrayed Items--Carry-													2
Patdown													7
Patdown - Flyer													5
Patdown - Flyer as Observer													1
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)													5
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli													1
Persons w/ Disabilities (PWD) - Mobility													1
Persons w/ Disabilities (PWD) - Touch Aversion (p													2
Property - Special Handling													7
Property - Special Handling - Damaged Items - Checked													4
Property - Special Handling - Missing Items - Carr													2
Property - Special Handling - Missing I													1
Screening													16
Screening - Inconsistency													1
Screening - Procedures/Process													14
Screening - Retrieving Abandoned/Confiscated Items													1
<b>2020</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>42</b>
Civil Rights													3
Civil Rights - Constitutional Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													2
Customer Service													5
Customer Service - Others													1
Customer Service - TSO													4
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Mi:													3
Mishandling of Passenger Property - Disarrayed It													3
Patdown													3
Patdown - Flyer													2
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Medically Necessary Medicat													2
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Food/Beverages													1
Property - Special Handling													6
Property - Special Handling - Damaged Items - Carry-On													2
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Carr													1
Property - Special Handling - Missing Items - Checked													2
Screening													14
Screening - Procedures/Process													13
Screening - Retrieving Abandoned/Cor													1
<b>2021</b>	<b>1</b>	<b>1</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>				<b>16</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	1		1					1	2	1			6
Customer Service - TCC			1										1
Customer Service - TSO	1							1	2	1			5
Expedited Passenger Screening Program			1			1							2
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling			1			1							2
Property - Special Handling - Damaged Items - Checked			1			1							2
Screening			1			1			1				3
Screening - Procedures/Process			1			1			1				3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BUF</b>	<b>25</b>	<b>17</b>	<b>27</b>	<b>29</b>	<b>22</b>	<b>27</b>	<b>24</b>	<b>25</b>	<b>22</b>	<b>26</b>	<b>23</b>	<b>18</b>	<b>285</b>
<b>2018</b>	12	8	16	7	9	5	7	7	5	7	7	9	80
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Customer Service					1	4		1		1		1	8
Customer Service - Others						1							1
Customer Service - TSO					1	3		1		1		1	7
Locks					3			1	1	2	1	1	9
Locks - Missing or Damaged Lock					3			1	1	2	1	1	9
Mishandling of Passenger Property				6	3	7	6	6	3	1	5	4	41
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				5	2	7	5	6	3	1	3	3	35
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1		1				1		3
Patdown					1								2
Patdown - Flyer					1								2
Property - Special Handling				4	1	2	1	1	1	3	1	2	16
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked					2						1	1	4
Property - Special Handling - Missing Items - Carry-On						1		1					2
Property - Special Handling - Missing Items - Checked				2	1		1			3		1	8
Screening					1		2						3
Screening - Crew Member or Airline Employee						2							2
Screening - Retrieving Abandoned/Confiscated Items					1								1
<b>2019</b>	<b>10</b>	<b>6</b>	<b>17</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>16</b>	<b>12</b>	<b>9</b>	<b>106</b>
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Civil Rights						1		1				2	4
Civil Rights - Racial Profiling or Discrimination								1				2	3
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Customer Service			2		1		1	1	1		2	2	11
Customer Service - TSO			2		1		1	1	1		2	2	11
Locks			1		1	1	1	1		1	1	2	11
Locks - Missing or Damaged Lock			1		1	1	1		1	1	2	1	11
Mishandling of Passenger Property			1	3	6		1	1	3	1	2	7	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1				1	2
Mishandling of Passenger Property - D		1	2	5			1	1	2	1	2	4	1
Mishandling of Passenger Property - Damaged/Missing Items-				1									1
Mishandling of Passenger Property - Disarrayed It					1						2		3
Patdown						1				2	1	1	5
Patdown - Flyer						1				2	1	1	5
Persons w/ Disabilities (PWD)					1	1						1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /M					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sc					1			1					2
Property - Special Handling		4	2	8	2			2		1	1	5	28
Property - Special Handling - Damaged		1	1	1	1							1	5
Property - Special Handling - Damaged Items - Ch		1	4				1				3	1	10
Property - Special Handling - Missing I		1								1		1	3
Property - Special Handling - Missing I		2		3	1		1		1		2		10
Request for Assistance													1
Request for Assistance - Other													1
Screening		2				1			2	2	1	4	12
Screening - Crew Member or Airline Employee												2	2
Screening - Inconsistency		1							1			1	3
Screening - Procedures/Process		1				1			1	2	1	1	7
<b>2020</b>	<b>11</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>		<b>61</b>
Civil Rights		2	1	1									4
Civil Rights - Racial Profiling or Discrin		2	1	1									4
Customer Service		2	2	2								1	7
Customer Service - Others				2									2
Customer Service - TSO		2			2							1	5
Locks		1	1			1	1			1		1	6
Locks - Missing or Damaged Lock		1	1			1	1			1		1	6
Mishandling of Passenger Property		6	2	2	5	1	1	1			1	2	21
Mishandling of Passenger Property - D		5	2	2	4	1	1	1			1	1	18
Mishandling of Passenger Property - D		1			1							1	3
Patdown					1		1			1			3
Patdown - Children													1
Patdown - Flyer							1						1
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Property - Special Handling		2	2	5			1					1	11
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Ch		1			1		1						3
Property - Special Handling - Missing Items - Carry-On					2								2
Property - Special Handling - Missing Items - Chec		1	1	2								1	5
Screening		2	1			1		1		1		1	8
Screening - Crew Member or Airline Employee						1					1		2
Screening - Procedures/Process		2	1			1		1	1				6
<b>2021</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>10</b>				<b>38</b>
Animals						1							1
Animals - Carry-On								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights						1		1					2
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service				1									1
Customer Service - TSO				1									1
Duplicate E-mail										1			1
Duplicate E-mail - General										1			1
Expedited Passenger Screening Program							4	5	5				14
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck							4	4	5				13
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property	1	1		2		2				1			7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L			1			1							2
Mishandling of Passenger Property - D	1			1		1				1			4
Mishandling of Passenger Property - Disarrayed It		1											1
Patdown									1	1			2
Patdown - Flyer									1	1			2
Property - Special Handling	1					1				2			4
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing I	1									2			3
Screening	2				1			1	1				5
Screening - Inconsistency	1				1			1					3
Screening - Procedures/Process	1												1
Screening - Retrieving Abandoned/Confiscated Items								1					

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BUR</b>	<b>17</b>	<b>27</b>	<b>21</b>	<b>32</b>	<b>18</b>	<b>31</b>	<b>33</b>	<b>22</b>	<b>34</b>	<b>31</b>	<b>29</b>	<b>13</b>	<b>308</b>
<b>2018</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>74</b>
Civil Rights							1	1					2
Civil Rights - Racial Profiling or Discrimination							1	1					2
Customer Service						3	2		1	2			8
Customer Service - TSO						3	2		1	2			8
Locks				1				1	1		1	1	5
Locks - General												1	1
Locks - Missing or Damaged Lock				1				1	1				4
Lost and Found					2								2
Lost and Found - Airport/TSA					2								2
Mishandling of Passenger Property				2		3	3	1	2	2	4	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1		3	3	1	1	1	4		14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1					1		1		3
Patdown				1	1	1	2			1		1	7
Patdown - Flyer				1	1	1	1			1		1	6
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				1		1			3				5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabilities				1									1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									2				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				4	1	1	1		1	3		2	13
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Damaged Items - Checked				1		1	1			1			4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked				2					1	1		2	6
Screening				2	2	2		4		2	2		14
Screening - Inconsistency					1			2					3
Screening - Procedures/Process				2	1	2		2		2	2		11
<b>2019</b>	<b>4</b>	<b>14</b>	<b>9</b>	<b>9</b>	<b>3</b>	<b>8</b>	<b>19</b>	<b>8</b>	<b>12</b>	<b>16</b>	<b>14</b>	<b>5</b>	<b>121</b>
Civil Rights	2	1	1	1			2	1	1	3			12
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns		1											1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination							2	1	1	1			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1		1										2
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening					1								1
Customer Service				1		1	2	3	2	2	1		12
Customer Service - Others							1						1
Customer Service - TSO				1		1	1	3	2	2	1		11
Locks	2	1	1				1	1	1				7
Locks - Missing or Damaged Lock	2	1	1				1	1	1				7
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	1	2	4	1		1	6	3	2	2	3	2	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1	1	2	2	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1	3	1		1	4	1	2	2	2	1	19
Mishandling of Passenger Property - Disarrayed Items	1	1				1	1	1			1		5
Patdown				1		1			1	3	2	1	9
Patdown - Flyer				1		1			1	3	2	1	9
Persons w/ Disabilities (PWD)		2					2		1	1	2		8
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				1		2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (p		2											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1	3	3	2	1	3	3		1	2	4		23
Property - Special Handling - Damaged	1				1								2
Property - Special Handling - Damaged Items - Checked	1	2	1			1	3				1		9
Property - Special Handling - Missing Items - Carry-On						1				1			2
Property - Special Handling - Missing Items - Checked	2	1	1			1				2	3		10
Screening	2	3	1	2		2	3		3	3	1	2	22
Screening - Inconsistency	1			1			1						3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process		2				1	1		3	3	1	2	13
Screening - Retrieving Abandoned/Cor	1	1		1			1	1					3
Screening - Security Breach						1	1						2
<b>2020</b>	<b>8</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>11</b>	<b>7</b>		<b>1</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>3</b>	<b>84</b>
Civil Rights	1	1		3	1						1		7
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimin	1	1									1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1								2
Civil Rights - Transgender Screening				1									1
Customer Service	1	2	2			4	2		2	2			15
Customer Service - Others									1				1
Customer Service - TSO	1	2	2			4	2		1	2			14
Locks	1		1	2	1						2		7
Locks - Missing or Damaged Lock	1		1	2	1						2		7
Mishandling of Passenger Property	2	2	4	1	1	1		1	1	3	2		18
Mishandling of Passenger Property - D	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Mi:	2	4	1	1	1	1		1	1	1	2		14
Mishandling of Passenger Property - D	1										2		3
Patdown	1	2		1									4
Patdown - Flyer	1	2		1									4
Persons w/ Disabilities (PWD)	1		1		1							1	4
Persons w/ Disabilities (PWD) - Canc	1												1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	5	1	3	3	1					1	2	17
Property - Special Handling - Damaged	1				1						1		3
Property - Special Handling - Damaged Items - Ch	1			1	1							1	4
Property - Special Handling - Missing Items - Chec	4	1	2	1	1							1	10
Screening		1	3	2		3				1		2	12
Screening - Inconsistency				1									1
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process			3	1		2							6
Screening - Retrieving Abandoned/Confiscated Ite		1									1		2
Screening - Security Breach					1								1
<b>2021</b>	<b>5</b>						<b>3</b>	<b>5</b>	<b>6</b>	<b>10</b>			<b>29</b>
Civil Rights								2	1				3
Civil Rights - Racial Profiling or Discrimination								1	1				2
Civil Rights - Transgender Screening								1					1
Customer Service								1		3			4
Customer Service - Others									1				1
Customer Service - TSO								1	2				3
Expedited Passenger Screening Program								2	2	4			8
Expedited Passenger Screening Program - TSA PreCheck								2	2	4			8
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling	2						1		2				5
Property - Special Handling - Damaged Items - Carry-On								2					2
Property - Special Handling - Damaged	1												1
Property - Special Handling - Missing I	1					1							2
Screening	1							2	1				5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1							1	1				4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>BWI</b>	164	124	165	181	142	169	169	209	211	169	192	131	2,026
<b>2018</b>				66	39	68	66	78	87	85	82	62	633
Civil Rights						1	5	2	2	4	2		16
Civil Rights - Racial Profiling or Discrimination						1	5	1	2	4	1		14
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				15	8	13	20	22	19	18	19	11	145
Customer Service - Others					3	4	4	4	1	1	3		20
Customer Service - TSO				15	5	9	16	18	18	17	16	11	125
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				2	2	4	3	4	5	1	7	4	32
Locks - General						1	1						2
Locks - Missing or Damaged Lock				2	2	4	2	3	5	1	7	4	30
Lost and Found				3		2	1	1	1	2	2		12
Lost and Found - Airport/TSA				3		2	1	1	1	2	2		12
Mishandling of Passenger Property				11	7	11	11	17	14	16	14	12	113
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1	3	2	1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked				6	6	11	10	14	9	8	8		80
Mishandling of Passenger Property - Damaged/Missing Items-Unspecifie				1							2		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				4	1			2	2	6	3	3	21
Patdown					1	4	1	2	3	3	1	2	17
Patdown - Flyer					1	3	1	2	2	3	1	2	15
Patdown - Flyer as Observer						1							2
Persons w/ Disabilities (PWD)				9	5	8	6	5	14	5	3	6	61
Persons w/ Disabilities (PWD) - Autism Spectrum				2									2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1					3
Persons w/ Disabilities (PWD) - Diabetes				2					1	3			6
Persons w/ Disabilities (PWD) - General								1	2				5
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1	1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1					3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				3	4	2			3	2		1	15
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Service Animals									3				3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				3	2	4	2		2			4	17
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Alcohol and Tobacco										1			1
Property - Special Handling				17	7	11	3	12	12	14	15	15	106
Property - Special Handling - Damaged Items - Carry-On				2	1	2		3	4	1	1	2	16
Property - Special Handling - Damaged Items - Checked				2	2	2		3	1	3	5	4	22
Property - Special Handling - Missing Items - Carry-On				4	2	2	1	3	2	1	4	3	22
Property - Special Handling - Missing Items - Checked				9	2	5	2	3	5	9	5	6	46
Request for Assistance				1		2	1		1	1	1	1	8
Request for Assistance - Other				1		2	1		1	1	1	1	8
Screening				7	9	12	15	13	16	20	18	11	121
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency							1			3		2	6
Screening - Lengthy Lines				4	2	2	6	8	5	9	8	5	49
Screening - Procedures/Process				3	7	6	9	5	11	8	8	3	60
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach						2				1	1		4
<b>2019</b>	<b>79</b>	<b>68</b>	<b>70</b>	<b>41</b>	<b>41</b>	<b>54</b>	<b>69</b>	<b>73</b>	<b>57</b>	<b>63</b>	<b>85</b>	<b>47</b>	<b>747</b>
Advanced Imaging Technology (AIT)				1	1					1			3
Advanced Imaging Technology (AIT) - Flyer				1	1					1			3
Civil Rights				3	4		2	1	3	2	1	3	26
Civil Rights - Age				1								1	2
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination				3		1	1	2	1	2	1		14
Civil Rights - Sex/Gender/Gender Ident				2	1		1				2		6
Civil Rights - Transgender Screening							1						1
Customer Service				20	17	17	9	13	19	18	9	8	165
Customer Service - Others				1		1	1	1		1	1	1	7
Customer Service - TSO				19	17	16	9	12	18	18	9	7	17
Locks				1	5	4	1	3	2	2	6	4	38
Locks - Missing or Damaged Lock				1	5	4	1	3	2	2	6	4	38
Lost and Found					1					1			3
Lost and Found - Airport/TSA						1				1			3
Mishandling of Passenger Property				16	11	16	8	11	5	9	15	12	151
Mishandling of Passenger Property - D				3		1		1		2	1	1	12
Mishandling of Passenger Property - D				11	6	13	8	9	5	7	11	8	13
Mishandling of Passenger Property - D				2	5	2	1		2	2	3	1	23
Patdown				1		1	1	3	6	6		5	29
Patdown - Children									1				1
Patdown - Flyer				1		2	1	3	6	3	4	2	25
Patdown - Flyer as Observer									1		1		2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				5	3	8	3		1	6	7	4	53
Persons w/ Disabilities (PWD) - Breast Cancer									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental	1	2	1			1					3		8
Persons w/ Disabilities (PWD) - Diabetes								2	2		1		5
Persons w/ Disabilities (PWD) - General								1	2				3
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					2						1		1
Persons w/ Disabilities (PWD) - Medical Devices	1									1	5	1	10
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability	1	2						1		1	2	1	8
Persons w/ Disabilities (PWD) - Prosthetic Limb	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment	1												1
Persons w/ Disabilities (PWD) - Service Animals							1				1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain)	1												1
Persons w/ Disabilities (PWD) - Visual Impairment	1							1					2
Persons w/ Disabilities (PWD) - Wheelchair	1	2						1	1		1		6
Property - Special Handling	16	15	11	11	8	9	11	14	16	13	14	8	146
Property - Special Handling - Damaged	2	2	1	2	3	3	2	1				1	17
Property - Special Handling - Damaged	6	3	2	3	1	2	6	4	4	6	2	2	41
Property - Special Handling - Missing Item	1		6	1	1	1	1	3	2	3	2	1	22
Property - Special Handling - Missing Item	7	10	2	5	3	3	2	6	10	4	10	4	66
Request for Assistance	1				1		1						3
Request for Assistance - Other		1			1		1						3
Screening	17	12	10	5	3	12	13	14	13	11	13	7	130
Screening - Inconsistency		1						2	1				4
Screening - Lengthy Lines	7	2	5	1	1	4	3	3	4	3	5	1	39
Screening - Procedures/Process	9	9	5	4	2	6	9	8	7	7	8	6	80
Screening - Retrieving Abandoned/Corporation Property	1						1						2
Screening - Security Breach						2	1		1	1			5
<b>2020</b>	<b>58</b>	<b>41</b>	<b>71</b>	<b>54</b>	<b>49</b>	<b>18</b>	<b>5</b>	<b>8</b>	<b>11</b>	<b>21</b>	<b>25</b>	<b>22</b>	<b>383</b>
Civil Rights	3	1	1	4	4			1	1	2	1	2	20
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination	1		1	3	3			1	1			2	12
Civil Rights - Sex/Gender/Gender Identity	1			1	1					2			5
Customer Service	17	8	15	5	8	1	1	1	2	2	6	3	69
Customer Service - Others			1	1									2
Customer Service - TSO	17	8	14	4	8	1	1	1	2	2	6	3	67
Locks	2	1	7	3	1				2	4	3	3	26
Locks - Missing or Damaged Lock	2	1	7	3	1				2	4	3	3	26
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	6	6	20	9	14	3	1	2	2	3	4	2	72
Mishandling of Passenger Property - Domestic	1		3		2					1			7
Mishandling of Passenger Property - Domestic	3	3	14	9	13		1	1	1	2	4	2	53
Mishandling of Passenger Property - Damaged/Missing	1												1
Mishandling of Passenger Property - Domestic	2	2	3		1	1		1	1				11
Patdown	3	1		3	3	1							11
Patdown - Flyer	3			2	2								7
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer		1				1	1						3
Persons w/ Disabilities (PWD)	6	5	2	2			2		1	3	2	1	26
Persons w/ Disabilities (PWD) - Breastfeeding	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developmental	1										1		2
Persons w/ Disabilities (PWD) - Diabetes	1										1		2
Persons w/ Disabilities (PWD) - General	2	1									1	1	5
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1								1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability	1	2				1							3
Persons w/ Disabilities (PWD) - Service Animals					1						1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain)	2				1	1							2
Persons w/ Disabilities (PWD) - Wheelchair	2						1	1			1		5
Property - Special Handling	14	10	14	17	11	6	3	2	1	5	8	9	100
Property - Special Handling - Damaged	1	1	5		2	1				2			12
Property - Special Handling - Damaged	5	6	1	2	3		2		1	2	3	6	31
Property - Special Handling - Missing Item	3		2	2	1			1		1	1	1	12
Property - Special Handling - Missing Item	5	3	6	13	5	5	1	1		4	2	2	45
Request for Assistance		2											2
Request for Assistance - Other		1											1
Request for Assistance - Wounded Warrior (MSIJ/SAC)	1												1
Screening	7	7	11	11	8	5		1		3	2	1	56
Screening - Lengthy Lines			3	1	3	1							8
Screening - Procedures/Process	7	7	6	9	4	4		1		3	2	1	44
Screening - Security Breach			2	1	1								4
<b>2021</b>	<b>27</b>	<b>15</b>	<b>24</b>	<b>20</b>	<b>13</b>	<b>29</b>	<b>29</b>	<b>50</b>	<b>56</b>				<b>263</b>
Civil Rights	1			1		1	1						4
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Claims										1			1
Claims - General										1			1
Customer Service	9	1	9	7	2	6	9	13	10				66
Customer Service - CSM			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others			1			1							2
Customer Service - TCC			1										1
Customer Service - TSO	9	1	6	7	2	5	9	13	10				62
DHS TRIP					1								1
DHS TRIP - General						1							1
Expedited Passenger Screening Program	1	2	1	1	4	11	15	19					54
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD						1			2				3
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program							2	1					3
Expedited Passenger Screening Program - TSA PI	1	2	1	1	3	10	11	16					45
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Identification (ID) Requirements			1						1				2
Identification (ID) Requirements - Domestic			1						1				2
Locks	2					1			1				4
Locks - Missing or Damaged Lock	2					1			1				4
Lost and Found				1		1	1	1		2			5
Lost and Found - Airport/TSA				1		1	1	1		2			5
Mishandling of Passenger Property	6	4	4	5	3	1		5					28
Mishandling of Passenger Property - D	1		1		1								3
Mishandling of Passenger Property - D	5	4	3	5	2			5					24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction						2	1	1					4
No Jurisdiction - Refer to CBP						1	1						2
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other						1							1
Patdown	1		1			2	2	1	2				9
Patdown - Flyer	1		1			1	2	1	2				8
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)		1	3	2	1	1	1		3				12
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service Animals		2											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo	1		1				1		2				5
Prohibited & Permitted Items		2	2						2				6
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1	1										2
Prohibited & Permitted Items - Sporting Goods								1					1
Property - Special Handling	5	5	2	1	3	2	1	5	7				31
Property - Special Handling - Damaged Items - Ca		1							4				5
Property - Special Handling - Damaged Items - Ch	3	1			1	2		2	2				11
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing I	5	1	1		2		1	2	1				13
Screening	3	3			3	7	2	7	11				36
Screening - Children					1								1
Screening - Inconsistency	1						2	1	2	4			10
Screening - Lengthy Lines							2		1	1			4
Screening - Procedures/Process	2	3			2	3	1	4	6				21

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>BZN</b>	7	10	7	12	7	13	9	9	12	6	11	3	106	
<b>2018</b>													21	
Civil Rights					2								2	
Civil Rights - Age					1								1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1	
Customer Service					1	1	2			1			5	
Customer Service - Others							1						1	
Customer Service - TSO					1	1	1			1			4	
Locks							1						1	
Locks - Missing or Damaged Lock							1						1	
Patdown								1		1	1		3	
Patdown - Flyer										1	1		2	
Patdown - Non-Flyer								1					1	
Persons w/ Disabilities (PWD)					1	1				1			3	
Persons w/ Disabilities (PWD) - Diabetes										1			1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1	
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts					1								1	
Property - Special Handling								2					2	
Property - Special Handling - Damaged Items - Checked								1					1	
Property - Special Handling - Missing Items - Checked								1					1	
Screening						1					4		5	
Screening - Inconsistency						1							1	
Screening - Procedures/Process										3			3	
Screening - Retrieving Abandoned/Confiscated Items										1			1	
<b>2019</b>	2	3	2	1		6	4	4	4	5	5		36	
Civil Rights				1		1	1				1		4	
Civil Rights - Racial Profiling or Discrimination							1						1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2	
Civil Rights - Transgender Screening						1							1	
Customer Service						1	2	1		1			5	
Customer Service - TSO						1	2	1		1			5	
Locks											1		1	
Locks - Missing or Damaged Lock											1		1	
Mishandling of Passenger Property	1							2					3	
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor							1						1	
Mishandling of Passenger Property - D	1						1						2	
Patdown				1			3	1	1	3			9	
Patdown - Flyer				1			3	1	1	3			9	
Persons w/ Disabilities (PWD)				1						1	1		3	
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1	
Persons w/ Disabilities (PWD) - Prostheses/Ampu	1												1	
Property - Special Handling				1									1	
Property - Special Handling - Damaged Items - Checked				1									1	
Screening	1	1	1				1	1		3		2	10	
Screening - Inconsistency										2			2	
Screening - Procedures/Process				1	1		1	1		1		2	7	
Screening - Security Breach	1												1	
<b>2020</b>	4	6	4	5	3					1		1	3	27
Advanced Imaging Technology (AIT)		1												1
Advanced Imaging Technology (AIT) - Flyer		1												1
Civil Rights		1												2
Civil Rights - Age		1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1										1
Customer Service				1							1		2	5
Customer Service - TSO				1						1		1	2	5
Mishandling of Passenger Property				1										1
Mishandling of Passenger Property - Damaged/Missing Items				1										1
Patdown	2	3			2									7
Patdown - Flyer	2	3			2									7
Persons w/ Disabilities (PWD)		2	1		1	1							1	6
Persons w/ Disabilities (PWD) - General			1											1
Persons w/ Disabilities (PWD) - Hearing Impairment											1			1
Persons w/ Disabilities (PWD) - Medically Necess		1												1
Persons w/ Disabilities (PWD) - Touch Aversion (p	1			1		1	1							3
Property - Special Handling	1					1	1							3
Property - Special Handling - Damaged		1												1
Property - Special Handling - Missing Items - Checked			1			1								2
Screening						1	1							2
Screening - Procedures/Process						1	1							2
<b>2021</b>	1	1	1	2	3	2	4	3	5				22	
Airline										1				1
Airline - Policy/Regulations/Service										1				1
Civil Rights						1				1				2
Civil Rights - Racial Profiling or Discrimination						1				1				2
Customer Service				1		1	1			1				4
Customer Service - TSO				1		1	1			1				4
Expedited Passenger Screening Program				1		1	1		1	2				6
Expedited Passenger Screening Program - DoD										1				1
Expedited Passenger Screening Program - TSA PreCheck				1		1	1		1	1				5
Persons w/ Disabilities (PWD)										1	1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1				1
Prohibited & Permitted Items						1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Property - Special Handling		1						2					3
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing	1												1
Screening							1	2					3
Screening - Procedures/Process							1	2					3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
CAE	9	16	13	19	13	23	18	9	24	16	17	9	186	
2018				4	7	8	6	2	2	7	9	1	46	
Civil Rights						1			1	1	1		4	
Civil Rights - Hair Patdowns						1			1				2	
Civil Rights - Racial Profiling or Discrimination										1	1		2	
Customer Service				1	1	1	2	1			2		8	
Customer Service - TSO				1	1	1	2	1			2		8	
Locks										1			1	
Locks - Missing or Damaged Lock										1			1	
Mishandling of Passenger Property					1		1			2	3		7	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			2	3		6	
Patdown						1				2	1		4	
Patdown - Flyer						1				2	1		4	
Persons w/ Disabilities (PWD)				1			1						2	
Persons w/ Disabilities (PWD) - Diabetes				1									1	
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1	
Property - Special Handling					2		1						3	
Property - Special Handling - Damaged Items - Checked					2								2	
Property - Special Handling - Missing Items - Checked							1						1	
Screening					2	3	5	1	1	1	2	1	17	
Screening - Inconsistency						2		1			1		4	
Screening - Lengthy Lines					2	1	1						5	
Screening - Procedures/Process					2	2	1			1	1	1	8	
2019	2	9	5	4	2	7	9	4	15	7	8	5	77	
Civil Rights	1	1					2		2	1	2		9	
Civil Rights - Hair Patdowns							1		1				2	
Civil Rights - Perceived Religion											1		1	
Civil Rights - Racial Profiling or Discrimination							1		1				2	
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1									1	1		3	
Civil Rights - Sexual Orientation - Not Transgender			1										1	
Customer Service	2	2	1			1	1	2	3	1	1	1	15	
Customer Service - Others	1	1											2	
Customer Service - TSO	1	1	1			1	1	2	3	1	1	1	13	
Locks	1					1					1		3	
Locks - Missing or Damaged Lock	1					1					1		3	
Mishandling of Passenger Property	1	1	1				2	1	1			1	8	
Mishandling of Passenger Property - Damaged/Mi:	1	1	1				2	1	1			1	8	
Patdown					1	1	3	1		1		1	8	
Patdown - Flyer						1	3	1		1		1	7	
Patdown - Non-Flyer					1								1	
Persons w/ Disabilities (PWD)	1	1					1		2		1		6	
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1	
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1	
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Ca:	1						1						2	
Persons w/ Disabilities (PWD) - Touch Aversion (p	1												1	
Property - Special Handling	1	3			1	1	1	1		3	2		15	
Property - Special Handling - Damaged Items - Carry-On								1					1	
Property - Special Handling - Damaged Items - Checked										2	1		3	
Property - Special Handling - Missing I	1					1	1						3	
Property - Special Handling - Missing Items - Chec	3		1				1		2		1		8	
Screening			1				1	1	1	3	3	2	1	13
Screening - Lengthy Lines						1		1					2	
Screening - Procedures/Process			1				1		3	2	2		9	
Screening - Security Breach										1		1	2	
2020	5	5	7	7	3	7				1	2		3	40
Civil Rights	1													1
Civil Rights - Transgender Screening	1													1
Customer Service	1	1	2	2		4					1		11	
Customer Service - Others				1									1	
Customer Service - TSO	1	1	2	1		4					1		10	
Locks	1					1							2	
Locks - Missing or Damaged Lock	1					1							2	
Lost and Found			1										1	
Lost and Found - Airport/TSA			1										1	
Mishandling of Passenger Property	1				1		1	1			1		4	
Mishandling of Passenger Property - Damaged/Mi:	1				1		1	1			1		4	
Patdown	1	1	2	2	1	1							8	
Patdown - Flyer	1	1	2	2	1	1							8	
Property - Special Handling			1	1	1	1					1		2	8
Property - Special Handling - Damaged Items - Checked							1						1	
Property - Special Handling - Missing Items - Chec	1	1	1	1			1				1		6	
Screening	1		2	1									1	5
Screening - Crew Member or Airline Employee						1							1	
Screening - Procedures/Process				2									1	3
Screening - Security Breach	1												1	
2021	2	2	1	4	1	1	3	3	6				23	
Civil Rights	1							1					1	
Civil Rights - Constitutional Rights													1	
Customer Service	1	1	1							1	3		7	
Customer Service - TSO	1	1	1							1	3		7	
Expedited Passenger Screening Program					1			2					3	
Expedited Passenger Screening Program - TSA Application Program								1					1	

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA PreCheck				1					1				2
Mishandling of Passenger Property	1			1		1	1						4
Mishandling of Passenger Property - D	1				1		1	1					4
Patdown								1					1
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - General								1					1
Property - Special Handling		1			2					1			4
Property - Special Handling - Damaged Items - Checked					2								2
Property - Special Handling - Missing Items - Chec	1									1			2
Screening						1				1			2
Screening - Procedures/Process						1				1			2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CAK</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>56</b>
<b>2018</b>													
Customer Service													3
Customer Service - TSO													3
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Patdown													4
Patdown - Flyer													3
Patdown - Flyer as Observer													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening													1
Screening - Procedures/Process													1
<b>2019</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>25</b>	
Customer Service													1
Customer Service - TSO													1
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property													8
Mishandling of Passenger Property - D													8
Patdown													3
Patdown - Flyer													3
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body													1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)													1
Property - Special Handling													5
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Carry-On													1
Property - Special Handling - Missing Items - Checked													2
Screening													5
Screening - Inconsistency													2
Screening - Procedures/Process													3
<b>2020</b>	<b>3</b>				<b>1</b>	<b>3</b>		<b>2</b>				<b>1</b>	<b>10</b>
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service													3
Customer Service - TSO													3
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown													1
Patdown - Flyer													1
Property - Special Handling													2
Property - Special Handling - Missing Items - Chec													2
Screening													1
Screening - Crew Member or Airline Employee													1
<b>2021</b>	<b>2</b>	<b>2</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>					<b>9</b>
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
No Jurisdiction													1
No Jurisdiction - No Referral													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - General													1
Property - Special Handling													4
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Carr													1
Property - Special Handling - Missing I													2
Screening													1
Screening - Traveling with Cash													1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CDC</b>	<b>3</b>						1	2	1	1		1	<b>9</b>
<b>2018</b>							1		1			1	<b>3</b>
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown												1	1
Patdown - Flyer												1	1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2019</b>								1					<b>1</b>
Customer Service								1					1
Customer Service - TSO								1					1
<b>2020</b>	<b>2</b>												<b>2</b>
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing I	1												1
<b>2021</b>	<b>1</b>							1		1			<b>3</b>
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening										1			1
Screening - Procedures/Process										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDR				1									1
2018				1									1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CDV</b>	<b>1</b>							<b>3</b>			<b>2</b>	<b>6</b>	
<b>2018</b>								<b>1</b>			<b>2</b>	<b>3</b>	
Mishandling of Passenger Property								<b>1</b>			<b>2</b>	<b>3</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								<b>1</b>			<b>1</b>	<b>2</b>	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											<b>1</b>	<b>1</b>	
<b>2019</b>								<b>2</b>					<b>2</b>
Mishandling of Passenger Property								<b>2</b>					<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								<b>1</b>					<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								<b>1</b>					<b>1</b>
<b>2020</b>	<b>1</b>												<b>1</b>
Mishandling of Passenger Property	<b>1</b>												<b>1</b>
Mishandling of Passenger Property - D	<b>1</b>												<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CEC</b>					2		2	1	1				6
<b>2018</b>								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
<b>2019</b>					1		2						3
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2020</b>					1								1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CEZ</b>				1	1	1							3
<b>2019</b>					1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
<b>2020</b>				1		1							2
Human Capital						1							1
Human Capital - Current Employee							1						1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CGI</b>	2	1	1	1		1		2	1	2		2	13
<b>2018</b>								1	1	1		2	5
Mishandling of Passenger Property								1				2	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown										1			1
Patdown - Flyer										1			1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2019</b>	1		1			1		1					4
Civil Rights			1			1		1					3
Civil Rights - Hair Patdowns			1			1		1					1
Civil Rights - Racial Profiling or Discrimination			1				1	1					2
Property - Special Handling	1												1
Property - Special Handling - Damaged	1												1
<b>2020</b>	1		1							1			3
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged	1		1										1
Property - Special Handling - Missing Items - Chec			1										1
<b>2021</b>						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked E						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CHA</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>12</b>	<b>13</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>89</b>
<b>2018</b>													
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Flyer													1
Customer Service								1	1	1			3
Customer Service - TSO							1	1	1				3
Mishandling of Passenger Property					2	1	2		2	2	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1	2		1	1	1	1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage					1			1	1			1	4
Patdown										1	1		2
Patdown - Flyer											1	1	2
Persons w/ Disabilities (PWD)						2	1		2				5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling					1	1							2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening						1		2		1	1		5
Screening - Inconsistency											1		1
Screening - Procedures/Process						1		2		1			4
<b>2019</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>		<b>3</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>30</b>
Customer Service		2	2	1		1				1	1		9
Customer Service - TSO		2	2	1		1				1	1		9
Mishandling of Passenger Property			1				1	2			2		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items			1				1	1			1		4
Patdown									1	2			3
Patdown - Flyer									1	2			3
Persons w/ Disabilities (PWD)						1	1			1			3
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Property - Special Handling						1	1		1				3
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked							1		1				2
Screening		1	1		1			1			1	1	6
Screening - Inconsistency		1											1
Screening - Procedures/Process			1		1							1	3
Screening - Security Breach								1			1		2
<b>2020</b>	<b>2</b>	<b>4</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>15</b>
Civil Rights		1					1			1			3
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination								1					2
Customer Service			1				1					1	3
Customer Service - TSO			1				1					1	3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Mis			1										1
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)		1	1										2
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Touch			1										1
Property - Special Handling			1				1			1			3
Property - Special Handling - Damaged Items - Checked			1					1					2
Property - Special Handling - Missing Items - Checked						1							1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>	<b>1</b>	<b>1</b>					<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>			<b>13</b>
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program						2		2	2				6
Expedited Passenger Screening Program - TSA PreCheck						2		2	2				6
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Property - Special Handling			1					1	1				3
Property - Special Handling - Damaged			1					1	1				3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CHO</b>	<b>10</b>	<b>7</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>88</b>
<b>2018</b>					<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>4</b>	<b>14</b>
Customer Service						<b>1</b>							<b>1</b>
Customer Service - TSO						<b>1</b>							<b>1</b>
Locks						<b>1</b>					<b>1</b>		<b>2</b>
Locks - 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>1</b>	<b>4</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked					<b>1</b>		<b>1</b>					<b>1</b>	<b>3</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											<b>1</b>		<b>1</b>
Patdown								<b>1</b>					<b>1</b>
Patdown - Flyer								<b>1</b>					<b>1</b>
Persons w/ Disabilities (PWD)											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											<b>1</b>		<b>1</b>
Property - Special Handling										<b>1</b>		<b>2</b>	<b>3</b>
Property - Special Handling - Missing Items - Checked										<b>1</b>		<b>2</b>	<b>3</b>
Screening						<b>1</b>		<b>1</b>					<b>2</b>
Screening - Lengthy Lines								<b>1</b>					<b>1</b>
Screening - Procedures/Process					<b>1</b>								<b>1</b>
<b>2019</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>39</b>
Civil Rights						<b>1</b>		<b>1</b>			<b>1</b>		<b>3</b>
Civil Rights - Screening of Religious Cultural and Ceremonial Items											<b>1</b>		<b>1</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						<b>1</b>		<b>1</b>					<b>2</b>
Customer Service					<b>2</b>	<b>1</b>					<b>1</b>		<b>4</b>
Customer Service - TSO					<b>2</b>	<b>1</b>					<b>1</b>		<b>4</b>
Mishandling of Passenger Property	<b>3</b>		<b>1</b>					<b>1</b>			<b>2</b>		<b>8</b>
Mishandling of Passenger Property - Damaged/Missing Items-			<b>1</b>										<b>1</b>
Mishandling of Passenger Property - D	<b>3</b>							<b>1</b>			<b>2</b>		<b>7</b>
Patdown						<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>		<b>4</b>
Patdown - Flyer						<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>		<b>4</b>
Persons w/ Disabilities (PWD)	<b>1</b>	<b>1</b>	<b>1</b>									<b>1</b>	<b>4</b>
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												<b>1</b>	<b>1</b>
Persons w/ Disabilities (PWD) - Medic	<b>1</b>	<b>1</b>											<b>2</b>
Persons w/ Disabilities (PWD) - Metal Implants (joint)				<b>1</b>									<b>1</b>
Property - Special Handling			<b>1</b>		<b>2</b>					<b>1</b>		<b>2</b>	<b>6</b>
Property - Special Handling - Damaged Items - Ch			<b>1</b>		<b>1</b>						<b>1</b>		<b>3</b>
Property - Special Handling - Missing Items - Checked				<b>1</b>				<b>1</b>			<b>1</b>		<b>3</b>
Screening			<b>1</b>				<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>10</b>
Screening - Inconsistency								<b>1</b>					<b>1</b>
Screening - Lengthy Lines			<b>1</b>										<b>1</b>
Screening - Procedures/Process							<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>8</b>
<b>2020</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>						<b>2</b>	<b>2</b>	<b>20</b>
Civil Rights				<b>1</b>									<b>1</b>
Civil Rights - Constitutional Rights				<b>1</b>									<b>1</b>
Customer Service			<b>1</b>				<b>1</b>				<b>1</b>		<b>3</b>
Customer Service - TSO			<b>1</b>				<b>1</b>				<b>1</b>		<b>3</b>
Locks			<b>1</b>										<b>1</b>
Locks - Missing or Damaged Lock			<b>1</b>										<b>1</b>
Mishandling of Passenger Property			<b>1</b>								<b>1</b>		<b>2</b>
Mishandling of Passenger Property - Damaged/Mi:			<b>1</b>								<b>1</b>		<b>2</b>
Patdown				<b>1</b>									<b>1</b>
Patdown - Flyer				<b>1</b>									<b>1</b>
Persons w/ Disabilities (PWD)		<b>1</b>					<b>1</b>						<b>2</b>
Persons w/ Disabilities (PWD) - Mobility Disability		<b>1</b>											<b>1</b>
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							<b>1</b>						<b>1</b>
Property - Special Handling		<b>1</b>			<b>3</b>						<b>2</b>	<b>1</b>	<b>7</b>
Property - Special Handling - Damaged Items - Ca		<b>1</b>											<b>1</b>
Property - Special Handling - Damaged Items - Checked												<b>1</b>	<b>1</b>
Property - Special Handling - Missing Items - Checked					<b>3</b>						<b>1</b>	<b>1</b>	<b>5</b>
Screening		<b>1</b>		<b>1</b>									<b>1</b>
Screening - Procedures/Process		<b>1</b>		<b>1</b>									<b>3</b>
<b>2021</b>	<b>4</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>				<b>15</b>
Customer Service				<b>1</b>					<b>2</b>				<b>3</b>
Customer Service - TCC				<b>1</b>									<b>1</b>
Customer Service - TSO				<b>1</b>							<b>2</b>		<b>2</b>
Expedited Passenger Screening Program										<b>1</b>			<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck										<b>1</b>			<b>1</b>
Mishandling of Passenger Property			<b>1</b>				<b>1</b>						<b>2</b>
Mishandling of Passenger Property - D			<b>1</b>				<b>1</b>						<b>2</b>
Patdown						<b>1</b>							<b>1</b>
Patdown - General						<b>1</b>							<b>1</b>
Persons w/ Disabilities (PWD)										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD) - Diabetes										<b>1</b>			<b>1</b>
Property - Special Handling		<b>2</b>		<b>1</b>							<b>1</b>		<b>4</b>
Property - Special Handling - Damaged		<b>1</b>											<b>1</b>
Property - Special Handling - Damaged Items - Checked				<b>1</b>							<b>1</b>		<b>2</b>
Property - Special Handling - Missing I			<b>1</b>										<b>1</b>
Screening		<b>1</b>						<b>1</b>		<b>1</b>			<b>3</b>
Screening - Crew Member or Airline Employee								<b>1</b>			<b>1</b>		<b>1</b>
Screening - Procedures/Process		<b>1</b>						<b>1</b>					<b>2</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CHS</b>	<b>30</b>	<b>37</b>	<b>30</b>	<b>37</b>	<b>21</b>	<b>37</b>	<b>48</b>	<b>47</b>	<b>42</b>	<b>38</b>	<b>34</b>	<b>32</b>	<b>433</b>
<b>2018</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>118</b>
Civil Rights						1	1			2	1		5
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination						1				2	1		4
Customer Service				2		4	1	4	4	2	1		18
Customer Service - Others						1							1
Customer Service - TSO				2		3	1	4	4	2	1		17
Locks				1	3	1	1	1	2		1	1	11
Locks - General					1								1
Locks - Missing or Damaged Lock				1	2	1	1	1	2		1	1	10
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				1	2	2	5	2	2	4	4	3	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		2			1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1	1	2	3	2	2	2	4	3	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown				1			2	3			1		7
Patdown - Flyer				1			2	3			1		7
Persons w/ Disabilities (PWD)						1		2	1	1	2		7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1			1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling				1	1	1	1	1	4	6	6	4	25
Property - Special Handling - Damaged Items - Carry-On					1				1	1	1		4
Property - Special Handling - Damaged Items - Checked				1			1		1		2	3	8
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked						1		1	2	4	3	1	12
Request for Assistance				1					1				2
Request for Assistance - Other									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)				1									1
Screening				1	1	3	5		1	2	4		17
Screening - Lengthy Lines				1	1		1						3
Screening - Procedures/Process						3	4		1	2	4		14
<b>2019</b>	<b>13</b>	<b>21</b>	<b>13</b>	<b>8</b>	<b>3</b>	<b>9</b>	<b>20</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>12</b>	<b>15</b>	<b>155</b>
Civil Rights	1	2						2				1	6
Civil Rights - Racial Profiling or Discrimination	1	1										1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1							1				2	
Civil Rights - Transgender Screening								1					1
Customer Service	2	2			1		3	1		2	2		13
Customer Service - TSO	2	2			1		3	1		2	2		13
Locks	3	1		1		1	2	1		2	1	1	13
Locks - Missing or Damaged Lock	3	1		1		1	2	1		2	1	1	13
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3	9	5	1		3	4	3	3	4	4	5	44
Mishandling of Passenger Property - D	1	1				3	3	3	3	4	3	4	2
Mishandling of Passenger Property - D	1	6	5	1		3	3	3	3	4	3	4	36
Mishandling of Passenger Property - Damaged/Mi:	1									1			2
Mishandling of Passenger Property - D	1	1				1					1		4
Patdown				1	2	1	1	2		2	1	1	11
Patdown - Flyer				1	1	1	1	1		2	1	1	9
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				1		1		1		1		3	7
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1				1		1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1								1	2
Property - Special Handling	4	3	5		2	2	8	2	3	2	2	3	36
Property - Special Handling - Damaged	1	1			1	1					1		5
Property - Special Handling - Damaged	1	1	1		1		1	1	1	2	1	1	11
Property - Special Handling - Missing I	1					2	1						4
Property - Special Handling - Missing I	1	2	3		1	1	4		2			2	16
Request for Assistance										1	1		2
Request for Assistance - Other										1	1		2
Screening	1	4	1	2		1	2	2	5	2		2	22
Screening - Inconsistency					1		1						2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	3	1	1		1	1	2	4	1		2	17
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach										1			1
<b>2020</b>	<b>14</b>	<b>10</b>	<b>14</b>	<b>19</b>	<b>8</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>8</b>	<b>94</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	4	2	4	2	2	2	1	1		2		2	22
Customer Service - TSO	4	2	4	2	2	2	1	1		2		2	22
Locks	1	1		1		1							4
Locks - Missing or Damaged Lock	1	1		1		1							4
Mishandling of Passenger Property	2	3	5	1	2	3	1	1	1	1		2	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - D	1	2	3	1	2	3		1	1	1		1	16
Mishandling of Passenger Property - D	1	1	2										4
Patdown	3	1	2	2	4								12
Patdown - Flyer	3	1	2	1	4								11
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1			1		1				1			4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1				1			2
Persons w/ Disabilities (PWD) - Wheel	1			1									2
Property - Special Handling	2		2	7		1		1	1	1	2	1	18
Property - Special Handling - Damaged Items - Carry-On				2		1					1		4
Property - Special Handling - Damaged Items - Checked			2	1									4
Property - Special Handling - Missing I	1			1									2
Property - Special Handling - Missing I	1			3				1	1	1	1		8
Screening	1	3	1	4								3	12
Screening - Procedures/Process	1	3	1	4								3	12
<b>2021</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>11</b>	<b>17</b>	<b>14</b>				<b>66</b>
Civil Rights		1					2	1					4
Civil Rights - Racial Profiling or Discrimination	1						1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Sexual Orientation - Not Transgender							1						1
Customer Service	3	2	1	2	1	3	3	4					16
Customer Service - Others					1								1
Customer Service - TSO	3	2	1	1	1	3	3	4					15
Expedited Passenger Screening Program		1			3	2	5	8					19
Expedited Passenger Screening Program - DoD					1			1					2
Expedited Passenger Screening Program - TSA PreCheck	1				2	2	5	7					17
Identification (ID) Requirements							1	1					2
Identification (ID) Requirements - Domestic							1	1					2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2		1				1						4
Mishandling of Passenger Property - Damaged/Mi:	1												1
Mishandling of Passenger Property - Damaged/Mi:	1			1									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling							1	4	4				9
Property - Special Handling - Damaged Items - Carry-On						1	2	1					4
Property - Special Handling - Damaged Items - Checked							1	1					2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked								1	1				2
Screening	1				1	3	2	2	1				10
Screening - Procedures/Process	1				1	2	2	2	1				9
Screening - Retrieving Abandoned/Confiscated Items						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CID	6	5	10	3	6	5	4	5	9	4	1	5	63
2018				1		3	2	1	1	1			9
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1					2
Property - Special Handling				1		2			1				4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked				1		1			1				3
Screening					1	1							2
Screening - Procedures/Process						1							1
Screening - Retrieving Abandoned/Confiscated Items							1						1
2019	3	2	5		1		1	2	4	3	1	4	26
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service			2		1				2				5
Customer Service - TSO			2		1				2				5
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property			1					1		1		2	5
Mishandling of Passenger Property - Damaged/Missing Items			1								2		3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown			1							1	1		4
Patdown - Flyer			1							1	1		4
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabet	1												1
Property - Special Handling	1	1							1		1		4
Property - Special Handling - Damaged	1								1				2
Property - Special Handling - Missing Items - Chec	1										1		2
Screening	1	1	1					1					4
Screening - Inconsistency	1												1
Screening - Procedures/Process		1	1					1					3
2020	3	1	4	1	4	1						1	15
Customer Service				1	1								2
Customer Service - TSO				1		1							2
Locks		1											1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			2		2							1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items-	2		2										4
Patdown		1											1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me			1										1
Property - Special Handling	1	1	1				1	1					5
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing I	1	1			1	1	1						4
2021	2	1	1	1	1	1	1	1	2	4			13
Civil Rights		1								1			2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program									3				3
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2				2
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Damaged/Mi:	1					1							2
No Jurisdiction			1	1									2
No Jurisdiction - Refer to CBP					1								1
No Jurisdiction - Refer to Other					1								1
Patdown									1				1
Patdown - Flyer									1				1
Screening						1							1
Screening - Procedures/Process						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CIU</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>31</b>
<b>2018</b>				<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>11</b>
Mishandling of Passenger Property				<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>11</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				<b>1</b>	<b>1</b>						<b>2</b>	<b>2</b>	<b>6</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>			<b>1</b>	<b>5</b>
<b>2019</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>14</b>
Mishandling of Passenger Property		<b>1</b>				<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>6</b>
Mishandling of Passenger Property - Damaged/Missing Items-		<b>1</b>									<b>1</b>		<b>3</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							<b>1</b>	<b>1</b>				<b>1</b>	<b>3</b>
Property - Special Handling	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>					<b>1</b>		<b>1</b>	<b>7</b>
Property - Special Handling - Damaged Items - Checked		<b>1</b>			<b>1</b>					<b>1</b>			<b>3</b>
Property - Special Handling - Missing	<b>1</b>												<b>1</b>
Property - Special Handling - Missing Items - Checked		<b>1</b>										<b>1</b>	<b>3</b>
Screening		<b>1</b>											<b>1</b>
Screening - Lengthy Lines		<b>1</b>											<b>1</b>
<b>2020</b>			<b>3</b>					<b>1</b>					<b>4</b>
Locks			<b>1</b>										<b>1</b>
Locks - Missing or Damaged Lock			<b>1</b>										<b>1</b>
Mishandling of Passenger Property			<b>2</b>										<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items-			<b>2</b>										<b>2</b>
Screening							<b>1</b>						<b>1</b>
Screening - Procedures/Process							<b>1</b>						<b>1</b>
<b>2021</b>	<b>1</b>					<b>1</b>							<b>2</b>
Customer Service						<b>1</b>							<b>1</b>
Customer Service - TSO						<b>1</b>							<b>1</b>
Screening	<b>1</b>					<b>1</b>							<b>1</b>
Screening - Procedures/Process		<b>1</b>				<b>1</b>							<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CKB</b>	<b>1</b>				<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>2</b>		<b>3</b>	<b>13</b>
<b>2018</b>							<b>1</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>5</b>
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property								1		1		2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1		1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
<b>2019</b>						<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>4</b>
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Persons w/ Disabilities (PWD)							<b>1</b>						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Checked								1		1			2
<b>2020</b>	<b>1</b>												<b>1</b>
Property - Special Handling	1												1
Property - Special Handling - Missing	1												1
<b>2021</b>							<b>2</b>		<b>1</b>				<b>3</b>
Expedited Passenger Screening Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck							1		1				2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLE	60	51	60	84	67	60	81	98	98	70	62	53	844
2018				40	26	24	36	35	33	26	29	19	268
Civil Rights				1		1	3	2	1	1			9
Civil Rights - Hair Patdowns							1	1					2
Civil Rights - Racial Profiling or Discrimination						1		1	1	1			4
Civil Rights - Screening of Religious or Cultural Garments							2						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service				4	4	3	6	6	6	2	4	4	39
Customer Service - Others							1						1
Customer Service - TSO				4	4	3	5	6	6	2	4	4	38
Locks					1	2	1	1		1	2	1	9
Locks - Missing or Damaged Lock					1	2	1	1		1	2	1	9
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				13	8	5	9	11	8	11	9	4	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1	1	1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked L				11	5	3	6	9	7	10	6	3	60
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				1	2	1	3	1	1	1	2	1	13
Patdown				5	3	2	3	5	3	1	2		24
Patdown - Flyer				5	3	2	2	4	3		1		20
Patdown - Flyer as Observer										1			1
Patdown - General											1		1
Patdown - Non-Flyer								1	1				2
Persons w/ Disabilities (PWD)				3	2	1	2	3	2				13
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi				1				1					2
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sco				1	1			1	2				5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				10	6	7	5	3	7	5	11	4	58
Property - Special Handling - Damaged Items - Carry-On				1		2	2		2		2		9
Property - Special Handling - Damaged Items - Checked				1	1	2		1	1	1	2		9
Property - Special Handling - Missing Items - Carry-On				2	2		1		1	1	1	3	11
Property - Special Handling - Missing Items - Checked				6	3	3	2	2	3	3	6	1	29
Screening				4	2	2	7	4	6	5	1	6	37
Screening - Inconsistency						1	2		1		1		5
Screening - Lengthy Lines				1	1			1	1			1	5
Screening - Procedures/Process				2			5	2	4	5		5	23
Screening - Retrieving Abandoned/Confiscated Items				1		1							2
Screening - Security Breach					1			1					2
2019	33	25	30	21	13	15	25	40	30	27	23	18	300
Advanced Imaging Technology (AIT)	1		1										2
Advanced Imaging Technology (AIT) -	1		1										2
Civil Rights	1		2	2	2			1	2	2	2		14
Civil Rights - Hair Patdowns						1							1
Civil Rights - Headwear						1							1
Civil Rights - National Origin	1		1										2
Civil Rights - Racial Profiling or Discrimination					1		1	2	2	1			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1								2
Civil Rights - Transgender Screening										1			1
Customer Service	7	4	3		3	3	6	12	2	2	5	3	50
Customer Service - TSO	7	4	3		3	3	6	12	2	2	5	3	50
Locks	1	1				1	2		1	1	1	3	11
Locks - Missing or Damaged Lock	1	1				1	2		1	1	1	3	11
Lost and Found			1				1		1				3
Lost and Found - Airport/TSA			1				1		1				3
Mishandling of Passenger Property	8	7	5	9	1	2	5	10	6	8	6	5	72
Mishandling of Passenger Property - Damaged/Mi:		1				2	1						4
Mishandling of Passenger Property - D	7	5	4	8	1	2	3	9	6	7	4	4	60
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1	1		2
Mishandling of Passenger Property - D	1	1	1	1						1	1		6
Patdown	1	2	2	1	1	2	1	3	2	2	5	1	23
Patdown - Flyer	1	2	2		1	1		3	2	2	4	1	19
Patdown - Non-Flyer				1		1	1				1		4
Persons w/ Disabilities (PWD)	2		3			2	1	2	7	1		2	20
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Breast Cancer										2			2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medicat	1							1					2
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheel	2		1			1			1	1		1	7
Property - Special Handling	9	6	10	6	5	1	6	7	5	9	5	1	70
Property - Special Handling - Damaged	1	1		1			1	1	2	3			10
Property - Special Handling - Damaged	1	1	2		1				1	2	2		10

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items	2	4	3		1		1	1	2		4	3	14
Property - Special Handling - Missing Items - TSA Employee	5		5	5	3	1	4	5					36
Screening	3	5	3	3	1	4	2	4	4	2	1	3	35
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency		1		1									2
Screening - Lengthy Lines						1	1	1	3	1	1		8
Screening - Procedures/Process	2	4	3	2	1	3		3	1	1		2	22
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach							1						1
<b>2020</b>	<b>18</b>	<b>19</b>	<b>23</b>	<b>14</b>	<b>18</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>17</b>	<b>10</b>	<b>16</b>	<b>153</b>
Civil Rights							1				1		2
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	2	5	6		2	1				2	5	1	24
Customer Service - Others		1											1
Customer Service - TSO	2	4	6		2	1				2	5	1	23
Locks	1	2	1	1		1							6
Locks - Missing or Damaged Lock	1	2	1	1		1							6
Lost and Found			2										2
Lost and Found - Airport/TSA			2										2
Mishandling of Passenger Property	4	2	7	4	5	4		1		2		4	33
Mishandling of Passenger Property - Damaged/Missing	1			1	2					1			5
Mishandling of Passenger Property - Damaged/Missing - TSA Employee	3	1	5	1	2	4		1		1		3	21
Mishandling of Passenger Property - Damaged/Missing - TSA Employee - Other	1		2	1								1	7
Patdown		1		1	3								5
Patdown - Flyer		1		1	3								5
Persons w/ Disabilities (PWD)	1	2		1					2	1			7
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general)	I	1											1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair		1											1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - General										1			1
Property - Special Handling	7	4	4	6	2		2		2	8	2	9	46
Property - Special Handling - Damaged Items	1	1	1									1	4
Property - Special Handling - Damaged Items - TSA Application Program	3		1		1		1			3	1		10
Property - Special Handling - Missing Items - Carry-On				1			1					1	3
Property - Special Handling - Missing Items - TSA PreCheck	3	3	2	5	1				2	5	1	7	29
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	3	3	3	1	5	2		2		3	2	2	26
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency					1						1		2
Screening - Lengthy Lines			1		1								2
Screening - Procedures/Process	2	3	1	1	2	2		2		2	2	2	19
Screening - Retrieving Abandoned/Confiscated Items	1	1											2
<b>2021</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>13</b>	<b>17</b>	<b>20</b>	<b>31</b>				<b>123</b>
Civil Rights				1			1	1	1				4
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2		5	1	1	3	1	3	9				25
Customer Service - Others					1								1
Customer Service - TSO	2		5	1		3	1	3	9				24
Expedited Passenger Screening Program				1	3	4	9	12	11				40
Expedited Passenger Screening Program - TSA Application Program			1	1				1	2				5
Expedited Passenger Screening Program - TSA PreCheck					2	4	9	11	9				35
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	2	3		1	3		1			2			12
Mishandling of Passenger Property - Damaged/Missing	1				1		1			1			4
Mishandling of Passenger Property - Damaged/Missing - TSA Employee	2	2		1	2					1			8
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)			1							1			2
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1										1
Property - Special Handling	4				1	3	3	4	3				18
Property - Special Handling - Damaged Items - Carry-On							1	2	1				4
Property - Special Handling - Damaged Items - Checked						2	1						3
Property - Special Handling - Missing Items - Carry-On							1	2	2				5
Property - Special Handling - Missing Items - TSA PreCheck	4				1	1							6
Screening	1	3	1	4	2	2	2		3				18
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency					1								1
Screening - Procedures/Process	1	3		4	1	2	2		3				16

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CLL</b>	1	1	1	4	3	1	1	1	9	1	1	3	25
<b>2018</b>				2	1		1		5		1	1	11
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service					1	1		1					3
Customer Service - TSO					1	1		1					3
Mishandling of Passenger Property										2		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1		1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Screening										2			2
Screening - Procedures/Process										2			2
<b>2019</b>				1							2		3
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2020</b>	1				1	2				1		2	7
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Customer Service											1		1
Customer Service - TSO											1		1
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1				1							1	3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1											1	2
<b>2021</b>		1			1		1				1		4
Civil Rights											1		1
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA Application Program								1					1
Screening		1			1								2
Screening - Procedures/Process		1			1								2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CLT</b>	<b>140</b>	<b>99</b>	<b>137</b>	<b>173</b>	<b>146</b>	<b>136</b>	<b>151</b>	<b>198</b>	<b>206</b>	<b>162</b>	<b>159</b>	<b>116</b>	<b>1,823</b>
<b>2018</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>11</b>	<b>116</b>	<b>37</b>	<b>497</b>
Civil Rights				1			2	1	2	3	1	1	11
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination			1				1	1	1	1		1	6
Civil Rights - Transgender Screening									1	1			2
Customer Service			8	6	12	13	9	11	8	9	3		79
Customer Service - Others						2							2
Customer Service - TSO			8	6	12	11	9	11	8	9	3		77
Locks				1	3	3	8	4	3	6	2		30
Locks - Missing or Damaged Lock			1	3	3	8	4	4	3	6	2		30
Lost and Found								3					3
Lost and Found - Airport/TSA								3					3
Mishandling of Passenger Property	22	11	9	19	25	17	22	26	15				166
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L	2		2		4					1			9
Mishandling of Passenger Property - Damaged/Missing Items--Checked	17	7	7	16	18	14	18	22	13				132
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	3	4		3	3	3	4	3	2				25
Patdown			3	2	1		5	3	1	2	1		18
Patdown - Flyer			3	2	1		5	3	1	1	1		17
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)			1	1	1	5	1	6	2	2			19
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Diabetes							1			1			2
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1				1	1	4						7
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1			1							2
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling			11	6	6	14	13	9	13	10	12		94
Property - Special Handling - Damaged Items - Carry-On			1			1	2			1	3		8
Property - Special Handling - Damaged Items - Checked			2	1	2	4	3	2	7	6	2		29
Property - Special Handling - Missing Items - Carry-On						4	2	1	3	1	1		12
Property - Special Handling - Missing Items - Checked			8	5	4	5	6	6	3	2	6		45
Request for Assistance						1							1
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening			9	7	6	13	8	11	9	10	3		76
Screening - Inconsistency			1			1		1					4
Screening - Lengthy Lines			2	1	1		1	1	2				8
Screening - Procedures/Process			6	6	2	11	6	7	7	9	2		56
Screening - Retrieving Abandoned/Confiscated Items					1	1							2
Screening - 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>39</b>	<b>50</b>	<b>72</b>	<b>67</b>	<b>73</b>	<b>61</b>	<b>47</b>	<b>632</b>
Civil Rights	2	2	2	1		2		4	5	5	3	2	28
Civil Rights - Age			1					1					2
Civil Rights - Constitutional Rights									1				1
Civil Rights - National Origin					1			1					2
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination		1	2			1		1	3	3	1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1				1				2	2	1		7
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening			1										1
Customer Service	4	6	10	5	7	10	7	9	9	12	15	7	101
Customer Service - Others						1						1	2
Customer Service - TSO	4	6	10	5	7	9	7	9	9	12	15	6	99
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks	2	4	2		2	1	4		3	2	2	2	24
Locks - General									1				1
Locks - Missing or Damaged Lock	2	4	2		2	1	4		3	1	2	2	23
Lost and Found	1								1				2
Lost and Found - Airport/TSA	1								1				2
Mishandling of Passenger Property	17	9	12	9	8	8	13	16	15	15	12	11	145
Mishandling of Passenger Property - Damaged Items - Carry-On	2					3	1	1			1		8
Mishandling of Passenger Property - Damaged Items - Checked	14	8	9	9	7	8	9	13	13	14	9	8	121
Mishandling of Passenger Property - Missing Items - Carry-On	1				1								2
Mishandling of Passenger Property - Disarrayed Items - Checked	1	3				1	2	1	1	2	3	3	14
Patdown	2	1	2	1	2	2	1	3	4	3	3	3	24
Patdown - Flyer	2	1	2	1	2	2	1	3	2	3	3	3	22
Patdown - Flyer as Observer									2				2
Persons w/ Disabilities (PWD)	1	3	3		3	2	5	5	5	3	6	1	37
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cancer (general) I	1				1				1				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Health	1										2		3
Persons w/ Disabilities (PWD) - Diabetes							2						2
Persons w/ Disabilities (PWD) - General	1							1				1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body	1				1								3
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1					1		1			1		2
Persons w/ Disabilities (PWD) - Mobility Disability	1					2	1	1	1		1		7

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	2		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1				1			1	1	2			6
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Alcohol and Tobacco													1
Property - Special Handling	8	12	17	8	11	9	9	19	11	18	6	9	137
Property - Special Handling - Damaged Items - Candy	1	1	1		1	2	1	1	1	1			9
Property - Special Handling - Damaged Items - Candy	2	2	6	7	3	4	3	6	5	6	3	1	48
Property - Special Handling - Missing Items	3	3	5		2	1		2	3		1	2	22
Property - Special Handling - Missing Items	3	6	5		6	3	4	10	2	11	2	6	58
Screening	14	6	10	8	6	5	10	16	14	15	17	11	132
Screening - Inconsistency	2	1								1	1	2	7
Screening - Lengthy Lines	3	1		1	1	1		1	3	5	1		17
Screening - Procedures/Process	9	4	10	6	4	4	10	15	11	8	14	7	102
Screening - Retrieving Abandoned/Confiscated Items										1	1		2
Screening - Security Breach					1	1						2	4
<b>2020</b>	<b>60</b>	<b>39</b>	<b>66</b>	<b>68</b>	<b>55</b>	<b>28</b>	<b>5</b>	<b>9</b>	<b>11</b>	<b>28</b>	<b>32</b>	<b>32</b>	<b>433</b>
Civil Rights	3	4		1	1	1		1	1	2	1	3	18
Civil Rights - Age					1								1
Civil Rights - Hair Patdowns													1
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination	2	1		1		1			1	2		1	9
Civil Rights - Sex/Gender/Gender Identity - Not Transgender	2												2
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening			1									1	2
Customer Service	11	7	6	11	7	3	1	4	2	7	3	4	66
Customer Service - Others	1		1										2
Customer Service - TSO	10	7	5	11	7	3	1	4	2	7	3	4	64
Locks	6		3	2	1	3					4	1	20
Locks - Missing or Damaged Lock	6		3	2	1	3					4	1	20
Lost and Found			1	1									2
Lost and Found - Airport/TSA			1	1									2
Mishandling of Passenger Property	14	7	18	20	19	9	2	1	2	6	8	8	114
Mishandling of Passenger Property - Domestic	2		1		1					1			5
Mishandling of Passenger Property - Domestic	8	6	12	16	16	7	2		1	2	6	8	84
Mishandling of Passenger Property - Damaged/Missing Items			1										1
Mishandling of Passenger Property - Domestic	4	1	4	4	2	2		1	1	3	2		24
Patdown	3		1	2							1		7
Patdown - Flyer	2		1	2							1		6
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	4	2	7	6	5	2				1	1	3	31
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cognitive	1			1									2
Persons w/ Disabilities (PWD) - Diabetes						1	1						3
Persons w/ Disabilities (PWD) - General	1		1	1								1	4
Persons w/ Disabilities (PWD) - Medically Necessary	1				2							1	4
Persons w/ Disabilities (PWD) - Mobility	2		3	1	1								7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1									1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1	1	1	1									4
Property - Special Handling	9	7	13	16	9	4	2	1	4	9	16	9	99
Property - Special Handling - Damaged Items - Candy	1	1									1		3
Property - Special Handling - Damaged Items - Candy	2	3	1	5	4		1		1	2	7	4	30
Property - Special Handling - Missing Items	1	1	4	2	1	1		1		3			14
Property - Special Handling - Missing Items	6	2	7	9	4	3	1		3	4	8	5	52
Screening	10	12	17	9	13	6		2	1	2		4	76
Screening - Inconsistency											1		1
Screening - Lengthy Lines	4	1	5	2					1				13
Screening - Procedures/Process	5	10	11	6	11	5		1	1	2		3	55
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach	1	1	1	1	1	1							6
<b>2021</b>	<b>31</b>	<b>17</b>	<b>13</b>	<b>17</b>	<b>17</b>	<b>30</b>	<b>27</b>	<b>47</b>	<b>62</b>				<b>261</b>
Airline			1		1	1							3
Airline - Policy/Regulations/Service			1		1	1							3
Civil Rights			1		1	2				2			6
Civil Rights - Racial Profiling or Discrimination			1		1	2			2				6
Claims						1							1
Claims - General						1							1
Customer Service	2	7	6	9	6	2	9	7	7				55
Customer Service - CSM									1				1
Customer Service - Others									1				1
Customer Service - TSO	2	7	6	9	6	2	9	5	7				53
Expedited Passenger Screening Program					2	6	4	18	27				57
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program								2	4				6
Expedited Passenger Screening Program - TSA PreCheck					2	6	4	16	22				50
Hazardous Materials Safety								1	1				2
Hazardous Materials Safety - General								1	1				2
Human Capital			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Human Capital - Prospective Employment	1												1
Identification (ID) Requirements										1	3		4
Identification (ID) Requirements - Domestic										1	3		4
Locks					1		1						2
Locks - Missing or Damaged Lock					1		1						2
Lost and Found										1	1		2
Lost and Found - Airport/TSA										1	1		2
Mishandling of Passenger Property	7	4	3	1	2	2	3	3	2				27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1			1			3
Mishandling of Passenger Property - D	6	4	2		2	1	2	1					18
Mishandling of Passenger Property - D	1		1	1					2	1			6
No Jurisdiction											2		2
No Jurisdiction - Refer to Other											2		2
Patdown						1	1	1					3
Patdown - Flyer						1	1	1					3
Persons w/ Disabilities (PWD)	1	3	1		3			3	3				14
Persons w/ Disabilities (PWD) - General	1	1											2
Persons w/ Disabilities (PWD) - Hearing Impairment		1			1								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts					2			1	1				4
Persons w/ Disabilities (PWD) - Service Animals		1							1				2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items									1	1			2
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1	1			2
Property - Special Handling	14	2	1		1	7	4	5	5				39
Property - Special Handling - Damaged Items - Carry-On						1	1	2	4				8
Property - Special Handling - Damaged	4	1	1		1	2			2	1			12
Property - Special Handling - Missing Items - Carry-On						1	1						2
Property - Special Handling - Missing	10	1				3	2	1					17
Screening	7	4		3	2	4	5	6	9				40
Screening - Inconsistency					1	3	1						5
Screening - Lengthy Lines								1	2	3			6
Screening - Procedures/Process	7	4		3	1	1	3	4	6				29
TWIC										1			1
TWIC - General										1			1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CMH</b>	<b>82</b>	<b>41</b>	<b>66</b>	<b>55</b>	<b>61</b>	<b>76</b>	<b>63</b>	<b>83</b>	<b>77</b>	<b>57</b>	<b>58</b>	<b>42</b>	<b>761</b>
<b>2018</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>239</b>
Civil Rights				2			3	3	2	4	1		15
Civil Rights - Age				1									1
Civil Rights - Hair Padowns													1
Civil Rights - Headwear													1
Civil Rights - Racial Profiling or Discrimination							2	2	1				5
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							3		4
Civil Rights - Transgender Screening							1		1				2
Customer Service				2	6	8	7	7	7	4	7	3	51
Customer Service - Others								2					3
Customer Service - TSO				2	6	8	7	5	7	4	6	3	48
Locks						1		4					6
Locks - Missing or Damaged Lock						1		4					6
Mishandling of Passenger Property				2	3	10	9	5	8	2	9	3	51
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1	3	8	6	3	6	1	7		35
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1	2	2	1	1	2	2	12
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown				1	2	2	3	3	2	6	2		21
Patdown - Flyer				1	1	2	3	3	2	6	2		20
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				2	2	2	2		4	4	3		19
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes							1		2	1			4
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1				1		1		4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			1	2	2		6
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Food/Beverages								1					1
Property - Special Handling				5	2	3	3	5	6	5	5	5	39
Property - Special Handling - Damaged Items - Carry-On				2					1	1	1		5
Property - Special Handling - Damaged Items - Checked				1	1			2	2	1	1		8
Property - Special Handling - Missing Items - Carry-On					1	1	1	1	1				6
Property - Special Handling - Missing Items - Checked				2		2	2	2	2	3	2	5	20
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening				3	2	9	4	5	4	1	3	3	34
Screening - Crew Member or Airline Employee				1		1			1		1		4
Screening - Inconsistency				1		1	1				1		4
Screening - Lengthy Lines				1	1	2	1		1		1		7
Screening - Procedures/Process					1	5	2	4	2	1	2	1	18
Screening - 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>23</b>	<b>22</b>	<b>23</b>	<b>19</b>	<b>19</b>	<b>18</b>	<b>21</b>	<b>251</b>
Civil Rights	2	2	3	1			1	1	2	2	2	1	18
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Headwear						1							1
Civil Rights - National Origin			1										1
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimination	1		2					1	2	1	2	1	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1						1						2
Civil Rights - Transgender Screening										1			1
Customer Service	7	2	5	2	2	6	4	3	3	2	3	7	46
Customer Service - Others													1
Customer Service - TSO	7	2	5	2	2	6	4	3	3	2	3	6	45
Locks		1				1		3					5
Locks - Missing or Damaged Lock		1				1		3					5
Mishandling of Passenger Property	3	2	6	2	3	5	2	6	3	5	6	6	49
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										2	2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked	3	2	4	2	3	4	1	4	1	3	3	5	35
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on		2				1	1	2	2				9
Patdown	5	2	1		5	2	2	5	6		1	1	30
Patdown - Children							1						1
Patdown - Flyer	5	2	1		5	1	1	5	5		1	1	27
Patdown - Non-Flyer							1		1				2
Persons w/ Disabilities (PWD)	2	3	2	1	3	2	4		3		1		21
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1						1					1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical Devices	1										1		2
Persons w/ Disabilities (PWD) - Medically Necessary	1						2				1		4
Persons w/ Disabilities (PWD) - Mobility Disability	2	1		1	1	1						1	7
Persons w/ Disabilities (PWD) - Prosthetic	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1					1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1				1							2
Property - Special Handling	6	5	8	3	2	4	4	6	4	5	3	2	52
Property - Special Handling - Damaged Items - Carry-On		2				1			2		1		6

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged	3	3	2	1		1	1	2		1	1	1	16
Property - Special Handling - Missing Items - Carr	1	2									1	1	5
Property - Special Handling - Missing I	3	1	2	2	2	2	3	4	2	4			25
Screening	3	2	6	2	1	3	2	2	1	2	3	3	30
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1			1	1		1					4
Screening - Lengthy Lines						1							2
Screening - Procedures/Process	2	1	5	2		1	2	1	1	2	3	2	22
Screening - Retrieving Abandoned/Confiscated Items		1											1
<b>2020</b>	<b>36</b>	<b>16</b>	<b>32</b>	<b>22</b>	<b>25</b>	<b>12</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>182</b>
Civil Rights	3	2			1						2		8
Civil Rights - National Origin													1
Civil Rights - Racial Profiling or Discrin	1										1		2
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Iden	1	1											2
Civil Rights - Transgender Screening	1				1								2
Customer Service	7	2	4	3	7	2		1		3	1	1	31
Customer Service - Others			1		1								2
Customer Service - TSO	7	2	3	3	6	2		1		3	1	1	29
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks	3		1	2					1				7
Locks - Missing or Damaged Lock	3		1	2					1				7
Lost and Found	1								1				2
Lost and Found - Airport/TSA	1								1				2
Mishandling of Passenger Property	1	1	6	5	4	6		1	2	2	3	1	32
Mishandling of Passenger Property - Damaged/Missing Items	1	2	1	1									5
Mishandling of Passenger Property - D	1	1	3	3	3	5		1	2	1	1	1	22
Mishandling of Passenger Property - Disarrayed Items--Carry-		2							1		2		5
Patdown	4	3	1		2			1			1		12
Patdown - Children					1								1
Patdown - Flyer	4	3	1		1			1			1		11
Persons w/ Disabilities (PWD)	1	5	3	2	3					3	2		19
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Canc	1												1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (jo	1				1								2
Persons w/ Disabilities (PWD) - Mobility Disability	1	2			1						2		6
Persons w/ Disabilities (PWD) - Ostomy/Ostomate	1												1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)		2											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - General		1											1
Property - Special Handling	8	5	8	9	5	2	1	2	1	1	1	2	44
Property - Special Handling - Damaged	1		1	2	1								5
Property - Special Handling - Damaged	2	4	3						2	1		1	13
Property - Special Handling - Missing I	3		1	2	2								8
Property - Special Handling - Missing I	2	1	3	5	2	2	1			1		1	18
Screening	7		7	1	3	1		1		1	2	2	25
Screening - Inconsistency													1
Screening - Procedures/Process	7		7	1	2			1		1	1	1	21
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach					1	1							2
<b>2021</b>	<b>18</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>21</b>	<b>20</b>				<b>89</b>
Civil Rights	2	2				1		1	1				7
Civil Rights - Racial Profiling or Discrin	2	1				1							4
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1							1					2
Customer Service	6	2	1		1	2	2	4	2				20
Customer Service - TSO	6	2	1		1	2	2	4	2				20
Expedited Passenger Screening Program				1			1	4	7				13
Expedited Passenger Screening Program - TSA Application Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck				1			1	3	6				11
Flying Armed		1											1
Flying Armed - General		1											1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Mishandling of Passenger Property	6	1	1										8
Mishandling of Passenger Property - D	2	1											3
Mishandling of Passenger Property - D	3												3
Mishandling of Passenger Property - D	1		1										2
Patdown	1						1	1	2				5
Patdown - Flyer	1						1	1	2				5
Persons w/ Disabilities (PWD)						1	1	2	1				5
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Prohibited & Permitted Items									1				1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
Property - Special Handling	1				1		1	2	5	4			14
Property - Special Handling - Damaged Items - Carry-On						1		2	3				6
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing	1							1					2
Property - Special Handling - Missing Items - Checked				1			1	3					5
Screening	2	1			1	1	1	2	4	2			14
Screening - Inconsistency									1	2			3
Screening - Lengthy Lines					1				1				2
Screening - Procedures/Process	2	1				1	1	2	2				9

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CMI</b>													
<b>2018</b>				1	1	1	8	3	4	2	1	3	4
Civil Rights				1		2	1	2		1	2	1	10
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service							1				2		3
Customer Service - TSO							1				2		3
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening						1		1	1	1			4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process					1			1	1				3
<b>2019</b>							2	1	2			3	8
Customer Service							1		1			1	3
Customer Service - TSO							1		1			1	3
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1					1	2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Property - Special Handling									1			1	1
Property - Special Handling - Missing Items - Carry-On									1			1	1
Screening									1				1
Screening - Lengthy Lines									1				1
<b>2020</b>						1	3	1				1	6
Mishandling of Passenger Property						1						1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening							2						2
Screening - Procedures/Process							2						2
<b>2021</b>				1			1			2			4
Customer Service								1				1	1
Customer Service - TSO									1			1	1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening						1							1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CMX</b>		1			1	2	1		1		1	1	8
<b>2018</b>						2			1		1		4
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening									1		1		2
Screening - Procedures/Process									1		1		2
<b>2019</b>		1				1		1				1	4
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Damaged/Mi:		1				1							2
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening											1		1
Screening - Procedures/Process											1		1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CNY	3	1						2	2	1	1	3	13
2018												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2019	2							2	2	1	1	2	10
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property								1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening	2							1	2				5
Screening - Procedures/Process	2							1	2				5
2020	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
2021		1											1
Screening		1											1
Screening - Procedures/Process		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>COD</b>	<b>1</b>				<b>1</b>			<b>1</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>21</b>
<b>2018</b>								<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>1</b>	<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												<b>1</b>	<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										<b>1</b>			<b>1</b>
Patdown								<b>1</b>					<b>1</b>
Patdown - Flyer								<b>1</b>					<b>1</b>
Persons w/ Disabilities (PWD)									<b>1</b>				<b>1</b>
Persons w/ Disabilities (PWD) - Diabetes									<b>1</b>				<b>1</b>
Screening											<b>1</b>		<b>1</b>
Screening - Shoe Screening											<b>1</b>		<b>1</b>
<b>2019</b>								<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>8</b>
Customer Service									<b>2</b>				<b>2</b>
Customer Service - Others									<b>1</b>				<b>1</b>
Customer Service - TSO									<b>1</b>				<b>1</b>
Persons w/ Disabilities (PWD)									<b>1</b>				<b>1</b>
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts									<b>1</b>				<b>1</b>
Property - Special Handling											<b>2</b>		<b>2</b>
Property - Special Handling - Damaged Items - Checked											<b>2</b>		<b>2</b>
Screening								<b>2</b>		<b>1</b>			<b>3</b>
Screening - Lengthy Lines										<b>1</b>			<b>1</b>
Screening - Procedures/Process									<b>1</b>				<b>1</b>
Screening - Security Breach									<b>1</b>				<b>1</b>
<b>2020</b>							<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
Customer Service											<b>1</b>		<b>1</b>
Customer Service - TSO											<b>1</b>		<b>1</b>
Mishandling of Passenger Property										<b>1</b>			<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										<b>1</b>			<b>1</b>
Property - Special Handling											<b>1</b>		<b>1</b>
Property - Special Handling - Missing Items - Checked											<b>1</b>		<b>1</b>
Screening							<b>1</b>						<b>1</b>
Screening - Procedures/Process								<b>1</b>					<b>1</b>
<b>2021</b>	<b>1</b>									<b>2</b>	<b>1</b>		<b>4</b>
Civil Rights	<b>1</b>												<b>1</b>
Civil Rights - Racial Profiling or Discrim	<b>1</b>												<b>1</b>
Prohibited & Permitted Items									<b>1</b>				<b>1</b>
Prohibited & Permitted Items - Firearm/Ammunition									<b>1</b>				<b>1</b>
Screening									<b>1</b>	<b>1</b>			<b>2</b>
Screening - Procedures/Process									<b>1</b>	<b>1</b>			<b>2</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>COS</b>	12	16	5	16	12	15	15	22	18	13	11	16	171
<b>2018</b>				6	6	5	4	9	4	5	2	10	51
Civil Rights								1					1
Civil Rights - Headwear								1					1
Customer Service						2						3	5
Customer Service - Others												1	1
Customer Service - TSO						2						2	4
Locks					2	1		1				1	5
Locks - General					1								1
Locks - Missing or Damaged Lock					1	1		1				1	4
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				3	2	2		2	2		1	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Checked				3	2	1		2	2		1	2	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown					1			1	1			1	4
Patdown - Flyer					1			1	1			1	4
Persons w/ Disabilities (PWD)								1		1	1		3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts													1
Property - Special Handling						1		1	1	1	2		8
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked					1		1	1	1	2		6	
Screening						1	2	3	2		2		10
Screening - Procedures/Process						1	2	3	2		2		10
<b>2019</b>	6	3	1	3	1	2	8	7	4	3	6	6	50
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property			1			1	1	1	1	1	1	2	12
Mishandling of Passenger Property - Damaged/Missing Items - Checked			1			1	1	1	1	2		2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1			1	3
Patdown								1		2	1	2	6
Patdown - Flyer								1		2	1	2	6
Persons w/ Disabilities (PWD)	2	1									1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Touch				1									1
Persons w/ Disabilities (PWD) - Wheel				1									1
Property - Special Handling	2	1	1	1				4	1		1	2	15
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Damaged Items - Checked		1						1			1	1	4
Property - Special Handling - Missing Items - Carry-On			1					1				1	3
Property - Special Handling - Missing Items - Checked		1		1				2	1			1	7
Screening		1					1	1	2	1		1	8
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency		1											1
Screening - Procedures/Process								1	1	1		1	5
Screening - Retrieving Abandoned/Confiscated Items								1					1
<b>2020</b>	5	10	3	7	4	4	1			5	3		42
Civil Rights				1									4
Civil Rights - Hair Patdowns													1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Customer Service	1	2											4
Customer Service - TSO	1	2											4
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			1		1	2	2	1	1		2	1	11
Mishandling of Passenger Property - Damaged/Missing Items - Checked			1		1	2	1	1	1		1	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1						1	2
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)	1				1		1						3
Persons w/ Disabilities (PWD) - Medical	1				1		1						3
Property - Special Handling	2	5	2	3		1					1	2	16
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked		1	2	1								1	5
Property - Special Handling - Missing Items - Checked		1	3	2	2		1				1		10
<b>2021</b>	1	3	1		1	4	2	6	10				28
Civil Rights								2					2
Civil Rights - Racial Profiling or Discrimination													1
Civil Rights - Transgender Screening													1
Customer Service	1	1						3	4				9
Customer Service - TSO	1	1						3	4				9

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program							1	1	3				5
Expedited Passenger Screening Program - TSA PreCheck							1	1	3				5
Mishandling of Passenger Property						2	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1						2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling		1				1			2				4
Property - Special Handling - Damaged Items - Ch	1					1			1				3
Property - Special Handling - Missing Items - Checked									1				1
Screening	1	1					1			1			4
Screening - Inconsistency		1											1
Screening - Procedures/Process		1					1			1			3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>COU</b>	3	3	1	2	5		1	3	1	2	3	2	26
<b>2018</b>				1	1		1						4
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown							1		1				2
Patdown - Flyer							1		1				2
<b>2019</b>	1	1	1	1	3			3		2	2	1	15
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Locks	1					1			1				3
Locks - Missing or Damaged Lock	1					1			1				3
Mishandling of Passenger Property					1						2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					2			3
Patdown					1	1							2
Patdown - Flyer					1	1							2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening				1					2				3
Screening - Procedures/Process				1					2				3
<b>2020</b>	2	1			1						1	1	6
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medical	1												1
Property - Special Handling			1									1	2
Property - Special Handling - Missing Items - Checked			1									1	2
Screening		1				1					1		3
Screening - Procedures/Process		1				1					1		3
<b>2021</b>		1											1
Customer Service		1											1
Customer Service - TSO		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CPR	4		3	4	2	2	1	4	7		3		30
2018				3	1			1					5
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service				2				1					3
Customer Service - TSO				2				1					3
Screening					1								1
Screening - Procedures/Process					1								1
2019			1			2	1	2	2		2		10
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items-			1										1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1			2		3
Property - Special Handling - Damaged Items - Carry-On							1			1		2	
Property - Special Handling - Missing Items - Carry-On										1		1	
Screening						2	1		2				5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process						1	1		2				4
2020	2		1	1				1	1		1		7
Patdown	1							1					2
Patdown - Flyer	1								1				2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Property - Special Handling	1		1	1									3
Property - Special Handling - Damaged	1												1
Property - Special Handling - Missing Items - Checked		1		1									2
Screening										1			1
Screening - Security Breach										1			1
2021	2		1		1				4				8
Customer Service	1		1						1				3
Customer Service - TSO	1			1					1				3
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown									2				2
Patdown - Flyer									1				1
Patdown - Flyer as Observer									1				1
Screening						1							1
Screening - Procedures/Process						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CRP</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>11</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>76</b>
<b>2018</b>													
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Flyer													1
Civil Rights						1		1					2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service								1			2		3
Customer Service - Others								1					1
Customer Service - TSO										2			2
Mishandling of Passenger Property						1	1		2		1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked						1		2		1	1	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening							1	1		1	1	1	7
Screening - Crew Member or Airline Employee							1					1	1
Screening - Procedures/Process							1	1		1		1	6
<b>2019</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>2</b>		<b>2</b>	<b>1</b>			<b>5</b>	<b>5</b>	<b>2</b>	<b>27</b>
Civil Rights										1	1		2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service							2	1	1				5
Customer Service - TSO							2	1	1				5
Mishandling of Passenger Property						2				2	2		6
Mishandling of Passenger Property - Damaged/Missing Items						2				2			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2				2
Patdown						1	1	1			1	1	5
Patdown - Flyer						1	1	1			1	1	5
Persons w/ Disabilities (PWD)						2							2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening						1	1		1	1		1	6
Screening - Procedures/Process						1	1		1	1		1	5
Screening - Security Breach												1	1
<b>2020</b>	<b>5</b>	<b>1</b>	<b>4</b>		<b>2</b>	<b>1</b>					<b>2</b>	<b>2</b>	<b>17</b>
Mishandling of Passenger Property					1	1		2				1	5
Mishandling of Passenger Property - Damaged/Missing Items						1							1
Mishandling of Passenger Property - D					1			1				1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling						2	1		1			1	6
Property - Special Handling - Damaged						1						1	2
Property - Special Handling - Missing I						1	1		1			1	4
Screening						1	1	2				1	5
Screening - Procedures/Process						1	1	2				1	5
<b>2021</b>	<b>2</b>				<b>1</b>	<b>3</b>				<b>1</b>	<b>3</b>		<b>10</b>
Customer Service					1			2			1		4
Customer Service - TSO					1			2			1		4
Expedited Passenger Screening Program						1			1				2
Expedited Passenger Screening Program - TSA PreCheck							1		1				2
Mishandling of Passenger Property					1			1					2
Mishandling of Passenger Property - D					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec						1							1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening										1			1
Screening - Procedures/Process										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CRW</b>	1	3	3	2	2	4	1	4	3	3	8	4	38
<b>2018</b>					1		1	1	1		1	2	8
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling						1		1					3
Property - Special Handling - Damaged Items - Checked					1		1						2
Property - Special Handling - Missing Items - Checked								1					1
Screening										1		1	2
Screening - Inconsistency										1		1	2
<b>2019</b>	2			1		1		2	1	2	7	1	17
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1			1							1	1	4
Mishandling of Passenger Property - Damaged/Mi:	1			1							1	1	4
Patdown						1					1		2
Patdown - Flyer						1					1		2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - General										1			1
Property - Special Handling								1			2		3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On								1			1		2
Screening									1		2		3
Screening - Procedures/Process									1		2		3
<b>2020</b>	1	2		2					1	1		1	8
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property	1	1								1		1	4
Mishandling of Passenger Property - Damaged/Mi:	1	1								1		1	4
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling					1					1			2
Property - Special Handling - Missing Items - Checked					1					1			2
<b>2021</b>	1		1				2		1				5
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Mishandling of Passenger Property	1							1					2
Mishandling of Passenger Property - D	1							1					2
Screening				1				1					2
Screening - Inconsistency								1					1
Screening - Lengthy Lines				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CSG</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>32</b>
<b>2018</b>													
Customer Service						1						1	3
Customer Service - TSO						1						1	3
Locks						1						1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling						1			1				2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked								1					1
Screening											1	1	2
Screening - Inconsistency											1		1
Screening - Procedures/Process											1		1
<b>2019</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>					<b>3</b>	<b>1</b>		<b>10</b>
Customer Service					1						2		4
Customer Service - TSO					1						2		4
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items-					1								1
Mishandling of Passenger Property - Disarrayed It					1								1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2020</b>	<b>2</b>	<b>2</b>	<b>1</b>			<b>1</b>						<b>1</b>	<b>7</b>
Customer Service		1											1
Customer Service - TSO		1											1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-					1								1
Screening		1			1	1		1					4
Screening - Procedures/Process		1			1	1		1					4
<b>2021</b>	<b>1</b>	<b>1</b>	<b>1</b>						<b>1</b>		<b>1</b>		<b>5</b>
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - D		1											1
Property - Special Handling			1							1			2
Property - Special Handling - Damaged Items - Ch			1										1
Property - Special Handling - Missing Items - Checked									1				1
Screening						1							1
Screening - Lengthy Lines						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CVG</b>	<b>37</b>	<b>27</b>	<b>25</b>	<b>35</b>	<b>32</b>	<b>39</b>	<b>34</b>	<b>39</b>	<b>66</b>	<b>44</b>	<b>39</b>	<b>33</b>	<b>450</b>
<b>2018</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>120</b>
Civil Rights					2			1		2			5
Civil Rights - Hair Patdowns								1					3
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service				1		4	1		3	2	1	1	13
Customer Service - Others					2	1							3
Customer Service - TSO				1	2				3	2	1	1	10
Locks					1	2	1	2	1	2	1		8
Locks - Missing or Damaged Lock						1	2	1	2	1			8
Mishandling of Passenger Property				2	5	3	5	5	6	8	5	5	44
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1	1	2			1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked L				1	4		4	5	4	8	4	4	34
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1							1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1		1		3
Patdown					1	1		1					3
Patdown - Flyer					1	1		1					3
Persons w/ Disabilities (PWD)						1	1				1		3
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling				6	2	4	1	1	5	2	4	4	29
Property - Special Handling - Damaged Items - Carry-On						1					1		2
Property - Special Handling - Damaged Items - Checked				2	1	1			2	1	1	2	10
Property - Special Handling - Missing Items - Carry-On				1		1			1		1		4
Property - Special Handling - Missing Items - Checked				3	1	1	1	1	2	1	1	2	13
Screening					2	2	1	2		1	1	3	15
Screening - Inconsistency							1						1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				2	2	1			1		3	3	12
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2019</b>	<b>18</b>	<b>9</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>16</b>	<b>18</b>	<b>19</b>	<b>12</b>	<b>153</b>
Civil Rights							2	1	1	1		1	6
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination							2	1		1			4
Customer Service				2	2	1	1	1	3		2	4	18
Customer Service - Others				1				1				1	3
Customer Service - TSO				1	2	1	1	1	2		2	3	15
Identification (ID) Requirements										1			1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues										1			1
Locks						1	2	1	2	1	2	1	12
Locks - Missing or Damaged Lock						1	2	1	2	1	2	1	12
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				2		2	2		1	2	3	1	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1		1		1	2
Mishandling of Passenger Property - D				1	2	2		1	1	3	1	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											2		2
Mishandling of Passenger Property - D				1						1	2	1	5
Patdown				3		1				2	1	3	11
Patdown - Flyer				3		1				2		3	10
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				1	1		1			2		1	7
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheel				1				1				1	3
Property - Special Handling				5	3	3	3	3	2	2	6	1	4
Property - Special Handling - Damaged				1	2					1			4
Property - Special Handling - Damaged				3	2	1	2					1	10
Property - Special Handling - Missing Items - Carry-On										1		3	4
Property - Special Handling - Missing I				1	1		1	3	2	2	1	5	19
Request for Assistance							1		1		1		3
Request for Assistance - Other							1		1		1		3
Screening				4	3	5	3	1	1	3	7	3	32
Screening - Inconsistency										1			1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process				4	2	5	2		1	2	6	1	25
Screening - Retrieving Abandoned/Confiscated Items						1	1				1		2
Screening - Security Breach					1				1		1		3
<b>2020</b>	<b>8</b>	<b>15</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>7</b>		<b>3</b>	<b>3</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>89</b>
Civil Rights				1		1				3	1		6
Civil Rights - Racial Profiling or Discrin				1		1				3			5
Civil Rights - Transgender Screening											1		1
Customer Service				1	4	4	1			1		1	12
Customer Service - Others					1								1
Customer Service - TSO				1	4	3	1			1		1	11
Locks					2	2			1		1		6
Locks - Missing or Damaged Lock					2	2			1		1		6
Mishandling of Passenger Property				2	1	2	3	2	2	1	2	1	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L					1				1		1		2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	2	1	2	2	2	2				1	2	1	16
Patdown											1	1	2
Patdown - Flyer											1	1	2
Persons w/ Disabilities (PWD)	2		1	1		1							5
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medical	1		1			1							3
Persons w/ Disabilities (PWD) - Mobility	1												1
Property - Special Handling	2	4	3	1	1	2				2	2	1	18
Property - Special Handling - Damaged Items - Carry-On			1								1		2
Property - Special Handling - Damaged	2		2	1	1						1		7
Property - Special Handling - Missing Items - Carry-On	2				1	1				2		1	5
Property - Special Handling - Missing Items - Checked	2					1					1		4
Screening		4	2	1	5	2		1	1	2	1	1	20
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1	2					1		4
Screening - Procedures/Process	4	2		3				1		1		1	12
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach									1				1
Screening - Traveling with Cash										1			1
<b>2021</b>	<b>11</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>12</b>	<b>15</b>	<b>30</b>				<b>88</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights	1						2		1				4
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - Racial Profiling or Discrimination	1								1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	2					1	1	3	4				11
Customer Service - CSM									1				1
Customer Service - TSO	2					1	1	3	3				10
Expedited Passenger Screening Program						5	6	4	12				27
Expedited Passenger Screening Program - TSA Application Program						2			1				3
Expedited Passenger Screening Program - TSA PreCheck						3	6	4	11				24
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Lost and Found				1					1				2
Lost and Found - Airport/TSA				1					1				2
Mishandling of Passenger Property	4	1			2		2	4	4				17
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	2				1			2					5
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	2	1			1		1	1	4				10
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked							1	1					2
No Jurisdiction									1				1
No Jurisdiction - Refer to CBP									1				1
Patdown							1			1			2
Patdown - Flyer							1						1
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Food/Beverages									1				1
Property - Special Handling	3	1			2		2			2			10
Property - Special Handling - Damaged Items - Carry-On					2				1				3
Property - Special Handling - Damaged	1	1					1						3
Property - Special Handling - Missing Items - Carry-On							1			1			2
Property - Special Handling - Missing	2								1				2
Screening	1	1	2	1					2	3			10
Screening - Inconsistency					1								1
Screening - Lengthy Lines				1						1			2
Screening - Procedures/Process	1		2						2	2			7

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CWA</b>	4	1	2	2	2	3	3	6	4	1	2	3	33
<b>2018</b>													7
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening													4
Screening - Procedures/Process													3
Screening - Retrieving Abandoned/Confiscated Items													1
<b>2019</b>	1	1	1		2	2		2	2	1	1	1	14
Civil Rights													2
Civil Rights - Racial Profiling or Discrimination													2
Customer Service	1												3
Customer Service - TSO	1												3
Mishandling of Passenger Property			1			1							3
Mishandling of Passenger Property - Damaged/Missing Items			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked											1		1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling							2						2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening										1	1		3
Screening - Crew Member or Airline Employee										1			1
Screening - Procedures/Process										1			2
<b>2020</b>	3		1	1			1	1	1				9
Civil Rights					1								2
Civil Rights - Age													1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service				1									1
Customer Service - TSO				1									1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening		2							1	1			4
Screening - Lengthy Lines		1								1			2
Screening - Procedures/Process		1							1				2
<b>2021</b>					1			1		1			3
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Prohibited & Permitted Items					1				1				2
Prohibited & Permitted Items - Food/Beverages					1				1				2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>CYS</b>	<b>1</b>		<b>1</b>		<b>3</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>12</b>
<b>2019</b>						<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>
Locks									<b>1</b>				<b>1</b>
Locks - Missing or Damaged Lock										<b>1</b>			<b>1</b>
Mishandling of Passenger Property						<b>1</b>					<b>1</b>		<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											<b>1</b>		<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						<b>1</b>							<b>1</b>
Patdown							<b>1</b>					<b>1</b>	<b>2</b>
Patdown - Flyer							<b>1</b>					<b>1</b>	<b>2</b>
Screening								<b>1</b>		<b>1</b>			<b>2</b>
Screening - Procedures/Process										<b>1</b>			<b>1</b>
Screening - Security Breach									<b>1</b>				<b>1</b>
<b>2020</b>	<b>1</b>					<b>1</b>	<b>1</b>						<b>3</b>
Customer Service								<b>1</b>					<b>1</b>
Customer Service - TSO									<b>1</b>				<b>1</b>
Mishandling of Passenger Property			<b>1</b>				<b>1</b>						<b>2</b>
Mishandling of Passenger Property - D			<b>1</b>										<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						<b>1</b>							<b>1</b>
<b>2021</b>		<b>1</b>					<b>1</b>						<b>2</b>
Customer Service								<b>1</b>					<b>1</b>
Customer Service - TSO									<b>1</b>				<b>1</b>
Mishandling of Passenger Property						<b>1</b>							<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items-						<b>1</b>							<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAB	8	8	10	10	8	17	6	10	12	8	6	4	107
2018				7	5	4	1	2	3	4	2	2	30
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						1				1		1	3
Customer Service - TSO						1				1		1	3
Locks					1		1				1		3
Locks - Missing or Damaged Lock					1		1				1		3
Mishandling of Passenger Property				4	1	2		1	1	1	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				4	1	2		1	1		1		10
Patdown						1					1		2
Patdown - Flyer						1					1		2
Property - Special Handling				1	2	1	1			2		1	8
Property - Special Handling - Damaged Items - Checked				1			1			1		3	
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked						2				1		1	4
Screening					1			1					2
Screening - Retrieving Abandoned/Confiscated Items				1				1					2
2019	5	3	4	1	1	5	4	6	2	3	2	2	38
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service			1					1			1		3
Customer Service - TSO			1					1			1		3
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	2	1	1				2	1		1	2	1	11
Mishandling of Passenger Property - Disarrayed Item	2	1	1			2	1			1	2		9
Patdown			1				3	1	1	1			7
Patdown - Flyer			1			3	1	1	1				7
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Property - Special Handling	3		1			1			2		1		8
Property - Special Handling - Damaged Items	2												2
Property - Special Handling - Damaged Items - Checked	1					1			2				4
Property - Special Handling - Missing Items	1									1			2
Screening				1	1				1			1	4
Screening - Inconsistency					1								1
Screening - Procedures/Process			1					1			1		3
2020	2	2	4			4			2	1	2		17
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service			1	1				1			1		4
Customer Service - TSO			1	1				1			1		4
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1	1	1				1				1		5
Mishandling of Passenger Property - Damaged/Missing Items	1					1							2
Mishandling of Passenger Property - Disarrayed Item	1	1	1							1			3
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling						2				1			3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked						1				1			2
Screening										1			1
Screening - Procedures/Process										1			1
TSA Contact Information			1										1
TSA Contact Information - General			1										1
2021	1	3	2	2	2	4	1	2	5				22
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Claims			1										1
Claims - General			1										1
Customer Service				1	1	1							3
Customer Service - TSO				1	1	1							3
Expedited Passenger Screening Program									1	5			6
Expedited Passenger Screening Program - TSA PreCheck									1	5			6
Locks					1								1
Locks - General					1								1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling			2		1			1					4
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked					1		1						2
Screening			1	1				1					3
Screening - Procedures/Process								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach	1	1											2
<b>DAL 2018</b>	<b>84</b>	<b>77</b>	<b>88</b>	<b>97</b>	<b>89</b>	<b>94</b>	<b>76</b>	<b>120</b>	<b>91</b>	<b>101</b>	<b>97</b>	<b>61</b>	<b>1,075</b>
Civil Rights					3		1	3	1	4	1		13
Civil Rights - Hair Patdowns													1
Civil Rights - Racial Profiling or Discrimination					3		1			3	1		8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	1				2
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening								1					1
Customer Service				7	6	7	7	12	5	4	7	2	57
Customer Service - Others							2	1	1				5
Customer Service - TSO				7	6	7	5	11	4	4	6	2	52
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks					1	1		1		1	1	3	8
Locks - Missing or Damaged Lock					1	1		1		1	1	3	8
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property		12	11	3	4	16		5	9	18	5		83
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L	2	1			1	3					1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked	10	9	3	3	11		5	9	16	3	69		
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1			2			2	1	6		
Patdown		2	2	2	1	1	1	3		4			16
Patdown - Flyer		2	1	2	1			1	2	1			10
Patdown - Flyer as Observer			1				1		1	2			5
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				1	1	1	3	2		1	2		11
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1				1		2	1		1			6
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling		3	6	8	5	7	12	10	8	5			64
Property - Special Handling - Damaged Items - Carry-On					1	2	1	2	2	2			10
Property - Special Handling - Damaged Items - Checked	1	1	3			1	1	2	2				11
Property - Special Handling - Missing Items - Carry-On		2	4	1	2	3		3	3	2			17
Property - Special Handling - Missing Items - Checked	2	3	1	3	2	7	6	1	1	1			26
Request for Assistance							1	1					2
Request for Assistance - Other								1	1				2
Screening		4	4	6	7	3	7	11	7	2			51
Screening - Inconsistency								2	1	1			4
Screening - Lengthy Lines			2			1			3	1			7
Screening - Procedures/Process		4	2	4	5	3	5	5	4	2			34
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach					1				1	1			3
Screening - Shoe Screening									1				1
Screening - Traveling with Cash						1							1
<b>2019</b>	<b>34</b>	<b>23</b>	<b>31</b>	<b>24</b>	<b>27</b>	<b>28</b>	<b>28</b>	<b>40</b>	<b>24</b>	<b>40</b>	<b>34</b>	<b>25</b>	<b>358</b>
Civil Rights	3	4	1	1	1	1	1		1	1	1	1	13
Civil Rights - Hair Patdowns	1		1										2
Civil Rights - Racial Profiling or Discrimination		3		1	1	1			1	1			7
Civil Rights - Screening of Religious Cultural and Ceremonial Items		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1										1	2	1
Civil Rights - Transgender Screening	1												1
Customer Service	6	2	3	4	7	5	2	10	5	8	3	6	61
Customer Service - Others		1						1				1	3
Customer Service - TSO	6	1	3	4	7	5	2	9	5	8	3	5	58
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks	2		3	1			1		1	2	2		12
Locks - Missing or Damaged Lock	2		3	1			1		1	2	2		12
Lost and Found			1				1		1				3
Lost and Found - Airport/TSA			1				1		1				3
Mishandling of Passenger Property	5	7	12	5	6	11	8	6	3	12	7	7	89
Mishandling of Passenger Property - D	1	1		1		3	1	1	2	2	2		12
Mishandling of Passenger Property - D	3	6	9	4	4	6	6	5	3	9	5	7	67
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - Disarrayed Items-Carry-	3			2	2	1			1				9
Patdown	2	1			2	1	4	2	1	4	3	1	21
Patdown - Children						1							1
Patdown - Flyer	2	1			1	1	3	1	1	4	3	1	18
Patdown - Non-Flyer							1	1					2
Persons w/ Disabilities (PWD)	1	2	3	1	1	2	1	5		1	3	2	22
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognit	1					1							2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/			1										1
Persons w/ Disabilities (PWD) - General			1								2		3
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1						1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomate			1			1							3
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1	1						1	2				5
Property - Special Handling	13	8	4	6	6	6	7	11	8	8	10	4	91
Property - Special Handling - Damaged	2	3	1		1					2	1	1	11
Property - Special Handling - Damaged	3		1		3	2	3	4	3	1	4	1	25
Property - Special Handling - Missing Item	3	1	1	1	1	1	2	1	2		3	1	17
Property - Special Handling - Missing Item	5	4	1	5	1	3	2	6	3	5	2	1	38
Request for Assistance				1								1	2
Request for Assistance - Other				1								1	2
Screening	5	3	2	2	4	1	3	6	4	5	5	3	43
Screening - Inconsistency		1						1					2
Screening - Lengthy Lines			1		1				1	1			6
Screening - Procedures/Process	4	2	1	2	3		3	5	3	3	5	1	32
Screening - Security Breach	1					1				1			3
<b>2020</b>	<b>29</b>	<b>42</b>	<b>47</b>	<b>39</b>	<b>19</b>	<b>21</b>	<b>3</b>	<b>2</b>	<b>11</b>	<b>18</b>	<b>16</b>	<b>17</b>	<b>264</b>
Civil Rights	1		2	2		1				1	1		8
Civil Rights - Racial Profiling or Discrimination			2	1		1					1		5
Civil Rights - Sex/Gender/Gender Identity	1									1			2
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	3	6	7	4	2	5				2	4		33
Customer Service - TSO	3	6	7	4	2	5				2	4		33
Locks	1	1	1	1	3	1	1			1		3	12
Locks - Missing or Damaged Lock	1	1	1	3	1	1				1		3	12
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	6	9	16	10	8	3		1	3	4	4	3	67
Mishandling of Passenger Property - Damaged/Missing	1	2	2	1						1			7
Mishandling of Passenger Property - Damaged/Missing	5	7	12	7	5	3		1	3	4	2	2	51
Mishandling of Passenger Property - Damaged/Missing	1	1	2	1	2					1	1		9
Patdown	4	4	5	2	1	1							17
Patdown - Children				1									1
Patdown - Flyer	4	4	4	2	1	1							16
Persons w/ Disabilities (PWD)	1	4	2	1		2			1	1	1		13
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Persons w/ Disabilities (PWD) - Mobility Disability	3	1	1	1					1				6
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts	1												1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair	1					1				1			3
Property - Special Handling	8	8	13	13	2	4	1	1	5	7	6	9	77
Property - Special Handling - Damaged	1		3	1		1			1	1			8
Property - Special Handling - Damaged	2	2	4	1	1				2	2	1	3	18
Property - Special Handling - Missing Item	2	1	1	3	1	2					2		12
Property - Special Handling - Missing Item	3	5	5	8		1	1	1	2	4	5	4	39
Screening	6	10	1	5	3	4	1		2	2		2	36
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2	2											4
Screening - Procedures/Process	3	5	1	4	3	4	1		2	2		2	27
Screening - Security Breach	3		1										4
<b>2021</b>	<b>21</b>	<b>12</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>16</b>	<b>19</b>	<b>31</b>	<b>22</b>				<b>146</b>
Civil Rights	1	2		2		1	1	1					8
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - Racial Profiling or Discrimination	1	1		2		1	1	1					7
Customer Service	2	2	4	2	3		3	6	3				25
Customer Service - TSO	2	2	4	2	3		3	6	3				25
Expedited Passenger Screening Program					4	4	9	6					23
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck					3	4	7	6					20
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1	1							2
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements					1	1							2
Identification (ID) Requirements - Domestic					1	1							2
Locks	1	1					1	1					4
Locks - Missing or Damaged Lock	1	1					1	1					4
Mishandling of Passenger Property	2	3	1	2		1		1	3				13
Mishandling of Passenger Property - Damaged/Missing Item	1								1				2
Mishandling of Passenger Property - Damaged/Missing Item	2	2	1	2		1		1	1				10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction					1				1				2
No Jurisdiction - No Referral					1				1				1
No Jurisdiction - Refer to Other					1								1
No Subject			1										1
No Subject - General			1										1
Patdown	2		1			1		1					5
Patdown - Children						1							1
Patdown - Flyer	2							1					3
Patdown - General			1										1
Persons w/ Disabilities (PWD)	1				2		3	2					8
Persons w/ Disabilities (PWD) - General					1		1						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Service Animal	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items			1					1					2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump								1					1
Prohibited & Permitted Items - Lighters/Matches			1										1
Property - Special Handling	9	3				1	4	3	6	6			32
Property - Special Handling - Damaged	1	1					1		1	3			7
Property - Special Handling - Damaged	3	2					1	2		1			9
Property - Special Handling - Missing Item	3						1		1	1			6
Property - Special Handling - Missing Item	2						1	1	4	1			10
Screening	4	2				3	3	5	2	1			20
Screening - Children								1					1
Screening - Inconsistency	1					2		2					5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	3	1					2	3	1	1			11
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DAY</b>	<b>13</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>14</b>	<b>16</b>	<b>9</b>	<b>15</b>	<b>15</b>	<b>9</b>	<b>7</b>	<b>129</b>
<b>2018</b>													
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service								1				2	3
Customer Service - Others												1	1
Customer Service - TSO							1					1	2
Mishandling of Passenger Property						1	4	1	1	5	3	2	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	2	1	4	3		1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2	1	1				4
Patdown								1	1			1	3
Patdown - Flyer								1	1			1	3
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Property - Special Handling											3		3
Property - Special Handling - Missing Items - Checked											3		3
Screening							2	1	1				4
Screening - Procedures/Process						2	1	1					4
<b>2019</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>56</b>
Civil Rights						1	1	2		1			5
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination						1	1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening										1			1
Customer Service				1		2		2		2	3	1	11
Customer Service - Others								1					1
Customer Service - TSO			1			2		1		2	3	1	10
Locks						1						1	2
Locks - Missing or Damaged Lock						1						1	2
Mishandling of Passenger Property	4	1	1	1	1			2		3		1	14
Mishandling of Passenger Property - D	1	1		1				1		2		6	
Mishandling of Passenger Property - D	3		1					1		1	1	1	8
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Gener		1											1
Property - Special Handling						1	2	3	1	3		1	12
Property - Special Handling - Damaged Items - Checked						2	1		1			1	5
Property - Special Handling - Missing Items - Checked						1	2	1	2			1	7
Screening				2		1	1	2	1	1	2		11
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines									2				2
Screening - Procedures/Process					1		1		1		2		5
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2020</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>					<b>2</b>	<b>2</b>	<b>24</b>
Civil Rights											1	1	2
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service			1			1	2	1					5
Customer Service - Others			1			1							2
Customer Service - TSO						2	1						3
Locks				1									1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property					1		1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1		1						2
Patdown				1									1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Diabet		1											1
Property - Special Handling	2		1	1						2	1		7
Property - Special Handling - Damaged	1			1						1			3
Property - Special Handling - Missing I	1			1						1	1		4
Screening			1	1			1	1				1	5
Screening - Lengthy Lines			1			1		1					2
Screening - Procedures/Process			1				1					1	3
<b>2021</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>			<b>17</b>
Civil Rights					1								1
Civil Rights - Headwear					1								1
Customer Service		1	1	1						1			4
Customer Service - TSO		1	1	1						1			4
Expedited Passenger Screening Program							2			1			3
Expedited Passenger Screening Program - TSA PreCheck							2			1			3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property						1		1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)							1		1				2
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Property - Special Handling			1										1
Property - Special Handling - Missing I			1										1

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

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

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DBQ</b>				2		1				2	2	2	<b>9</b>
<b>2018</b>				2						2	1	1	<b>6</b>
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling									1	1	1		3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked									1		1		2
Screening					1								1
Screening - Crew Member or Airline Employee					1								1
<b>2019</b>										1	1		<b>2</b>
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
<b>2020</b>								1					<b>1</b>
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DCA	131	130	145	146	138	193	151	181	208	138	147	120	1,828
2018				49	39	71	65	67	68	68	65	45	537
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights					1	1	4	5	4		5	1	21
Civil Rights - Hair Patdowns							1					1	2
Civil Rights - National Origin										1		2	3
Civil Rights - Perceived Religion							1				1		2
Civil Rights - Racial Profiling or Discrimination				1	1	2	3	2					9
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1				2		3
Civil Rights - Transgender Screening									1				1
Customer Service				18	8	18	19	23	19	22	22	14	163
Customer Service - Others				1		1	2	4					8
Customer Service - TSO				17	8	17	17	19	19	22	22	14	155
Locks				2	2	2	2		1	4	5	1	19
Locks - Missing or Damaged Lock				2	2	2	2		1	4	5	1	19
Lost and Found				2		1		2			2	2	9
Lost and Found - Airport/TSA				2		1		2			2	2	9
Mishandling of Passenger Property				6	12	13	12	17	6	9	10	13	98
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				2	1	3	1		1	1			9
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				5	8	9	8	12	4	5	9	12	72
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				1	2	3	1	4	2	3		1	17
Patdown				3	4	7	3	4	6	4	2	3	36
Patdown - Children								1					1
Patdown - Flyer				3	3	7	3	2	6	3	1	3	31
Patdown - Flyer as Observer					1			1		1			3
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				4	2	3	7	1	10	6	3	2	38
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1			1	3
Persons w/ Disabilities (PWD) - Diabetes						1			2	2	1		6
Persons w/ Disabilities (PWD) - General									1	1		1	3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1			2				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1		1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sci				1			2		3	2	2	1	4
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts					1		1				1		3
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1		2	1	1	2	2		10
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump						1							1
Property - Special Handling				9	7	7	5	9	13	15	8	4	77
Property - Special Handling - Damaged Items - Carry-On				1		2	3	2	3	6			17
Property - Special Handling - Damaged Items - Checked						2	1		3	2	2	1	11
Property - Special Handling - Missing Items - Carry-On				5	5			3	2	4	1	1	21
Property - Special Handling - Missing Items - Checked				3	2	3	1	4	5	3	5	2	28
Request for Assistance						1	3						4
Request for Assistance - Other							2						2
Request for Assistance - Wounded Warrior (MSIJSOC)						1	1						2
Screening				4	3	17	10	6	9	8	8	5	70
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency					1	1	1	2		2	1	1	9
Screening - Lengthy Lines						3	3		1				7
Screening - Procedures/Process				4	2	12	4	4	7	5	6	4	48
Screening - Retrieving Abandoned/Confiscated Items						1	1						2
Screening - Security Breach							1		1		1		3
2019	50	56	56	32	42	71	54	66	69	50	71	56	673
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights				7	1	3	1	4	5	3	1	2	34
Civil Rights - Age							1	1					2
Civil Rights - Constitutional Rights													1
Civil Rights - National Origin				1				1					2
Civil Rights - Perceived Religion											2		2
Civil Rights - Racial Profiling or Discrin				2	1	1	1	2	1		1	2	13
Civil Rights - Sex/Gender/Gender Ident				3		2	1	1		1			8
Civil Rights - Sexual Orientation - Not Transgender										1		1	2
Civil Rights - Transgender Screening				1				1	1			1	4
Customer Service				14	13	18	4	8	22	12	22	13	172
Customer Service - Others				1			2	1		3		2	10
Customer Service - TSO				14	12	18	4	6	21	12	19	13	162
Human Capital								1					1
Human Capital - Prospective Employment with TSA							1						1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks				2	4	1	2	2	5	1	1	3	29
Locks - Missing or Damaged Lock				2	4	1	2	2	5	1	1	3	29
Lost and Found				1	1	1	1	3	3	1	1	2	16
Lost and Found - Airport/TSA				1	1	1	1	3	3	1	1	2	16
Mishandling of Passenger Property				3	11	12	9	9	11	10	9	15	126
Mishandling of Passenger Property - Damaged/Missing Items				3		1			1	1	2	1	11
Mishandling of Passenger Property - D				1	10	7	9	7	9	7	6	11	96

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damage	2	1	2		1	2	3	2	3	1	1	1	19
Patdown	1	5	7	2	2	5	2	3	3	1	1	1	33
Patdown - Flyer	1	5	6	1	2	5	2	3	3	1	1	1	31
Patdown - Flyer as Observer			1	1									2
Persons w/ Disabilities (PWD)	4	7	5	4	6	2	5	3	8	9	10	4	67
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1	1	1				3
Persons w/ Disabilities (PWD) - Cognitive	2	1											4
Persons w/ Disabilities (PWD) - Diabetes	1	1	1		1		1				4	2	11
Persons w/ Disabilities (PWD) - General						1				1	1	1	4
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices													1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1	3	1	1	1	1	1	1	3		2	3	15
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)	1	2	1		1					1	2	1	8
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1					2
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (physical)	1	1										1	3
Persons w/ Disabilities (PWD) - Visual Impairment	1						1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	2	1	1								2	1	7
Property - Special Handling	9	5	8	2	8	6	7	13	13	7	8	8	94
Property - Special Handling - Damaged/Missing	1				1		1	2	1	1		1	8
Property - Special Handling - Damaged/Missing Item	1	1	2		4	2		3	3	2	3	3	24
Property - Special Handling - Missing Item	4	2	2		2	1	1	1	4	2	1	3	23
Property - Special Handling - Missing Item	3	2	4	2	1	3	5	7	5	2	4	1	39
Request for Assistance	1				1								2
Request for Assistance - Other	1				1								2
Screening	9	8	4	5	2	12	11	11	11	9	11	4	97
Screening - Children						1	1						2
Screening - Inconsistency	2				1		1	1	1			2	8
Screening - Lengthy Lines	1	1						1	1				4
Screening - Procedures/Process	6	6	3	5	1	10	8	9	8	9	10	2	77
Screening - Retrieving Abandoned/Confiscated Items			1			1	1		1		1		5
Screening - Security Breach			1										1
<b>2020</b>	<b>58</b>	<b>58</b>	<b>75</b>	<b>54</b>	<b>46</b>	<b>34</b>	<b>1</b>	<b>7</b>	<b>13</b>	<b>20</b>	<b>11</b>	<b>19</b>	<b>396</b>
Civil Rights	3	5	3	1		1			2	1	1	2	19
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimination	3	3	1									2	11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	2	1	1		1						1		6
Customer Service	13	10	21	12	13	6	1	3	7	4	2	5	97
Customer Service - Others	1				1						1	1	3
Customer Service - TSO	12	10	21	12	12	6	1	3	7	4	2	4	94
Human Capital											1		1
Human Capital - Current Employee											1		1
Locks	4	3	3	2	1	2				2		1	18
Locks - General						1							1
Locks - Missing or Damaged Lock	4	3	3	2	1	1				2		1	17
Lost and Found	1	2	1	1									5
Lost and Found - Airport/TSA	1	2	1	1									5
Mishandling of Passenger Property	14	11	14	6	5	2				2	5	3	65
Mishandling of Passenger Property - Damaged/Missing	1		1		1						1		3
Mishandling of Passenger Property - Damage	13	9	12	5	3	2				2	4	1	54
Mishandling of Passenger Property - Damage	1	1	2		2					1	1		8
Patdown	3	2	7	3	5								20
Patdown - Flyer	2	2	7	3	5								19
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	6	8	4	4	6	4					1	2	35
Persons w/ Disabilities (PWD) - Breastfeeding	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					2							1	3
Persons w/ Disabilities (PWD) - Cognitive /Developmental	1					1							2
Persons w/ Disabilities (PWD) - Diabetes				1		1							2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					2								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal	2	1		1			1						5
Persons w/ Disabilities (PWD) - Mobility	2	1	1								1	1	6
Persons w/ Disabilities (PWD) - Ostomy/Ostomate		1											1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (physical)	1	1											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1	2	1	2	1								7
Property - Special Handling	10	10	13	11	10	7		1	2		2	7	73
Property - Special Handling - Damaged/Missing	2	2			1								5
Property - Special Handling - Damaged/Missing Item	3	1	5	2	1	1					1	1	16
Property - Special Handling - Missing Item	3	2	4	5	4	2						1	21
Property - Special Handling - Missing Item	2	5	4	4	4	4		1	1		1	5	31
Request for Assistance	2	1											3
Request for Assistance - Other	1	1											2
Request for Assistance - Wounded Warrior (MSIJCS)	1												1
Screening	7	4	13	10	8	7		3	7		1	1	60
Screening - Inconsistency	1			1		1			1				4
Screening - Lengthy Lines						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	4	4	12	9	6	5		3		6		1	50
Screening - Retrieving Abandoned/Cor	1					1							2
Screening - Security Breach	1		1		1								3
<b>2021</b>	<b>23</b>	<b>16</b>	<b>14</b>	<b>11</b>	<b>11</b>	<b>17</b>	<b>31</b>	<b>41</b>	<b>58</b>				<b>222</b>
Civil Rights	1	3	4		1	1	1	1	2				14
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrin	1	1	1					1					6
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1	1				1							3
Customer Service	4	5	6	5	3	4	6	9	18				60
Customer Service - Others		1											1
Customer Service - TCC			1										1
Customer Service - TSO	4	4	5	5	3	4	6	9	18				58
DHS TRIP			1										1
DHS TRIP - General		1											1
Expedited Passenger Screening Program		1			1	2	9	18	31				62
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program							2	2	1				5
Expedited Passenger Screening Program - TSA PreCheck	1			1	2	6	15	30					55
Identification (ID) Requirements								1	3				4
Identification (ID) Requirements - Domestic									3				3
Identification (ID) Requirements - Real ID								1					1
Locks	1				1								2
Locks - Missing or Damaged Lock	1				1								2
Lost and Found		1	1	1									3
Lost and Found - Airport/TSA	1	1	1										3
Mishandling of Passenger Property	5	1			1	2	2	1					12
Mishandling of Passenger Property - D	2				1	2	2	1					8
Mishandling of Passenger Property - D	3	1											4
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
No Subject							1						1
No Subject - General							1						1
Patdown	1				2	1	1						5
Patdown - Flyer	1				2	1							4
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	1		1	1				1	2	2			8
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medic	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Service Animals				1						1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Prohibited & Permitted Items				2		1	1						4
Prohibited & Permitted Items - Beauty & Grooming Items							1						1
Prohibited & Permitted Items - Chemical/Household Products				1									1
Prohibited & Permitted Items - Food/Beverages				1			1						2
Property - Special Handling	3	2		1	1	2	5	4	2				20
Property - Special Handling - Damaged	1	1								1			3
Property - Special Handling - Damaged Items - Checked			1		1	2	1						5
Property - Special Handling - Missing Items - Carry-On				1		1	3						5
Property - Special Handling - Missing I	2	1				1	2		1				7
Screening	7	4			1	4	4	5					25
Screening - Inconsistency									1				1
Screening - International Screening						1							1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	5	4			4	3	4						20
Screening - Retrieving Abandoned/Cor	1					1							2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DDC</b>								1					1
<b>2021</b>								1					1
Screening								1					1
Screening - Procedures/Process								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DEC</b>								1					1
<b>2018</b>								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEN	323	203	277	382	350	334	295	388	430	315	326	254	3,877
2018				153	104	112	108	141	126	159	146	97	1,146
Advanced Imaging Technology (AIT)							1	1					2
Advanced Imaging Technology (AIT) - Flyer								1					1
Advanced Imaging Technology (AIT) - Flyer as Observer							1						1
Civil Rights				4	4	1	2	3	1	6	2	4	27
Civil Rights - Age					1			1	1				3
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns						1		1		1			3
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination				2	3		2			3	2	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2				1		1		1	5
Civil Rights - Transgender Screening												1	1
Customer Service				35	27	29	31	32	32	45	27	25	283
Customer Service - Others				7	4	9	10	7	11	14	10	9	81
Customer Service - TSO				28	23	20	21	25	21	31	17	16	202
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks				4	4	3	2	4	8	2	6	4	37
Locks - General							1		1				2
Locks - Missing or Damaged Lock				4	4	3	1	4	7	2	6	4	35
Lost and Found				2	3		2		1	3	3		14
Lost and Found - Airport/TSA				2	3		2		1	3	3		14
Mishandling of Passenger Property				39	23	25	14	22	18	29	33	19	222
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				2	3	2	1	3		2	4	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				36	18	17	9	15	14	25	22	14	170
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				1				1	1	1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				1	1	6	4	4	3	1	6	4	30
Patdown				4	5	10	5	9	12	8	13	6	72
Patdown - Children											1	1	2
Patdown - Flyer				4	3	6	5	7	11	7	9	5	57
Patdown - Flyer as Observer					1	4		2	1		1		9
Patdown - Non-Flyer					1					1	2		4
Persons w/ Disabilities (PWD)				6	8	7	7	14	9	15	13	5	84
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer							1				1		2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1		1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1				1		1
Persons w/ Disabilities (PWD) - Diabetes				2			1		2		1	1	7
Persons w/ Disabilities (PWD) - General				1	1	1			1	4	2		10
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1	1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				1		1		1		1			4
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1		1	2		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1			1	3	2	1	4	2	14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	1			1					4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals								2					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2	2	1			1				6
Persons w/ Disabilities (PWD) - Visual Impairment				1						1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1	1	1	3	1	4	2	2	17
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling				29	10	19	22	20	15	22	22	17	176
Property - Special Handling - Damaged Items - Carry-On							2		2	1	1		6
Property - Special Handling - Damaged Items - Checked				6	2	5	3	6	5	7	10	6	50
Property - Special Handling - Missing Items - Carry-On				13	4	8	7	5	4	2	2	6	51
Property - Special Handling - Missing Items - Checked				10	4	6	10	9	4	12	9	5	69
Request for Assistance				2	2								4
Request for Assistance - Other				2	1								3
Request for Assistance - Wounded Warrior (MSIJSOC)					1								1
Screening				28	18	18	22	36	29	29	27	17	224
Screening - Children								1		2			3
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				1	1	1	2		3	1	1	1	11
Screening - Lengthy Lines				5	2	3	3	13	6	8	3	3	46
Screening - Procedures/Process				19	14	13	17	21	20	17	15	11	147
Screening - Retrieving Abandoned/Confiscated Items				3	1			1			5		10
Screening - Security Breach						1				1	2	2	6
2019	136	88	115	75	89	99	91	107	140	123	126	114	1,303
Advanced Imaging Technology (AIT)						1					2		3
Advanced Imaging Technology (AIT) - Flyer						1					2		3
Civil Rights	9	5	6	4	5	5	3	4	2	6	3	4	56
Civil Rights - Age				1							1		2
Civil Rights - Hair Patdowns	1				1			1					3
Civil Rights - Perceived Religion	1	1											2
Civil Rights - Racial Profiling or Discrimin	3	2	1	2	2	1		2	1	2	2	2	20
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Ident	3	2	5	1	2	3	1		1	4		1	23
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening	1					1	1				1		4
Customer Service	30	18	33	12	18	18	17	23	39	26	30	25	289
Customer Service - Others	7	3	1			1	1	2	12	7	4	2	40

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	23	15	32	12	18	17	16	21	27	19	26	23	249
Identification (ID) Requirements							1				2		3
Identification (ID) Requirements - Domestic							1				2		3
Locks	5	7	3	3	5	3	2	4	5	5	4	4	50
Locks - General											1		1
Locks - Missing or Damaged Lock	5	7	3	3	5	3	2	4	5	5	4	3	49
Lost and Found	1					1					1		3
Lost and Found - Airport/TSA	1					1					1		3
Mishandling of Passenger Property	25	12	17	17	22	14	19	20	19	24	22	18	229
Mishandling of Passenger Property - D	1		1	1	1					4	1	3	12
Mishandling of Passenger Property - D	24	11	14	16	18	9	13	18	15	15	17	11	181
Mishandling of Passenger Property - Disarrayed It	1	2			3	5	6	2	4	5	4	4	36
Patdown	8	4	7	1	6	4	4	4	9	7	10	6	70
Patdown - Children			1					1					2
Patdown - Flyer	7	4	6	1	5	3	4	3	8	7	8	6	62
Patdown - Flyer as Observer					1						1		2
Patdown - General						1							1
Patdown - Non-Flyer	1									1			3
Persons w/ Disabilities (PWD)	17	8	9	7	3	8	3	6	8	8	6	10	93
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Breast Cancer	1					1		1		1	1		5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1		2
Persons w/ Disabilities (PWD) - Diabet	2			1	1		1	1	1	1	2		9
Persons w/ Disabilities (PWD) - General		2	1		3		1	1	1	1		1	7
Persons w/ Disabilities (PWD) - Internal Medical Devices							1		1	1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1		1	2
Persons w/ Disabilities (PWD) - Medic	1	1									2		4
Persons w/ Disabilities (PWD) - Metal	2	1	1									2	6
Persons w/ Disabilities (PWD) - Mobil	3	3	1	3		2		2	2	2	1	1	20
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Ca	1							2				1	4
Persons w/ Disabilities (PWD) - Respir	2	1		1									4
Persons w/ Disabilities (PWD) - Servic	1				1							2	2
Persons w/ Disabilities (PWD) - Touch	1	1		1			1						4
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheel	5	1	2		1	1	1	1	1	1	1	3	17
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	19	18	20	24	13	21	21	20	25	17	18	20	236
Property - Special Handling - Damaged Items - Carry-On		4			1	3	1	3	2	3	1	3	21
Property - Special Handling - Damaged	8	5	4	11	5	6	6	7	5	6	3	4	70
Property - Special Handling - Missing I	4	4	2	2	1	3	6	5	5		6	3	41
Property - Special Handling - Missing I	7	9	10	11	6	9	8	5	13	8	8	10	104
Request for Assistance	1	1					1		2	2			7
Request for Assistance - Other	1	1					1		2	2			7
Screening	21	15	20	7	17	24	20	26	31	28	29	26	264
Screening - Children			1						1				2
Screening - Crew Member or Airline Employee											2		2
Screening - Inconsistency	2	1	1	1				2	1		2	1	11
Screening - International Screening			1										1
Screening - Lengthy Lines	6	1	1		3	2	5	6	5	4	10	5	48
Screening - Procedures/Process	13	11	15	6	13	20	11	18	23	24	16	18	188
Screening - Retrieving Abandoned/Cor	2	1				1	2						6
Screening - Security Breach			1			1	2		1		1		6
<b>2020</b>	<b>127</b>	<b>82</b>	<b>131</b>	<b>113</b>	<b>113</b>	<b>58</b>	<b>8</b>	<b>15</b>	<b>22</b>	<b>33</b>	<b>54</b>	<b>43</b>	<b>799</b>
Civil Rights	6	2	10	3	4	4	1	1	2	1	3	3	36
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns			1										1
Civil Rights - National Origin	1		1									2	
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrin	2		4	2	3	2		1	1		2		17
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Iden	2	2	3			1				1	1		10
Civil Rights - Transgender Screening					1				1		1		2
Customer Service	25	11	32	21	19	10	1	1	3	6	12	5	146
Customer Service - Others	2	1	1	3	1	2				1			11
Customer Service - TSO	23	10	31	18	18	8	1	1	3	5	12	5	135
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	3	3	5	6	6	2					2	2	29
Locks - Missing or Damaged Lock	3	3	5	6	6	2					2	2	29
Lost and Found	1			2									3
Lost and Found - Airport/TSA	1			2									3
Mishandling of Passenger Property	29	16	26	26	19	6	3	6	4	6	10	7	158
Mishandling of Passenger Property - D	5	1	2	3	6	1		1	1	1			22
Mishandling of Passenger Property - D	18	14	17	19	11	5	3	4	3	5	6	6	111
Mishandling of Passenger Property - D	6	1	7	4	2		1			3	1		25
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown	6	7	5	5	3	4					1	2	33
Patdown - Children												1	1
Patdown - Flyer	5	7	5	5	3	3					1	1	30
Patdown - Flyer as Observer	1					1							2
Persons w/ Disabilities (PWD)	10	5	8	6	15	10		1		5	3	2	65

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive	1												3
Persons w/ Disabilities (PWD) - Diabetes			1	3	1	1							7
Persons w/ Disabilities (PWD) - Diaper	1												1
Persons w/ Disabilities (PWD) - General	2						2						4
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal	1					2	1				1		5
Persons w/ Disabilities (PWD) - Medically Necessary	2	1				3					1	1	8
Persons w/ Disabilities (PWD) - Metal	2		1										3
Persons w/ Disabilities (PWD) - Mobility	2	2	1		3	1					1		10
Persons w/ Disabilities (PWD) - Ostomy/Ostomate	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment	1				2						1		4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1				3			1			1		6
Persons w/ Disabilities (PWD) - Wheelchair	1	1	3	2	2								9
Property - Special Handling	19	15	22	27	21	5	1	3	8	10	17	12	160
Property - Special Handling - Damaged	2		2	3	4	3			1	1	3	1	20
Property - Special Handling - Damaged	6	4	7	8	9	1			5	3	5	2	50
Property - Special Handling - Missing Item	4	1	7	2	1		1	1		1	5	2	25
Property - Special Handling - Missing Item	7	10	6	14	7	1		2	2	5	4	7	65
Screening	28	23	23	17	26	17	3	3	5	5	8	9	167
Screening - Inconsistency					2				1		2	1	6
Screening - Lengthy Lines	9	7	5	3	12	6					1		43
Screening - Procedures/Process	16	16	18	14	11	11	3	2	4	5	5	8	113
Screening - Retrieving Abandoned/Corporation	1												1
Screening - Security Breach	2					1							4
<b>2021</b>	<b>60</b>	<b>33</b>	<b>31</b>	<b>41</b>	<b>44</b>	<b>65</b>	<b>88</b>	<b>125</b>	<b>142</b>				<b>629</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	5		1	2		4	2	5	3				22
Civil Rights - Civil Rights Violation (TSA Employee)						1							1
Civil Rights - Constitutional Rights	1						1						3
Civil Rights - National Origin													3
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination	2		1	1		1	1	1	1				7
Civil Rights - Sex/Gender/Gender Identity	1			1		2	1	1					6
Civil Rights - Sexual Orientation - Not Transgender													1
Claims			1	1							1		3
Claims - General			1	1							1		3
CSM/Stakeholder Follow-up				1									1
CSM/Stakeholder Follow-up - General				1									1
Customer Service	13	6	12	15	7	9	7	26	28				123
Customer Service - Others	1			1									2
Customer Service - TCC				1									1
Customer Service - TSO	13	5	12	13	7	9	7	26	28				120
Duplicate E-mail					1								1
Duplicate E-mail - General					1								1
Expedited Passenger Screening Program			2	5	7	15	27	48	68				172
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD					1		1						3
Expedited Passenger Screening Program - TSA Application Program					1	1	2	14	7				25
Expedited Passenger Screening Program - TSA PreCheck	2		5	14	23	34	34	60					143
General Aviation							1						1
General Aviation - General							1						1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks		3		1		2	1	1					8
Locks - Missing or Damaged Lock	3		1		2	1	1						8
Lost and Found	1					1	2	1					5
Lost and Found - Airport/TSA	1					1	2	1					5
Mishandling of Passenger Property	8	7	3	8	9	10	6	9	3				63
Mishandling of Passenger Property - Domestic	2	1	2			1	2	2	1				11
Mishandling of Passenger Property - Domestic	4	6	1	8	9	6	3	7	2				46
Mishandling of Passenger Property - Domestic	2					3	1						6
No Jurisdiction			1			1							2
No Jurisdiction - Refer to Other			1			1							2
Patdown	2	4			2	1	3		2				14
Patdown - Flyer	2	4			2	1	3		2				14
Persons w/ Disabilities (PWD)	3		2	3	2	1	5	9	4				29
Persons w/ Disabilities (PWD) - Diabetes								1	2				3
Persons w/ Disabilities (PWD) - General							2						4
Persons w/ Disabilities (PWD) - Hearing Impairment	1	1				1							3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2					2
Persons w/ Disabilities (PWD) - Medical Devices	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1	1	1	1					4
Persons w/ Disabilities (PWD) - Mobility	1									1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Touch	1			1				1	3				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1	1											6
Prohibited & Permitted Items			1			1	1	1	4				8
Prohibited & Permitted Items - Alcohol and Tobacco							1		1				2
Prohibited & Permitted Items - Electronic Devices									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Food/Beverages				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects						1							1
Prohibited & Permitted Items - Lighters/Matches										1			1
Prohibited & Permitted Items - Sporting Goods									2				2
Property - Special Handling	12	9	1	3	6	8	18	11	13				81
Property - Special Handling - Damaged	1	2				1	2	1	6				13
Property - Special Handling - Damaged	1	2	1	1	3	1	7	2					18
Property - Special Handling - Missing I	4				2	2	5	6	3				22
Property - Special Handling - Missing I	6	5		2	1	4	4	2	4				28
Screening	16	4	6	2	10	12	14	13	15				92
Screening - Children	1						1						2
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency			1	1	5	2	1	3	2				15
Screening - Lengthy Lines	1							1	1				3
Screening - Procedures/Process	14	3	5	1	5	9	11	9	12				69
Screening - Retrieving Abandoned/Confiscated Ite	1						1						2
SIDA (Security Identification Display Area)										1			1
SIDA (Security Identification Display Area) - General										1			1
Transfer to Security Specialist								1					1
Transfer to Security Specialist - Reportable Communication								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DFW</b>	<b>352</b>	<b>299</b>	<b>287</b>	<b>406</b>	<b>364</b>	<b>410</b>	<b>392</b>	<b>405</b>	<b>458</b>	<b>344</b>	<b>329</b>	<b>262</b>	<b>4,308</b>
<b>2018</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>1,194</b>
Civil Rights				3	8	4	7	3	5	8	4	4	46
Civil Rights - Age									1				1
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion				2	2							1	5
Civil Rights - Racial Profiling or Discrimination				2	6	2	4	3	4	6	2	3	32
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1				2	1		4
Civil Rights - Transgender Screening				1		1							2
Customer Service				35	33	28	43	31	38	55	47	25	335
Customer Service - Others				4	3	4	2	3	2	4	5	3	30
Customer Service - TSO				31	30	24	41	28	36	51	42	22	305
Locks				3	5	4	7	6	5	4	5	6	45
Locks - General									1				1
Locks - Missing or Damaged Lock				3	5	4	7	5	5	4	5	6	44
Lost and Found					1		1	1	2	1	2	1	9
Lost and Found - Airport/TSA					1		1	1	2	1	2	1	9
Mishandling of Passenger Property				31	16	31	25	27	29	22	28	18	227
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				2			2	5	3		1	4	17
Mishandling of Passenger Property - Damaged/Missing Items--Checked F				28	15	23	19	19	21	21	24	12	182
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1					1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				1	1	8	3	3	5	1	2	1	25
Patdown				6	8	5	6	5	4	7	2	2	45
Patdown - Children							1						1
Patdown - Flyer				3	8	4	5	4	4	6	2	2	38
Patdown - Flyer as Observer						1		1		1			3
Patdown - General				1									1
Patdown - Non-Flyer				2									2
Persons w/ Disabilities (PWD)				3	5	5	8	6	7	6	1	4	45
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes							1			1			2
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment										1	1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1								1	2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli				2					1	1			4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					2								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sci				2	1	1	3	2	2				11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1				1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1				1			2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Visual Impairment								1				1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1			2	2	1	3		2	11
Property - Special Handling				12	22	22	15	20	31	19	35	16	192
Property - Special Handling - Damaged Items - Carry-On				1	4	4	2	2	4	5	7	7	36
Property - Special Handling - Damaged Items - Checked				5	5	3	5	5	8	4	16	3	54
Property - Special Handling - Missing Items - Carry-On				3		3	3	3	3	3	1	1	20
Property - Special Handling - Missing Items - Checked				3	13	12	5	10	16	7	11	5	82
Request for Assistance				1						1	1		3
Request for Assistance - Other				1							1		2
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening				27	22	39	31	38	26	22	26	16	247
Screening - Children				1									1
Screening - Crew Member or Airline Employee				1	1				1		1	1	5
Screening - Inconsistency						4	2	1	2			2	11
Screening - Lengthy Lines				8	9	9	8	15	6	9	6	2	72
Screening - Procedures/Process				15	12	23	19	20	16	13	16	10	144
Screening - Retrieving Abandoned/Confiscated Items					2	1	1	2			1		5
Screening - Security Breach				2		1	1	2			3		9
<b>2019</b>	<b>145</b>	<b>130</b>	<b>141</b>	<b>96</b>	<b>105</b>	<b>123</b>	<b>143</b>	<b>152</b>	<b>133</b>	<b>148</b>	<b>132</b>	<b>113</b>	<b>1,561</b>
Advanced Imaging Technology (AIT)	1	1											2
Advanced Imaging Technology (AIT) - Flyer	1	1											2
Civil Rights	7	10	6	5	5	4	8	8	5	11	8	4	81
Civil Rights - Age		1											1
Civil Rights - Constitutional Rights	1					1		1					3
Civil Rights - Hair Patdowns	1	1											2
Civil Rights - National Origin		1											2
Civil Rights - Perceived Religion		1											3
Civil Rights - Racial Profiling or Discrin	3	5	4	3	2	1	5	6	3	8	6	3	49
Civil Rights - Screening of Religious C	1							1					2
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Iden	1	1	2	1	3	1	3	1		2		1	16
Civil Rights - Sexual Orientation - Not Transgender				1					1				2
Customer Service	42	40	39	29	24	34	30	33	40	36	31	32	410
Customer Service - CSM									1				1
Customer Service - Others	3	3	4	4		1	2	2	2	1	1	2	25
Customer Service - TSO	39	37	35	25	24	33	28	31	37	35	30	30	384
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks	6	10	2	2	7	8	5	7	1	3	2	4	57
Locks - Missing or Damaged Lock	6	10	2	2	7	8	5	7	1	3	2	4	57
Lost and Found				1	1	3	2	1					8

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA			1	1	3	2		1			9	3	8
Mishandling of Passenger Property	32	18	25	20	12	18	34	38	27	24	35	25	308
Mishandling of Passenger Property - D	2	1	4	5	1	3	4	1	6	1	5	1	34
Mishandling of Passenger Property - D	19	14	21	11	11	13	24	31	17	23	21	21	226
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - D	11	3		4		1	6	6	4		9	3	47
Patdown	5	4	3	1	2	4	5	5	5	1	4	5	44
Patdown - Children												1	1
Patdown - Flyer	5	4	2	1	2	4	5	5	4	1	4	4	41
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	5	8	11	9	4	8	12	9	6	11	8	10	101
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer	1				1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi			1				1			1	1		4
Persons w/ Disabilities (PWD) - Diabet	2		1		1	1	2	2	1	1	2	2	15
Persons w/ Disabilities (PWD) - Gener	1							1	2	2			6
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1	1				1	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me			2				1	1	1	1	1	1	8
Persons w/ Disabilities (PWD) - Metal Implants (joint)	3		1			3		1	1	1			11
Persons w/ Disabilities (PWD) - Mobility Disability	4		2	1		2	3	1	1	2	1	3	20
Persons w/ Disabilities (PWD) - Ostomy/Ostomate	1											1	2
Persons w/ Disabilities (PWD) - Prosth	1	3	1				1						6
Persons w/ Disabilities (PWD) - Service Animals					1	1		1			1		4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2	1		1	1		5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			3	3	1					1	2	1	11
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Property - Special Handling	18	20	29	23	23	25	25	21	22	30	23	17	276
Property - Special Handling - Damaged	3	3	5		3	2	8	1	1	6	2	2	36
Property - Special Handling - Damaged	5	2	2	4	3	7	3	5	6	6	7	5	55
Property - Special Handling - Missing I	3	5	5	2	6	3	4	4	4	4	2	1	43
Property - Special Handling - Missing I	7	10	17	17	11	13	10	11	11	14	12	9	142
Request for Assistance	2					1			1		2		6
Request for Assistance - Other	2								1		2		5
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening	28	19	24	6	25	19	24	29	26	32	19	15	266
Screening - Children							1				1		2
Screening - Inconsistency	1	1	3	1	2	1				1	1	1	12
Screening - Lengthy Lines	15	2	1	1	5	5	5	1	6	4	2	2	49
Screening - Procedures/Process	12	15	19	3	17	12	15	27	18	24	14	8	184
Screening - Retrieving Abandoned/Confiscated Ite	1	1	1			1	2		1	2		1	10
Screening - Security Breach					1		1	1	1	1	1	3	9
2020	138	121	109	112	98	61	16	18	36	51	46	57	863
Advanced Imaging Technology (AIT)						1						1	2
Advanced Imaging Technology (AIT) - Flyer						1						1	2
Civil Rights	8	2	6	7	8	5	1	2	4	5	2	2	52
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrin	5	1	6	4	6	4	1	1	3	5	1	2	39
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Iden	2			2	1	1		1					7
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening			1										1
Customer Service	38	38	32	30	26	17	6	7	7	13	9	12	235
Customer Service - CSM	1												1
Customer Service - Others			1		1			1			1		4
Customer Service - TSO	37	38	31	30	25	17	6	6	7	13	8	12	230
Human Capital									1				1
Human Capital - Current Employee									1				1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	12	6	8	7	3	2	1	1		2	2	1	45
Locks - Missing or Damaged Lock	12	6	8	7	3	2	1	1		2	2	1	45
Lost and Found	1	2	1							2			6
Lost and Found - Airport/TSA	1	2	1							2			6
Mishandling of Passenger Property	22	21	22	17	16	12	1	2	8	7	6	8	142
Mishandling of Passenger Property - D	1	3	2	1	3	2			1				13
Mishandling of Passenger Property - D	15	16	18	15	10	9	1	2	7	5	6	7	111
Mishandling of Passenger Property - Damaged/Missing Items-	1												1
Mishandling of Passenger Property - D	6	2	1	1	3	1				2		1	17
Patdown	7	1	3	2	1	3					4	2	23
Patdown - Children											1	1	2
Patdown - Flyer	6	1	3	2		3					1	1	17
Patdown - Flyer as Observer	1				1								2
Patdown - Non-Flyer											2		2
Persons w/ Disabilities (PWD)	9	7	1	8	7	1			2	2	2	2	41
Persons w/ Disabilities (PWD) - Autism	1			1					1				3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1					1			2
Persons w/ Disabilities (PWD) - Diabet	1										1		2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General	2					1							3
Persons w/ Disabilities (PWD) - Hearing	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1			1									2
Persons w/ Disabilities (PWD) - Medical Devices -	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1	3	2				1			7
Persons w/ Disabilities (PWD) - Metal Implants (joint)												2	2
Persons w/ Disabilities (PWD) - Mobility	1	2			2								5
Persons w/ Disabilities (PWD) - Ostomy/Ostomate	1				1								2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts					1					1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair	3	1			2								6
Property - Special Handling	22	23	16	21	21	9	4	2	8	12	18	17	173
Property - Special Handling - Damaged	1	3	1	4	6					3		4	22
Property - Special Handling - Damaged	7	4	4	4	3	5	1		6	4	6	5	49
Property - Special Handling - Missing Item	4	2	2	4	5	3			1		3	2	26
Property - Special Handling - Missing Item	10	14	9	9	7	1	3	2	1	5	9	6	76
Screening	19	21	20	20	16	11	3	3	7	8	3	11	142
Screening - Crew Member or Airline Employee		1				1			1				3
Screening - Inconsistency	1			1		1					2		1
Screening - Lengthy Lines	4	1	2	1								1	9
Screening - Procedures/Process	13	18	16	17	16	9	2	3	6	5	3	9	117
Screening - Retrieving Abandoned/Cor	1			1		1				1			4
Screening - Security Breach		1	2										3
<b>2021</b>	<b>69</b>	<b>48</b>	<b>37</b>	<b>77</b>	<b>41</b>	<b>88</b>	<b>90</b>	<b>98</b>	<b>142</b>				<b>690</b>
Airline										1	1		2
Airline - Policy/Regulations/Service											1		1
Airline - Wheelchair Assistance											1		1
Civil Rights	3	2	2	3	1	5	5	2	1				24
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Racial Profiling or Discrim	3	1		1		5	5	1	1				17
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	1			1		1					3
Civil Rights - Sexual Orientation - Not Transgender				1									1
Claims						1							1
Claims - General						1							1
Customer Service	21	15	20	29	14	21	20	28	49				217
Customer Service - Others	2	2		3	2			1	1				11
Customer Service - TSO	19	13	20	26	12	21	20	27	48				206
Duplicate E-mail				2									2
Duplicate E-mail - General				2									2
Expedited Passenger Screening Program			2	5		16	34	31	45				133
Expedited Passenger Screening Program - TSA Application Program			1			1	4	1	6				13
Expedited Passenger Screening Program - TSA PreCheck		2	4		15	30	30	39					120
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Human Capital						1							1
Human Capital - Current Employee						1							1
Identification (ID) Requirements				1			2		1				4
Identification (ID) Requirements - Domestic				1			2		1				4
Locks	2	3	1			1				1			8
Locks - General			1										1
Locks - Missing or Damaged Lock	2	3				1				1			7
Lost and Found				1	3	1				1			6
Lost and Found - Airport/TSA			1	3	1					1			6
Mishandling of Passenger Property	10	3	2	16	8	6	6	4	4				59
Mishandling of Passenger Property - D	2			3	3			2	1				11
Mishandling of Passenger Property - D	7	3	2	11	4	3	4	2					36
Mishandling of Passenger Property - Damaged/Missing Items--Unspecifie			1										1
Mishandling of Passenger Property - D	1			1	1	3	2		3				11
No Jurisdiction				2	1	1			2				6
No Jurisdiction - Refer to CBP			1			1			2				4
No Jurisdiction - Refer to Other			1	1									2
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	1	1	1	1	1		2	3	2				12
Patdown - Flyer	1	1	1	1	1		1	3	2				11
Patdown - General							1						1
Persons w/ Disabilities (PWD)	1	2		3	1	3	5	5	5				25
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General						1	1						2
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						2	2						4
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1				2						3
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1	1	1					3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1					2				4
Prohibited & Permitted Items		3		2	4	1							10
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Electronic Devices							1						1
Prohibited & Permitted Items - Food/Beverages				1				1					2
Prohibited & Permitted Items - General				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects						1							1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1		1	1						3
Prohibited & Permitted Items - Remains							1						1
Property - Special Handling	17	9		8	2	12	9	10	19				86
Property - Special Handling - Damaged	2	2		2		1	2	2	4				15
Property - Special Handling - Damaged	4	2				4	4	2	5				21
Property - Special Handling - Missing Item	5	1					1	2	4				13
Property - Special Handling - Missing Item	6	4		6	2	7	2	4	6				37
Screening	14	13	6	6	7	16	6	10	13				91
Screening - Inconsistency	1	1		2	6	3	1	3	1				18
Screening - Lengthy Lines			2	2					3				7
Screening - Procedures/Process	11	12	4	2	1	10	5	7	9				61
Screening - Retrieving Abandoned/Cor	1					3							4
Screening - Security Breach	1												1
Transfer to Security Specialist								1					1
Transfer to Security Specialist - Reportable Communication								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHN	4	1	3	2	3	3	1	3	4	1	3	5	33
2018					1						2	4	11
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property						1				1	1	3	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked						1			1	1	1	3	6
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Checked									1		1		2
Screening							1					1	2
Screening - Inconsistency											1		1
Screening - Procedures/Process						1							1
2019	1		2			1		1	2	1	1	1	10
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1		2										3
Mishandling of Passenger Property - D	1		2										3
Property - Special Handling							1		1	1		1	6
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked									1	1	1	1	4
2020	2	1	1	1	2	1					1		9
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2	1	1			1	1						6
Mishandling of Passenger Property - D	2	1	1			1	1						6
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening											1		1
Screening - Procedures/Process											1		1
2021		1					1		1				3
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - D		1											1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DIK</b>	1	2	2		2	1	2		1	1	4		16
<b>2018</b>					2	1	1		1	1			6
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown							1			1	1		3
Patdown - Flyer							1			1	1		3
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2019</b>	<b>1</b>	<b>1</b>	<b>2</b>					<b>1</b>				<b>2</b>	<b>7</b>
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1	1						1		3
Mishandling of Passenger Property - Damaged/Mis:				1							1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-				1									1
Property - Special Handling								1			1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked								1					1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2020</b>			<b>1</b>									<b>2</b>	<b>3</b>
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Damaged/Mis:				1							1		2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DLG</b>									4	2	1		7
<b>2018</b>										1	1		2
Property - Special Handling										1	1		2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked											1		1
<b>2019</b>									1	1			2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2021</b>									3				3
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DLH</b>	<b>1</b>		<b>3</b>	<b>4</b>	<b>1</b>			<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>22</b>
<b>2018</b>				<b>2</b>					<b>2</b>	<b>2</b>		<b>2</b>	<b>8</b>
Civil Rights					<b>1</b>								<b>1</b>
Civil Rights - Racial Profiling or Discrimination					<b>1</b>								<b>1</b>
Mishandling of Passenger Property					<b>1</b>							<b>1</b>	<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked					<b>1</b>							<b>1</b>	<b>2</b>
Property - Special Handling									<b>1</b>	<b>2</b>		<b>1</b>	<b>4</b>
Property - Special Handling - Damaged Items - Checked										<b>2</b>		<b>1</b>	<b>3</b>
Property - Special Handling - Missing Items - Checked									<b>1</b>			<b>1</b>	<b>1</b>
Screening									<b>1</b>				<b>1</b>
Screening - Procedures/Process									<b>1</b>				<b>1</b>
<b>2019</b>	<b>1</b>		<b>1</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>
Mishandling of Passenger Property - D	<b>1</b>									<b>1</b>			<b>2</b>
Patdown											<b>1</b>		<b>1</b>
Patdown - Flyer											<b>1</b>		<b>1</b>
Property - Special Handling				<b>1</b>								<b>1</b>	<b>2</b>
Property - Special Handling - Damaged Items - Checked												<b>1</b>	<b>1</b>
Property - Special Handling - Missing Items - Carry-On				<b>1</b>									<b>1</b>
Screening									<b>1</b>				<b>1</b>
Screening - Procedures/Process									<b>1</b>				<b>1</b>
<b>2020</b>		<b>1</b>	<b>2</b>	<b>1</b>								<b>1</b>	<b>5</b>
Customer Service						<b>1</b>							<b>1</b>
Customer Service - TSO						<b>1</b>							<b>1</b>
Mishandling of Passenger Property				<b>1</b>									<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<b>1</b>									<b>1</b>
Property - Special Handling											<b>1</b>		<b>1</b>
Property - Special Handling - Missing Items - Checked											<b>1</b>		<b>1</b>
Screening				<b>1</b>		<b>1</b>							<b>2</b>
Screening - Procedures/Process				<b>1</b>		<b>1</b>							<b>2</b>
<b>2021</b>		<b>1</b>							<b>2</b>				<b>3</b>
Civil Rights									<b>1</b>				<b>1</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									<b>1</b>				<b>1</b>
CSM/Stakeholder Follow-up				<b>1</b>									<b>1</b>
CSM/Stakeholder Follow-up - General				<b>1</b>									<b>1</b>
Screening									<b>1</b>				<b>1</b>
Screening - Procedures/Process									<b>1</b>				<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRO	1	4	1	3	3	2	2	4	2	1	3	4	30
2018				2	1	1				1	2	2	9
Customer Service					1					1			2
Customer Service - TSO					1					1			2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling						1					1	1	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-On						1					1		2
2019		2						2		1			5
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2					2
Patdown		1											1
Patdown - Non-Flyer		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2020	1	2	1	1	1						1	2	9
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items-			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown											1		1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts											2		2
Property - Special Handling		1											1
Property - Special Handling - Missing I		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2021						1	1	2	2	1			7
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening					1								1
Screening - Procedures/Process					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DRT</b>							1	1	4	4		1	14
<b>2019</b>							1	1	4	3		1	10
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property								1	2	2			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2	2			4
Property - Special Handling								1	1	1		1	4
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Checked									1	1			2
<b>2020</b>							1	2			1		4
Customer Service											1		1
Customer Service - TSO											1		1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DSM</b>	17	14	6	17	22	19	13	22	10	15	10	10	175
<b>2018</b>				9	7	10	4	6	3	5	3	5	52
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service					2	1	3				2	1	9
Customer Service - Others							1					1	2
Customer Service - TSO					2	1	2				2		7
Locks					1					1			2
Locks - Missing or Damaged Lock					1					1			2
Mishandling of Passenger Property				3		1	1	3		1		3	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								3					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked				3		1	1			1		2	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown					2	2							4
Patdown - Flyer					2	2							4
Persons w/ Disabilities (PWD)								1			1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols										1			1
Property - Special Handling					1	2	3	1	1	1	2	1	13
Property - Special Handling - Damaged Items - Checked					1	2				1	1		5
Property - Special Handling - Missing Items - Carry-On					1	1				1		1	4
Property - Special Handling - Missing Items - Checked				1				1	1		1		4
Screening						2	3	1	2				8
Screening - Inconsistency								1					1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process						2	2	2					6
<b>2019</b>	7	4	4	5	5	1	5	8	4	4	5	2	54
Civil Rights					1			1	3				5
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimination								1	2				3
Civil Rights - Sexual Orientation - Not Transgender								1					1
Customer Service			1			1				1			3
Customer Service - TSO			1			1				1			3
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1	1		3	3			1	2	2	1	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1				1					2
Mishandling of Passenger Property - D	1	1		3	2			1	1	2	1	1	13
Patdown		1	2	1					2				6
Patdown - Flyer		1	2	1					2				6
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Gener		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	2		2	1				2	2	1	2	1	13
Property - Special Handling - Damaged	1												1
Property - Special Handling - Damaged Items - Checked								1			1	1	3
Property - Special Handling - Missing Items - Carry-On	1	1								1			3
Property - Special Handling - Missing I	1	1						1	2		1		6
Screening		1				1	1	1				3	7
Screening - Procedures/Process		1				1	1	1				3	7
<b>2020</b>	4	4	1	2	6	6		2	1	6	2	3	37
Customer Service		1	1			3		1		1			7
Customer Service - TSO		1	1			3		1		1			7
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	3			1	2	1				1			8
Mishandling of Passenger Property - D	2			1	2	1				1			7
Mishandling of Passenger Property - D	1												1
Persons w/ Disabilities (PWD)					1					1			2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Property - Special Handling	1	3			1	2				2	1	2	12
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On						1							2
Property - Special Handling - Missing I	1	3			1					1	1	2	9
Screening					2			1		2	1	1	7
Screening - Procedures/Process				1		1			2	1	1		6
Screening - Security Breach				1									1
<b>2021</b>	6	6	1	1	4	2	4	6	2				32
Civil Rights								2	1				3
Civil Rights - Racial Profiling or Discrimination									2				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service		2			1	1		1	1				6
Customer Service - TSO		2			1	1		1	1				6
Expedited Passenger Screening Program			1		1			2	1	1			6
Expedited Passenger Screening Program - Active Duty Militar			1				1		2	1	1		1
Expedited Passenger Screening Program - TSA PreCheck						1		2	1	1			5
Mishandling of Passenger Property		4	1						1				6
Mishandling of Passenger Property - D		1											1
Mishandling of Passenger Property - D		2	1						1				4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - D	1												1
Patdown		1						1					2
Patdown - Flyer		1											1
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling	1	1								1			3
Property - Special Handling - Missing I	1	1								1			3
Screening		2				2			1				5
Screening - Inconsistency						1							1
Screening - Procedures/Process		2				1			1				4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>DTW</b>	<b>163</b>	<b>143</b>	<b>149</b>	<b>153</b>	<b>135</b>	<b>150</b>	<b>167</b>	<b>163</b>	<b>188</b>	<b>159</b>	<b>174</b>	<b>137</b>	<b>1,881</b>
<b>2018</b>				<b>50</b>	<b>39</b>	<b>56</b>	<b>60</b>	<b>59</b>	<b>49</b>	<b>79</b>	<b>71</b>	<b>53</b>	<b>516</b>
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Non-Flyer										1			1
Civil Rights				2	2	1	3	3	3	4	6	3	27
Civil Rights - Age												1	1
Civil Rights - Headwear										1	1		2
Civil Rights - National Origin							1			1			2
Civil Rights - Racial Profiling or Discrimination			2	2	1	2	3	2		5	2		19
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening										2			2
Customer Service				7	10	10	9	19	9	13	7	15	99
Customer Service - Others				1		1	1			1			4
Customer Service - TSO				6	10	9	8	19	9	12	7	15	95
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				3	4	1	4	4	2	4	4	2	28
Locks - General				1									1
Locks - Missing or Damaged Lock				2	4	1	4	4	2	4	4	2	27
Lost and Found				7		1	1	1	2	3	4		19
Lost and Found - Airport/TSA				7		1	1	1	2	3	4		19
Mishandling of Passenger Property				8	11	11	9	9	18	22	23	14	125
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		2	1	1	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked				6	11	10	7	7	14	16	18	11	100
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1	1				1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2				2	2	5	4		15
Patdown				5	4	3	2	7	1	2	3		27
Patdown - Flyer				4	4	3	1	5	1	2	3		23
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer				1				2					3
Persons w/ Disabilities (PWD)				1	2	7		2	1	8	2	4	27
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1		1			1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi				1									1
Persons w/ Disabilities (PWD) - Diabetes						2					1		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1				1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1					1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										2			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									2		1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2				1	1			4
Property - Special Handling				16	5	17	17	7	7	13	8	10	100
Property - Special Handling - Damaged Items - Carry-On						1	1		2	1			5
Property - Special Handling - Damaged Items - Checked				5	2	5	3	3		4	2	3	27
Property - Special Handling - Missing Items - Carry-On				2		2	4	3	2	1	2	5	21
Property - Special Handling - Missing Items - Checked				9	3	9	9	1	3	7	4	2	47
Request for Assistance						1	1			1			3
Request for Assistance - Other						1	1			1			3
Screening						1	4	14	7	6	8	14	59
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency								4	2	1	2	1	10
Screening - Lengthy Lines						2	3			2			7
Screening - Procedures/Process						1	2	5	4	4	4	11	34
Screening - Retrieving Abandoned/Confiscated Items									2			1	1
Screening - Security Breach								2	1	1			5
Screening - Shoe Screening									1				1
<b>2019</b>	<b>62</b>	<b>55</b>	<b>58</b>	<b>33</b>	<b>44</b>	<b>51</b>	<b>61</b>	<b>56</b>	<b>60</b>	<b>60</b>	<b>72</b>	<b>60</b>	<b>672</b>
Civil Rights	6	5	3	1		2	1	7	5	5	3	3	41
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights										1	1		2
Civil Rights - Hair Patdowns										1			2
Civil Rights - Headwear			1								1		2
Civil Rights - National Origin										1		1	2
Civil Rights - Perceived Religion										1			2
Civil Rights - Racial Profiling or Discrimination	3	4	1	1		2	1	2	1	2	2		19
Civil Rights - Sex/Gender/Gender Identity	2	1						2			1		6
Civil Rights - Sexual Orientation - Not Transgender			1					1					2
Civil Rights - Transgender Screening								2					2
Customer Service	9	9	13	4	5	13	19	8	10	16	14	12	132
Customer Service - Others	1					1	1						3
Customer Service - TSO	9	8	13	4	5	12	18	8	10	16	14	12	129
Locks	4		1	1	2	2	3	4	3	8	4	2	34
Locks - Missing or Damaged Lock	4		1	1	2	2	3	4	3	8	4	2	34
Lost and Found	4				1		1			1	4		11
Lost and Found - Airport/TSA	4					1	1			1	4		11
Mishandling of Passenger Property	11	12	18	11	10	15	16	11	16	6	10	12	148
Mishandling of Passenger Property - Damaged/Missing Items	2	1	1					1	1				6
Mishandling of Passenger Property - Damaged/Missing Items - D	7	9	14	9	7	12	13	9	13	5	7	11	116
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - D	4	3	2	1	2	3	3	2	1	3	1		25
Patdown	4	4	1	1	2	1	4	5	3	4	5	3	37

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	3	4	1	1			3	4	2	4	5	3	30
Patdown - Flyer as Observer					1				1				2
Patdown - General					1								1
Patdown - Non-Flyer	1				1		1	1					4
Persons w/ Disabilities (PWD)	3	7	6		6	3	5	1	4	3	5	6	49
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1		1				3
Persons w/ Disabilities (PWD) - Diabetes							1			1	1	1	4
Persons w/ Disabilities (PWD) - General	1				1	1							4
Persons w/ Disabilities (PWD) - Internal Medical Devices	1	1									2		4
Persons w/ Disabilities (PWD) - Medically Necessary	1									1	1	1	4
Persons w/ Disabilities (PWD) - Metal Implants (joints)	1				2			1					4
Persons w/ Disabilities (PWD) - Mobility	1	2	1		1		1			1		1	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1			1		2
Persons w/ Disabilities (PWD) - Wheelchairs	1	2	3			1			2			1	10
Property - Special Handling	13	9	10	14	15	11	9	12	11	11	18	15	148
Property - Special Handling - Damaged Items - Carry-On		1	1	1	1	1		3			2		9
Property - Special Handling - Damaged Items - Hand Luggage	4	3	1	5	4	2	2	5	2	4	2	6	40
Property - Special Handling - Missing Items	3	2	4	3	4	2	3	1	4	2	4	3	35
Property - Special Handling - Missing Items - Hand Luggage	6	4	4	5	6	6	4	3	5	5	10	6	64
Screening	8	9	6	1	3	4	3	8	8	6	9	7	72
Screening - Children											1		1
Screening - Crew Member or Airline Employee													1
Screening - Inconsistency	1		1							1	1	2	6
Screening - Lengthy Lines		1				1		2	1				6
Screening - Procedures/Process	6	8	5	1	3	3	3	6	6	4	4	5	54
Screening - Retrieving Abandoned/Confiscated Items	1									1			2
Screening - Security Breach										1			2
<b>2020</b>	<b>68</b>	<b>69</b>	<b>70</b>	<b>54</b>	<b>34</b>	<b>20</b>	<b>9</b>	<b>9</b>	<b>13</b>	<b>20</b>	<b>31</b>	<b>24</b>	<b>421</b>
Civil Rights	4	3	1	4	2	1		1			1		17
Civil Rights - Age			1										1
Civil Rights - National Origin					1								3
Civil Rights - Perceived Religion	1				1								2
Civil Rights - Racial Profiling or Discrimination	1	2		3	1			1					8
Civil Rights - Screening of Religious or Ethnic Groups	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening										1			1
Customer Service	13	14	14	13	6	1	3	1	3	4	8	3	83
Customer Service - Others	1	1											2
Customer Service - TSO	13	13	13	13	6	1	3	1	3	4	8	3	81
Locks	2	2	3	4	2	2	1		1				17
Locks - Missing or Damaged Lock	2	2	3	4	2	2	1						17
Lost and Found	1	1	1		1	1	1				1		7
Lost and Found - Airport/TSA	1	1	1		1	1	1				1		7
Mishandling of Passenger Property	15	18	21	7	6	3	2	3	3	5	7	8	98
Mishandling of Passenger Property - Damaged/Missing Items		1						1					2
Mishandling of Passenger Property - Delays	14	17	16	4	3	3	2	3	2	5	7	7	83
Mishandling of Passenger Property - Damage	1	1	4	3	3								13
Patdown	8	3	1		2								14
Patdown - Flyer	8	3	1		2								14
Persons w/ Disabilities (PWD)	7	6	2	7	2					1	1		28
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1											1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - General	1				1								3
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body - Other	1	1			2								4
Persons w/ Disabilities (PWD) - Metal Implants	1	1											2
Persons w/ Disabilities (PWD) - Mobility	1	1			1								3
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Calluses	1	1		1	1								3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1	1											2
Persons w/ Disabilities (PWD) - Wheelchairs	2	1											3
Property - Special Handling	10	13	18	13	8	7	1	1	2	8	7	7	95
Property - Special Handling - Damaged Items	2				2					1			5
Property - Special Handling - Damaged Items - Hand Luggage	3	1	5	3	3	2			1	2	1	2	23
Property - Special Handling - Missing Items	1	4	3	1	2				1	1	3		16
Property - Special Handling - Missing Items - Hand Luggage	4	8	10	9	3	3	1	1	4	3	5	5	51
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	8	8	9	6	5	5	1	3	3	1	8	4	61
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1	1	1									4
Screening - Lengthy Lines		3	1	1	1					1			7
Screening - Procedures/Process	7	4	5	3	4	4	1	3	2		7	3	43
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach	1		2		1								5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2021	33	19	21	16	18	23	37	39	66				272
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Animals		1											1
Animals - Carry-On		1											1
Civil Rights	1	2	2	1	2	2	3		6				19
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - National Origin							2						2
Civil Rights - Perceived Religion		1					1		1				3
Civil Rights - Racial Profiling or Discrimination	1	1	1		1				4				8
Civil Rights - Screening of Religious Cultural and Ceremonial		1											1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	1							3
Claims								1					1
Claims - General								1					1
Customer Service	6	4	6	6	2	6	4	10	10				54
Customer Service - CSM				1									1
Customer Service - Others		1											1
Customer Service - TSO	6	3	6	5	2	6	4	10	10				52
Expedited Passenger Screening Program			3	3	1	11	17	14	30				79
Expedited Passenger Screening Program - DoD						2							2
Expedited Passenger Screening Program - TSA Application Program						1	2	2	2				7
Expedited Passenger Screening Program - TSA PreCheck		3	3	1	10	13	12	28					70
Identification (ID) Requirements						1		1					2
Identification (ID) Requirements - Domestic						1		1					2
Locks		1				2							3
Locks - Missing or Damaged Lock		1				2							3
Lost and Found	1	2			1								4
Lost and Found - Airport/TSA	1	2		1									4
Mishandling of Passenger Property	10	1	7	2	5		1	4	3				33
Mishandling of Passenger Property - Damaged/Missing Items		4											4
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	10	1	3	2	5		1	3	3				28
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked							1						1
No Jurisdiction					2								2
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other					1								1
Patdown								2	4				6
Patdown - Flyer								2	4				6
Persons w/ Disabilities (PWD)	1			1			2	1	4				9
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body	1						1	1	1				4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								2					2
Prohibited & Permitted Items			1						2				3
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	11	5		2	2		5	5	2				32
Property - Special Handling - Damaged Items - Carry-On								2					2
Property - Special Handling - Damaged Items - Carry-On	4	2		1	1			1	1				10
Property - Special Handling - Missing Items	1	1						2	1				5
Property - Special Handling - Missing Items	6	2		1	1			3	1	1			15
Screening	3	3	3		3	3	2	2	4				23
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency					2	1		1	1				5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	3	3	2		1	1	1		3				14
Screening - Retrieving Abandoned/Confiscated Items								1	1				2

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

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

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DVL			2										2
2019			2										2
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAR				2	1	4			2				9
2018										1			1
Patdown										1			1
Patdown - Flyer										1			1
2019							1			1			2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Screening									1				1
Screening - Procedures/Process									1				1
2020				2	1	1							4
Mishandling of Passenger Property				2	1								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1								2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
2021						2							2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EAT</b>	<b>3</b>		<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>		<b>2</b>	<b>5</b>	<b>37</b>
<b>2018</b>													
Locks					1	2		2	2	3	1	4	<b>15</b>
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property					1			2	2	2		2	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1			2	2			1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										2		1	3
Persons w/ Disabilities (PWD)								1				1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling							1				1	1	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked							1					1	2
Screening							1						1
Screening - Procedures/Process							1						1
<b>2019</b>	<b>2</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>14</b>
Civil Rights							1						1
Civil Rights - Sexual Orientation - Not Transgender							1						1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - D				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Persons w/ Disabilities (PWD)				1				1					2
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medic				1									1
Property - Special Handling					2	1						1	4
Property - Special Handling - Damaged Items - Checked					1	1						2	
Property - Special Handling - Missing Items - Checked						1						1	2
Screening						1				1		1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process						1				1		1	3
<b>2020</b>	<b>1</b>		<b>1</b>	<b>2</b>									<b>4</b>
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - D				1									1
Patdown						1							1
Patdown - Flyer						1							1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2021</b>	<b>1</b>		<b>1</b>				<b>1</b>				<b>1</b>		<b>4</b>
Claims						1							1
Claims - General						1							1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1			1		2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EAU</b>				1	1		1					2	5
<b>2018</b>				1								1	2
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked E					1								1
<b>2019</b>							1	1				1	3
Patdown								1					1
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - General						1							1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ECP</b>	<b>11</b>	<b>9</b>	<b>4</b>	<b>9</b>	<b>6</b>	<b>10</b>	<b>15</b>	<b>21</b>	<b>22</b>	<b>15</b>	<b>12</b>	<b>10</b>	<b>144</b>
<b>2018</b>					<b>5</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>3</b>
Advanced Imaging Technology (AIT)													<b>2</b>
Advanced Imaging Technology (AIT) - Flyer													<b>1</b>
Advanced Imaging Technology (AIT) - General													<b>1</b>
Civil Rights													<b>1</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													<b>1</b>
Customer Service					<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>11</b>
Customer Service - Others									<b>1</b>				<b>1</b>
Customer Service - TSO					<b>3</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>10</b>
Locks									<b>1</b>	<b>1</b>			<b>2</b>
Locks - General													<b>1</b>
Locks - Missing or Damaged Lock									<b>1</b>				<b>1</b>
Mishandling of Passenger Property								<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>12</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								<b>1</b>				<b>1</b>	<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>10</b>
Patdown									<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
Patdown - Flyer									<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
Property - Special Handling							<b>1</b>					<b>1</b>	<b>3</b>
Property - Special Handling - Damaged Items - Checked							<b>1</b>					<b>1</b>	<b>2</b>
Property - Special Handling - Missing Items - Checked													<b>1</b>
Screening						<b>1</b>				<b>1</b>		<b>1</b>	<b>3</b>
Screening - Procedures/Process						<b>1</b>				<b>1</b>		<b>1</b>	<b>3</b>
<b>2019</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>53</b>
Civil Rights										<b>1</b>	<b>2</b>		<b>3</b>
Civil Rights - National Origin										<b>1</b>			<b>1</b>
Civil Rights - Racial Profiling or Discrimination											<b>2</b>		<b>2</b>
Customer Service				<b>1</b>		<b>2</b>			<b>2</b>		<b>1</b>	<b>3</b>	<b>10</b>
Customer Service - Others						<b>1</b>					<b>1</b>		<b>2</b>
Customer Service - TSO				<b>1</b>		<b>1</b>			<b>2</b>		<b>1</b>		<b>8</b>
Locks													<b>1</b>
Locks - Missing or Damaged Lock													<b>1</b>
Mishandling of Passenger Property		<b>3</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>14</b>
Mishandling of Passenger Property - D		<b>1</b>											<b>2</b>
Mishandling of Passenger Property - D		<b>2</b>	<b>1</b>	<b>1</b>							<b>2</b>	<b>1</b>	<b>9</b>
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									<b>1</b>				<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								<b>1</b>				<b>1</b>	<b>2</b>
Patdown					<b>2</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>		<b>7</b>
Patdown - Flyer					<b>2</b>		<b>1</b>		<b>2</b>		<b>1</b>		<b>6</b>
Patdown - Flyer as Observer											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD)										<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>
Persons w/ Disabilities (PWD) - Diabetes											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												<b>1</b>	<b>1</b>
Property - Special Handling			<b>1</b>			<b>1</b>			<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>
Property - Special Handling - Damaged Items - Checked									<b>1</b>				<b>2</b>
Property - Special Handling - Missing Items - Carry-On													<b>1</b>
Property - Special Handling - Missing I			<b>1</b>			<b>1</b>		<b>1</b>					<b>4</b>
Screening					<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>			<b>8</b>
Screening - Lengthy Lines							<b>1</b>		<b>1</b>	<b>1</b>			<b>3</b>
Screening - Procedures/Process									<b>1</b>	<b>3</b>			<b>4</b>
Screening - Retrieving Abandoned/Confiscated Items						<b>1</b>							<b>1</b>
<b>2020</b>	<b>2</b>	<b>6</b>		<b>3</b>			<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>
Civil Rights				<b>1</b>						<b>1</b>			<b>2</b>
Civil Rights - Racial Profiling or Discrimination				<b>1</b>						<b>1</b>			<b>2</b>
Customer Service				<b>1</b>						<b>1</b>			<b>3</b>
Customer Service - Others				<b>1</b>									<b>1</b>
Customer Service - TSO										<b>1</b>			<b>2</b>
Locks						<b>1</b>							<b>2</b>
Locks - Missing or Damaged Lock						<b>1</b>							<b>2</b>
Mishandling of Passenger Property		<b>1</b>	<b>1</b>		<b>1</b>			<b>1</b>			<b>1</b>	<b>1</b>	<b>7</b>
Mishandling of Passenger Property - D		<b>1</b>			<b>1</b>			<b>1</b>			<b>1</b>	<b>1</b>	<b>5</b>
Mishandling of Passenger Property - Disarrayed It			<b>1</b>									<b>1</b>	<b>2</b>
Patdown							<b>1</b>						<b>1</b>
Patdown - Flyer							<b>1</b>						<b>1</b>
Persons w/ Disabilities (PWD)												<b>1</b>	<b>1</b>
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												<b>1</b>	<b>1</b>
Property - Special Handling			<b>1</b>	<b>1</b>							<b>2</b>		<b>6</b>
Property - Special Handling - Damaged Items - Ca				<b>1</b>									<b>1</b>
Property - Special Handling - Missing I				<b>1</b>							<b>2</b>		<b>5</b>
Screening				<b>2</b>		<b>1</b>					<b>1</b>	<b>1</b>	<b>6</b>
Screening - Lengthy Lines				<b>1</b>									<b>1</b>
Screening - Procedures/Process				<b>1</b>		<b>1</b>					<b>1</b>	<b>1</b>	<b>5</b>
<b>2021</b>	<b>4</b>			<b>3</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>7</b>					<b>25</b>
Civil Rights							<b>1</b>	<b>1</b>					<b>2</b>
Civil Rights - Racial Profiling or Discrimination								<b>1</b>	<b>1</b>				<b>2</b>
Customer Service				<b>1</b>									<b>1</b>
Customer Service - TSO				<b>1</b>									<b>1</b>
Expedited Passenger Screening Program						<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>			<b>7</b>
Expedited Passenger Screening Program - TSA Application Program									<b>1</b>				<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck						<b>1</b>	<b>1</b>	<b>2</b>		<b>2</b>			<b>6</b>
Lost and Found									<b>1</b>				<b>1</b>
Lost and Found - Airport/TSA									<b>1</b>				<b>1</b>
Mishandling of Passenger Property							<b>1</b>				<b>1</b>		<b>2</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1				1				2
Patdown	1								2				3
Patdown - Flyer	1								2				3
Persons w/ Disabilities (PWD)	1								1				2
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Wheel	1												1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	1							1		2			4
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On										2			2
Property - Special Handling - Missing II	1												1
Screening							1			1			2
Screening - Procedures/Process							1			1			2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EGE</b>				<b>2</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>26</b>
<b>2018</b>					<b>1</b>			<b>1</b>			<b>1</b>		<b>3</b>
Customer Service								<b>1</b>					<b>1</b>
Customer Service - TSO								<b>1</b>					<b>1</b>
Mishandling of Passenger Property						<b>1</b>							<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked						<b>1</b>							<b>1</b>
Persons w/ Disabilities (PWD)											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Breast Cancer											<b>1</b>		<b>1</b>
<b>2019</b>			<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>				<b>1</b>		<b>2</b>	<b>9</b>
Mishandling of Passenger Property					<b>1</b>	<b>2</b>				<b>1</b>			<b>4</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						<b>1</b>							<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked						<b>1</b>					<b>1</b>		<b>2</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						<b>1</b>							<b>1</b>
Patdown							<b>1</b>						<b>1</b>
Patdown - Flyer							<b>1</b>						<b>1</b>
Property - Special Handling					<b>1</b>						<b>1</b>		<b>2</b>
Property - Special Handling - Missing Items - Carry-On					<b>1</b>						<b>1</b>		<b>2</b>
Screening			<b>1</b>								<b>1</b>		<b>2</b>
Screening - Children			<b>1</b>										<b>1</b>
Screening - Security Breach											<b>1</b>		<b>1</b>
<b>2020</b>			<b>1</b>				<b>3</b>						<b>4</b>
Customer Service							<b>1</b>						<b>1</b>
Customer Service - TSO							<b>1</b>						<b>1</b>
Mishandling of Passenger Property						<b>2</b>							<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>							<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						<b>1</b>							<b>1</b>
Patdown			<b>1</b>										<b>1</b>
Patdown - Children			<b>1</b>										<b>1</b>
<b>2021</b>					<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>				<b>10</b>
Customer Service					<b>1</b>					<b>1</b>			<b>2</b>
Customer Service - TSO					<b>1</b>					<b>1</b>			<b>2</b>
Expedited Passenger Screening Program						<b>1</b>		<b>1</b>	<b>1</b>				<b>3</b>
Expedited Passenger Screening Program - TSA PreCheck						<b>1</b>		<b>1</b>	<b>1</b>				<b>3</b>
Property - Special Handling						<b>1</b>							<b>1</b>
Property - Special Handling - Damaged Items - Checked						<b>1</b>							<b>1</b>
Screening					<b>2</b>	<b>1</b>	<b>1</b>						<b>4</b>
Screening - Procedures/Process					<b>2</b>	<b>1</b>	<b>1</b>						<b>4</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EKO</b>	2	1	2	1	4			3	3	3	2	1	24
<b>2018</b>					1			1	2	2		1	7
Customer Service								1	1	1			3
Customer Service - TSO								1	1	1			3
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1		1	2
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2019</b>	1	1	2		1			2		1	2	1	12
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Ident	1												1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property			1			1			2				4
Mishandling of Passenger Property - Damaged/Missing Items-			1					1					2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown										1		1	2
Patdown - Flyer										1		1	2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to				1									1
Property - Special Handling										1	1		2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked											1		1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2020</b>	1				1	1							3
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>					1				1				2
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>ELM</b>	<b>6</b>			<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>35</b>
<b>2018</b>					<b>1</b>		<b>1</b>				<b>3</b>	<b>3</b>		<b>9</b>
Locks											<b>1</b>	<b>1</b>		<b>2</b>
Locks - Missing or Damaged Lock											<b>1</b>	<b>1</b>		<b>2</b>
Mishandling of Passenger Property						<b>1</b>				<b>1</b>	<b>2</b>	<b>2</b>		<b>6</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked						<b>1</b>				<b>1</b>	<b>2</b>	<b>2</b>		<b>6</b>
Screening								<b>1</b>						<b>1</b>
Screening - Procedures/Process								<b>1</b>						<b>1</b>
<b>2019</b>	<b>3</b>				<b>1</b>				<b>3</b>	<b>2</b>	<b>3</b>		<b>2</b>	<b>14</b>
Civil Rights		<b>1</b>												<b>1</b>
Civil Rights - Hair Patdowns		<b>1</b>												<b>1</b>
Customer Service										<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>
Customer Service - TSO										<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>
Mishandling of Passenger Property	<b>2</b>								<b>2</b>					<b>4</b>
Mishandling of Passenger Property - D	<b>2</b>								<b>1</b>					<b>3</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									<b>1</b>					<b>1</b>
Patdown										<b>1</b>			<b>1</b>	<b>2</b>
Patdown - Flyer										<b>1</b>		<b>1</b>		<b>2</b>
Property - Special Handling						<b>1</b>					<b>1</b>			<b>2</b>
Property - Special Handling - Damaged Items - Carry-On						<b>1</b>								<b>1</b>
Property - Special Handling - Damaged Items - Checked											<b>1</b>			<b>1</b>
Screening										<b>1</b>	<b>1</b>			<b>2</b>
Screening - Inconsistency										<b>1</b>				<b>1</b>
Screening - Procedures/Process											<b>1</b>			<b>1</b>
<b>2020</b>	<b>3</b>			<b>1</b>	<b>2</b>	<b>3</b>						<b>1</b>		<b>10</b>
Customer Service												<b>1</b>		<b>1</b>
Customer Service - TSO												<b>1</b>		<b>1</b>
Mishandling of Passenger Property	<b>2</b>						<b>1</b>							<b>3</b>
Mishandling of Passenger Property - D	<b>1</b>						<b>1</b>							<b>2</b>
Mishandling of Passenger Property - D	<b>1</b>													<b>1</b>
Patdown		<b>1</b>												<b>1</b>
Patdown - Flyer		<b>1</b>												<b>1</b>
Screening				<b>1</b>	<b>2</b>	<b>2</b>								<b>5</b>
Screening - Lengthy Lines				<b>1</b>										<b>1</b>
Screening - Procedures/Process						<b>2</b>	<b>2</b>							<b>4</b>
<b>2021</b>								<b>1</b>			<b>1</b>			<b>2</b>
Customer Service								<b>1</b>						<b>1</b>
Customer Service - TSO								<b>1</b>						<b>1</b>
Screening											<b>1</b>			<b>1</b>
Screening - Procedures/Process											<b>1</b>			<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELP	45	19	18	16	22	18	25	16	39	20	11	36	285
2018				6	10	7	13	6	14	13	8	2	79
Civil Rights								1	3				4
Civil Rights - Racial Profiling or Discrimination								1	3				4
Customer Service				1			3	1		2			7
Customer Service - TSO				1			3	1		2			7
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				2	4	5	2	2	6	2	5	1	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	3	3	1	2	5		5	1	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	2		1	2				6
Patdown								1	1				2
Patdown - Flyer								1					1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)										3			3
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										2			2
Property - Special Handling				2	4	1	5		1	6	2		21
Property - Special Handling - Damaged Items - Checked				1	2	1	2		1	1	2		10
Property - Special Handling - Missing Items - Carry-On										2			2
Property - Special Handling - Missing Items - Checked				1	2		3			3			9
Screening				1	2	1	2	2		2	1		11
Screening - Children						1							1
Screening - Procedures/Process				1	1	1	2	1		1			7
Screening - Retrieving Abandoned/Confiscated Items										1			2
Screening - Security Breach								1					1
2019	10	13	9	4	7	9	8	5	9	5	2	6	87
Civil Rights				1							1		2
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity - Not Tra				1									1
Customer Service				2	1		1		3	1	2		11
Customer Service - TSO				2	1		1		3	1	2		11
Locks				1	3		1	1				1	7
Locks - General					1								1
Locks - Missing or Damaged Lock				1	2		1	1				1	6
Mishandling of Passenger Property				6	3	6	1	2	3	2	3		29
Mishandling of Passenger Property - D				6	3	6		1	1	2			23
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec					1	1	1	1					4
Patdown				1		1	2		1		1		6
Patdown - Flyer				1		1	2		1		1		6
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Diapers/Garments				1									1
Persons w/ Disabilities (PWD) - Mobility Disability				1									1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Marijuana								1					1
Property - Special Handling				1	1	2	2		4	2	2	1	19
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged				1				1	1			1	4
Property - Special Handling - Missing Items - Carr				1						2	1	1	5
Property - Special Handling - Missing Items - Checked					2	2		3			2		9
Screening				2			1	2	1		3	1	10
Screening - Procedures/Process				1			1	1	1		2	1	7
Screening - Retrieving Abandoned/Cor				1									1
Screening - Security Breach							1			1			2
2020	11	2	6	3	5	1	1			3	2	1	28
Customer Service	2				1						1		4
Customer Service - TSO	2				1						1		4
Locks	1					1							2
Locks - Missing or Damaged Lock	1					1							2
Lost and Found				1								23	24
Lost and Found - Airport/TSA				1								23	24
Mishandling of Passenger Property				3	1	3	1	1		1	2		13
Mishandling of Passenger Property - Damaged/Missing Items-					1			1					2
Mishandling of Passenger Property - D				2		1	1			2			6
Mishandling of Passenger Property - D				1	1	2						1	5
Patdown		2											2
Patdown - Flyer		2											2
Persons w/ Disabilities (PWD)		1				1							2
Persons w/ Disabilities (PWD) - Interna		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli				1									1
Property - Special Handling		2			3	1	1			1	1		10
Property - Special Handling - Damaged		1											1
Property - Special Handling - Missing I		1		3	1	1			1	1	1		9
Screening					1	1					1	3	6
Screening - Procedures/Process						1	1				1	3	6
2021	24	4	3	3		1	3	5	13				56
Airline				1									1
Airline - Policy/Regulations/Service				1									1
CSM/Stakeholder Follow-up				1									1
CSM/Stakeholder Follow-up - General				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	1	1	2	3				1					8
Customer Service - TCC				1									1
Customer Service - TSO	1	1	2	2				1					7
Expedited Passenger Screening Program						1	3	3	7				14
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - TSA Application Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck						1	2	2	6				11
Lost and Found	16	1											17
Lost and Found - Airport/TSA	16	1											17
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Patdown									4				4
Patdown - Flyer									4				4
Property - Special Handling	2	1						1	2				6
Property - Special Handling - Damaged Items - Ca	1								2				3
Property - Special Handling - Missing I	2							1					3
Screening	3	1											4
Screening - Procedures/Process	3	1											4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ENV</b>													<b>14</b>
<b>2018</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>			<b>3</b>	<b>3</b>				<b>7</b>
Civil Rights						1	1						1
Civil Rights - Age						1							1
Customer Service								1					1
Customer Service - TSO								1					1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1						2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1					1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
<b>2019</b>					<b>1</b>					<b>1</b>			<b>2</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
<b>2020</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>									<b>5</b>
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property		2			1								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		2			1								3
Patdown						1							1
Patdown - Flyer						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ERI	2	2		1	1	1	4	3	1	1	1		17
2018						1	1	2					5
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown									1				1
Patdown - Flyer									1				1
Screening										1			1
Screening - Procedures/Process										1			1
2019				1		1		3				1	6
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Current Topic						1							1
Current Topic - Current Topic						1							1
Patdown					1			2			1		4
Patdown - Flyer								1			1		2
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer					1								1
2020		2							1				3
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged			1										1
2021				1				1		1			3
Customer Service				1				1		1			3
Customer Service - TSO				1				1		1			3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ESC</b>				1	1			1			1		4
<b>2018</b>											1		1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
<b>2019</b>									1				1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
<b>2020</b>				1	1								2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Screening					1								1
Screening - Procedures/Process					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>EUG</b>	<b>13</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>89</b>	
<b>2018</b>														
Civil Rights													1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													2	
Mishandling of Passenger Property													6	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													5	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1	
Notice of Violation/Civil Penalties													1	
Notice of Violation/Civil Penalties - General													1	
Patdown													4	
Patdown - Flyer													4	
Persons w/ Disabilities (PWD)													1	
Persons w/ Disabilities (PWD) - Metal Implants (joint)													1	
Property - Special Handling													3	
Property - Special Handling - Damaged Items - Carry-On													1	
Property - Special Handling - Missing Items - Checked													2	
Screening													4	
Screening - Lengthy Lines													1	
Screening - Procedures/Process													2	
Screening - Retrieving Abandoned/Confiscated Items													1	
<b>2019</b>	<b>7</b>	<b>1</b>	<b>1</b>					<b>3</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>27</b>
Customer Service													1	
Customer Service - TSO													1	
Mishandling of Passenger Property													9	
Mishandling of Passenger Property - D													8	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1	
Patdown													1	
Patdown - Flyer													1	
Property - Special Handling													13	
Property - Special Handling - Damaged Items - Carry-On													3	
Property - Special Handling - Damaged Items - Checked													2	
Property - Special Handling - Missing Items - Carry-On													1	
Property - Special Handling - Missing I													7	
Screening													3	
Screening - Procedures/Process													3	
<b>2020</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>					<b>1</b>	<b>3</b>	<b>24</b>
Civil Rights													1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1	
Customer Service													1	
Customer Service - TSO													1	
Locks													1	
Locks - Missing or Damaged Lock													1	
Mishandling of Passenger Property													10	
Mishandling of Passenger Property - Damaged/Mi:													7	
Mishandling of Passenger Property - D													3	
Patdown													1	
Patdown - Flyer													1	
Property - Special Handling													8	
Property - Special Handling - Damaged Items - Checked													1	
Property - Special Handling - Missing Items - Carry-On													2	
Property - Special Handling - Missing I													5	
Screening													2	
Screening - Procedures/Process													2	
<b>2021</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>2</b>				<b>17</b>	
Expedited Passenger Screening Program													5	
Expedited Passenger Screening Program - TSA Application Program													2	
Expedited Passenger Screening Program - TSA PreCheck													3	
Identification (ID) Requirements													1	
Identification (ID) Requirements - Domestic													1	
Locks													2	
Locks - Missing or Damaged Lock													2	
Mishandling of Passenger Property													6	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L													1	
Mishandling of Passenger Property - D													4	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec													1	
Prohibited & Permitted Items													1	
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects													1	
Property - Special Handling													2	
Property - Special Handling - Damaged Items - Checked													1	
Property - Special Handling - Missing Items - Checked													1	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EVV</b>	2	1	1	3	4	2	3	2	3	1	1	2	25
<b>2018</b>				1			1				1	1	4
Persons w/ Disabilities (PWD)											1	1	
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1	1	
Property - Special Handling											1	1	
Property - Special Handling - Missing Items - Checked											1	1	
Screening				1			1					2	
Screening - Inconsistency				1								1	
Screening - Procedures/Process							1					1	
<b>2019</b>	1	1			2	1	2	2	2	1		1	11
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property		1			1	1	1	1					4
Mishandling of Passenger Property - Damaged/Missing Items-		1			1		1						3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling		1						1	2	1			5
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Ch		1								1			2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked									1				1
Screening												1	1
Screening - Procedures/Process											1		1
<b>2020</b>	2		2	3									7
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening	1			2									3
Screening - Procedures/Process	1			1									2
Screening - Security Breach			1										1
<b>2021</b>			1		1		1						3
Expedited Passenger Screening Program			1		1		1						3
Expedited Passenger Screening Program - TSA PreCheck			1		1		1						3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWN	2		3	1				5	2	2	1	3	3
2018								1			1	2	4
Customer Service											1	1	2
Customer Service - TSO											1	1	2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1
2019	2		2					1			1	1	7
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Property - Special Handling							1				1	1	4
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked											1	1	2
Screening	1												1
Screening - Inconsistency	1												1
2020			1	1						1	1		2
Mishandling of Passenger Property			1	1						1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling			1								1		2
Property - Special Handling - Missing Items - Checked			1								1		2
Screening					1								1
Screening - Procedures/Process					1								1
2021								3	1	1			5
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening						2	1						3
Screening - Procedures/Process						2	1						3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWR	366	341	386	443	428	406	373	450	454	394	389	305	4,735
2018				154	136	142	153	170	171	181	175	120	1,402
Advanced Imaging Technology (AIT)				1							1		2
Advanced Imaging Technology (AIT) - Children											1		1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights				3	3	5	4	3	7	7	6	3	41
Civil Rights - Constitutional Rights										1			1
Civil Rights - Headwear							1			1			2
Civil Rights - National Origin				1						1			2
Civil Rights - Perceived Religion							1	1			2		4
Civil Rights - Racial Profiling or Discrimination				2	3	1	1	1	5	4	4	2	22
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1	1		1	1			1	6
Civil Rights - Sexual Orientation - Not Transgender						1			1			1	3
Civil Rights - Transgender Screening							1						1
Customer Service				45	46	47	50	59	40	61	36	20	404
Customer Service - Others				6	9	7	5	8	6	9	6		56
Customer Service - TSO				39	37	40	45	51	34	52	30	20	348
Locks				5	3	11	5	10	8	16	10	12	80
Locks - General				1		1				2			4
Locks - Missing or Damaged Lock				4	3	10	5	10	8	14	10	12	76
Lost and Found				2	3	4	4	6	8	6	5	3	41
Lost and Found - Airport/TSA				2	3	4	4	6	8	6	5	3	41
Mishandling of Passenger Property				28	38	26	31	34	36	36	51	35	315
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					2	4	5	1	2	2	2		18
Mishandling of Passenger Property - Damaged/Missing Items--Checked				23	32	19	23	26	29	27	43	28	250
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1		1	1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				5	6	5	4	2	6	6	5	5	44
Patdown				4	2	3	4	3	4	5	6		31
Patdown - Flyer				4	2	3	2	3	4	5	6		29
Patdown - Flyer as Observer						2							2
Persons w/ Disabilities (PWD)				10	5	4	7	4	7	3	9	5	54
Persons w/ Disabilities (PWD) - Autism Spectrum				1					1				2
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi				3			1						4
Persons w/ Disabilities (PWD) - Diabetes										1	2		3
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1		1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1	1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1	1	1			1	1	1	1	7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				3	1		2	2	1		2		11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1			2	1		1			5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		2	1	1	1		2	2	11
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Firearm/Ammunition						1							1
Property - Special Handling				35	22	17	20	23	42	24	26	25	234
Property - Special Handling - Damaged Items - Carry-On				2	3	3	3	1	4	1	1	1	19
Property - Special Handling - Damaged Items - Checked				11	3	3	1	1	8	9	7	8	51
Property - Special Handling - Missing Items - Carry-On				6	6	3	4	9	13	4	6	4	55
Property - Special Handling - Missing Items - Checked				16	10	8	12	12	17	10	12	12	109
Request for Assistance				1			1	2	1		1		6
Request for Assistance - Other				1			1	1	1		1		5
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening				20	14	25	26	26	18	23	24	17	193
Screening - Inconsistency				1	2		2	1	1		1	1	9
Screening - International Screening				1									1
Screening - Lengthy Lines				5	5	5	8	8	4	5	5	7	52
Screening - Procedures/Process				11	5	19	16	17	12	17	17	7	121
Screening - Retrieving Abandoned/Confiscated Items				2					1	1	1	2	7
Screening - Security Breach					2	1							3
2019	148	161	151	109	120	150	140	170	152	181	176	146	1,804
Advanced Imaging Technology (AIT)										1		1	2
Advanced Imaging Technology (AIT) - Flyer										1		1	2
Civil Rights	2	6	6	9	5	6	4	4	5	10	6	6	69
Civil Rights - Age	1			1	1	1	1		1	1			7
Civil Rights - Constitutional Rights						1							1
Civil Rights - Hair Patdowns											1	1	2
Civil Rights - Headwear							1						1
Civil Rights - National Origin				1	2				1			1	5
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination	2	2	4	2	3	3	1	1	3	6	3	1	31
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1				1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	2	2	1					1	1	3	1	3	14
Civil Rights - Sexual Orientation - Not Transgender				1	1								2
Civil Rights - Transgender Screening				1		1					1		3
Customer Service	34	41	41	14	28	42	44	42	46	38	51	32	453
Customer Service - CSM											1		1
Customer Service - Others	4	7	5	1	2	11	6	6	7	9	11	4	73
Customer Service - TSO	30	34	36	13	26	31	38	36	39	29	40	27	379
Identification (ID) Requirements											1		1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements - Domestic													1 1
Locks	9	10	10	7	8	8	8	13	8	12	9	9	111
Locks - General				1			1						2
Locks - Missing or Damaged Lock	9	10	9	7	8	8	7	13	8	12	9	9	109
Lost and Found	2	4	3	6	7	4	7	2	1	2	5	9	52
Lost and Found - Airport/TSA	2	4	3	6	7	4	7	2	1	2	5	9	52
Mishandling of Passenger Property	34	34	32	23	25	32	20	27	26	31	32	22	338
Mishandling of Passenger Property - D	1	3		4		3	1	4	2	3	2	4	27
Mishandling of Passenger Property - D	24	30	28	18	19	21	16	19	21	22	26	18	262
Mishandling of Passenger Property - D	2				1		1		1				5
Mishandling of Passenger Property - D	7	1	4	1	5	8	2	4	2	6	4		44
Patdown	4	3	5	1	6	6	3	5	7	6	1	3	50
Patdown - Children											1		1
Patdown - Flyer	3	3	5		6	5	2	5	7	5	1	3	45
Patdown - Flyer as Observer				1									1
Patdown - General						1							1
Patdown - Non-Flyer	1						1						2
Persons w/ Disabilities (PWD)	13	6	4	3	4	5	4	11	8	14	13	8	93
Persons w/ Disabilities (PWD) - Autism	2	1									1		4
Persons w/ Disabilities (PWD) - Breast Cancer							1				1		2
Persons w/ Disabilities (PWD) - Cancer	2												2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1	1	2
Persons w/ Disabilities (PWD) - Diabet	1		1	1		1			2	1	1		8
Persons w/ Disabilities (PWD) - General					1				2	2		2	5
Persons w/ Disabilities (PWD) - Hearing Impairment								2					3
Persons w/ Disabilities (PWD) - Interna	3	1					1	1					6
Persons w/ Disabilities (PWD) - Medic	1				1	2		2	3	1	5	2	17
Persons w/ Disabilities (PWD) - Metal Implants (jo	1	1			1					3	3	1	3
Persons w/ Disabilities (PWD) - Mobility	3	1						2	3	3	3	1	13
Persons w/ Disabilities (PWD) - Prosthesia/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1	1		2
Persons w/ Disabilities (PWD) - Service Animals	1	1	1										3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1	1	1			4
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheel	1	1		1	2	1	1	3	2	3	1	1	17
Prohibited & Permitted Items	1		1					1					3
Prohibited & Permitted Items - Alcohol	1							1					2
Prohibited & Permitted Items - General				1									1
Property - Special Handling	30	28	27	28	23	18	34	38	31	41	27	34	359
Property - Special Handling - Damaged	4	1		5	1	2	5	3	2	1	4	3	31
Property - Special Handling - Damaged	8	6	5	5	2	7	7	14	8	12	5	11	90
Property - Special Handling - Missing I	5	7	10	6	7	1	9	7	5	8	7	6	78
Property - Special Handling - Missing I	13	14	12	12	13	8	13	14	16	20	11	14	160
Request for Assistance	1	1		1			2				1		6
Request for Assistance - Other	1	1		1			2				1		6
Screening	18	28	22	17	14	29	14	27	20	26	31	21	267
Screening - Children	1									1			2
Screening - Crew Member or Airline Employee								1		1	1		3
Screening - Inconsistency			1			2		1					4
Screening - Lengthy Lines	4	6	4	5	5	8	2	3	3	3	7	3	53
Screening - Procedures/Process	12	21	17	11	8	17	11	20	16	16	19	16	184
Screening - Retrieving Abandoned/Cor	1	1				1	1	1	1	2	1	1	10
Screening - Security Breach				1	1	1		1		3	3	1	11
<b>2020</b>	<b>171</b>	<b>138</b>	<b>201</b>	<b>146</b>	<b>131</b>	<b>72</b>	<b>8</b>	<b>13</b>	<b>18</b>	<b>32</b>	<b>38</b>	<b>39</b>	<b>1,007</b>
Civil Rights	5	3	8	4	4	3	1		1		2		31
Civil Rights - Age	1	1			1	1							4
Civil Rights - Headwear						1							1
Civil Rights - National Origin	1	1				1							3
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrin	1		5	2		1	1		1		1		12
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Screening of Religious or Cultural G			1										1
Civil Rights - Sex/Gender/Gender Identit	2		3	1	1								7
Civil Rights - Transgender Screening					1								1
Customer Service	47	41	59	31	38	16	2	3	4	5	6	3	255
Customer Service - CSM		1											1
Customer Service - Others	13	13	10	6	8			1	2				53
Customer Service - TSO	34	27	49	25	30	16	2	2	2	5	6	3	201
Identification (ID) Requirements						1							2
Identification (ID) Requirements - Domestic						1							2
Locks	10	4	17	8	4	4			1	4	1	3	56
Locks - General				1									1
Locks - Missing or Damaged Lock	10	4	17	7	4	4			1	4	1	3	55
Lost and Found	4	3	9	9	10	3	1	1	1	1	2	3	47
Lost and Found - Airport/TSA	4	3	9	9	10	3	1	1	1	1	2	3	47
Mishandling of Passenger Property	30	19	39	36	26	10	3	3	4	5	6	13	194
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor									1				1
Mishandling of Passenger Property - D	4	3	6	2	5	1	1		1		2		25
Mishandling of Passenger Property - D	20	12	27	30	21	6	2	3	4	3	5	8	141
Mishandling of Passenger Property - D	6	4	6	4		3				1	3		27
Patdown	2	6	2	1	1	3							15
Patdown - Children				1									1
Patdown - Flyer	2	5	2		1	3							13
Patdown - Flyer as Observer		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	11	7	11	1	5	2				1	2		40
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /M			1										1
Persons w/ Disabilities (PWD) - Diabetes	1		1										2
Persons w/ Disabilities (PWD) - General	1		1										2
Persons w/ Disabilities (PWD) - Hearing Impairment		1			1								2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1				1								2
Persons w/ Disabilities (PWD) - Medical Devices	2	1								1			4
Persons w/ Disabilities (PWD) - Metal	1				1								2
Persons w/ Disabilities (PWD) - Mobility	1	2	2	1									6
Persons w/ Disabilities (PWD) - Prosthetic/Amput		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals		2									1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					2								2
Persons w/ Disabilities (PWD) - Wheelchair	4	2	3			1							10
Property - Special Handling	32	26	30	34	19	17		3	7	11	18	13	210
Property - Special Handling - Damaged	4	2	1	2	1					1	1		12
Property - Special Handling - Damaged Item	7	2	8	4	3	2		2	4	4	5	5	46
Property - Special Handling - Missing Item	6	6	10	13	4	5				3	1	4	52
Property - Special Handling - Missing Item	15	16	11	15	11	10		1	3	3	11	4	100
Request for Assistance	1				1								2
Request for Assistance - Other	1				1								2
Screening	29	29	26	22	22	14	1	3		5	3	1	155
Screening - Inconsistency		3		1	1								5
Screening - Lengthy Lines	9	9	6	4	7	1							36
Screening - Procedures/Process	15	16	19	15	13	13	1	3		5	2	1	103
Screening - Retrieving Abandoned/Confiscated Items	1	1	1							1			4
Screening - Security Breach	5			1	1								7
<b>2021</b>	<b>47</b>	<b>42</b>	<b>34</b>	<b>34</b>	<b>41</b>	<b>42</b>	<b>72</b>	<b>97</b>	<b>113</b>				<b>522</b>
Airline			1			1							2
Airline - Policy/Regulations/Service			1			1							2
Animals										1			1
Animals - Carry-On										1			1
Civil Rights	3	1		2	3	3	5	1	6				24
Civil Rights - Age									2				2
Civil Rights - Headwear							1						1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrim	2	1			2		3	1	3				12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1	2	1	1						6
Civil Rights - Transgender Screening						1							1
Claims			1	1									2
Claims - General			1										1
Claims - Status				1									1
Customer Service	11	7	9	11	16	5	14	20	17				110
Customer Service - CSM			1										1
Customer Service - Others	1			2									3
Customer Service - TSO	10	7	8	9	16	5	14	20	17				106
Expedited Passenger Screening Program			7	3	16	22	38	42					131
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - TSA Application Program		1			1	1	6	2					11
Expedited Passenger Screening Program - TSA PreCheck	7	2	3	15	20	31	39						117
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1	1						2
General Aviation				1									1
General Aviation - General				1									1
Hazardous Materials Safety						1	1						2
Hazardous Materials Safety - General						1	1						2
Locks	2	2		1						1			6
Locks - Missing or Damaged Lock	2	2		1						1			6
Lost and Found	5	3	1	1			3	1	1				15
Lost and Found - Airport/TSA	5	3	1	1			3	1	1				15
Mishandling of Passenger Property	6	9	8	7	5		4	4	2				45
Mishandling of Passenger Property - D	1	2	1	2	1		1	2					10
Mishandling of Passenger Property - D	4	7	6	4	4		2	2	1				30
Mishandling of Passenger Property - D	1		1	1			1	1					5
No Jurisdiction							1						2
No Jurisdiction - Refer to CBP							1	1					2
Patdown	3	2					2	1	2				10
Patdown - Children									1				1
Patdown - Flyer	3	2					2	1	1				9
Persons w/ Disabilities (PWD)	1	2	1		3	2	9	4					22
Persons w/ Disabilities (PWD) - Autism	1												1
Persons w/ Disabilities (PWD) - Diabetes		1			1				1				3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General								2	1				3
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1				2				3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1		1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							3						3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								2					2
Persons w/ Disabilities (PWD) - Prosthetic/Amput	1						1						2
Persons w/ Disabilities (PWD) - Service Animals	1												1
Prohibited & Permitted Items		1		1	1	1	1	1	4				10

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Prohibited & Permitted Items - Firearm/Ammunition								1					1
Prohibited & Permitted Items - Food/Beverages							1			1			2
Prohibited & Permitted Items - General				1						1			2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects						1							1
Prohibited & Permitted Items - Lighters		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1	1			2
Property - Special Handling	8	7	3	6	9	6	10	7	17				73
Property - Special Handling - Damaged Items - Ca	1				4	1	1	1	5				13
Property - Special Handling - Damaged	1				1	2	1	2	1	3			11
Property - Special Handling - Missing I	2	2	2	3	1	3	5	4	4				26
Property - Special Handling - Missing II	5	4	1	2	2	1	2	1	5				23
Screening	7	9	2	2	3	6	7	13	17				66
Screening - Inconsistency		1			3		1	1	2				8
Screening - Lengthy Lines	2					4	1	2	1				10
Screening - Procedures/Process	5	8	1	2		1	4	10	14				45
Screening - Retrieving Abandoned/Confiscated Items						1	1						2
Screening - Security Breach				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>EYW</b>	4	3	3	6	4	6	11	9	4	6	5	5	61
<b>2018</b>				1			4	3	3	5	3	5	19
Customer Service				1			1		1	1	1	1	5
Customer Service - Others									1				1
Customer Service - TSO				1			1				1	1	4
Mishandling of Passenger Property								1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Patdown									1	2	2	1	6
Patdown - Flyer									1	1	2		4
Patdown - Flyer as Observer												1	1
Patdown - General										1			1
Property - Special Handling											1	1	2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening									3	1			4
Screening - Crew Member or Airline Employee									1				1
Screening - Procedures/Process								1					1
Screening - Security Breach								1	1				2
<b>2019</b>	2	1		1	1	1		3			1		10
Locks								2					2
Locks - Missing or Damaged Lock									2				2
Mishandling of Passenger Property								1	1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - General								1					1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Ch				1									1
Screening				1	1		1						3
Screening - Inconsistency					1								1
Screening - Procedures/Process				1			1						2
<b>2020</b>	1	2	2	2	2	1				1	1	1	11
Civil Rights											1	1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service					1					1			2
Customer Service - TSO					1					1			2
Mishandling of Passenger Property			1	1			1						3
Mishandling of Passenger Property - Damaged/Missing Items Private Scr					1								1
Mishandling of Passenger Property - Damaged/Missing Items					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							2						2
Patdown - Flyer							2						2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel				1									1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>	1				3	2	5	7	3				21
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service			1						1				2
Customer Service - TSO			1						1				2
Expedited Passenger Screening Program							1	3	3	1			8
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck							1	3	2	1			7
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property					1	1			1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening						1		1					2
Screening - Inconsistency						1							1
Screening - Procedures/Process								1					1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAI	17	11	10	14	19	16	15	7	16	26	20	13	184
2018				7	9	3	7	4	7	13	10	7	67
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service				4	3	1		1		2			11
Customer Service - TSO				4	3	1		1		2			11
Locks					1						3	3	7
Locks - Missing or Damaged Lock					1						3	3	7
Mishandling of Passenger Property					1	1	1	1	2	7	1	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1		1	2	6		2	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown					2		2	1	2	3	1		11
Patdown - Flyer					2		2	1	2	2			9
Patdown - Flyer as Observer										1	1		2
Persons w/ Disabilities (PWD)										1	1	1	3
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1		1	2
Property - Special Handling				2	1		1		2				6
Property - Special Handling - Damaged Items - Checked				1	1				1				3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked							1		1				2
Screening					1	1	1	3	1		1	4	12
Screening - Inconsistency											1		1
Screening - Procedures/Process				1	1	1	3	1			4		11
2019	6	6	5	3	7	7	5	1	5	13	5	6	69
Civil Rights					2				1				3
Civil Rights - Age					1								1
Civil Rights - Racial Profiling or Discrimination				1									2
Customer Service	1	1	1			1	3	3				1	11
Customer Service - Others	1					1							1
Customer Service - TSO		1	1			1	3	3				1	10
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property					1	1	4	1			5	1	1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1	1	3	1			4	1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	1	1	1							2	3		8
Patdown - Flyer	1	1	1							2	3		8
Persons w/ Disabilities (PWD)	2	1										1	4
Persons w/ Disabilities (PWD) - Cancer (general)	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1												1
Property - Special Handling	1	1						1		3		1	7
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Checked	1							1		3		1	6
Screening	3	2	1		5		1		2	1	1	4	20
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	3	2	1	4	3	4	1	1	2	1	1	3	18
2020	7	4	5	4	3	4	1	1	1	1	5		35
Civil Rights								1				1	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Transgender Screening													1
Customer Service	1			1		2							4
Customer Service - TSO	1			1		2							4
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	1	2		1						1	7
Mishandling of Passenger Property - Damaged/Missing Items-				1								1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							3
Patdown	3				1	1							5
Patdown - Flyer	3				1	1							5
Persons w/ Disabilities (PWD)		2	2								1	1	6
Persons w/ Disabilities (PWD) - Cancer (general)	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication	1											1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1												1
Property - Special Handling	1	1			1	1	1						5
Property - Special Handling - Damaged Items - Checked						1		1					2
Property - Special Handling - Missing Items - Checked	1	1			1								3
Screening	1	1	1		1						2		5
Screening - Children					1								1
Screening - Procedures/Process	1										2		3
Screening - Security Breach						1							1
2021	4	1				2	2	1	3				13
Customer Service						1			1				2
Customer Service - TSO						1			1				2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1							1					2
Mishandling of Passenger Property - D	1							1					2
Property - Special Handling	1	1							1	1			4
Property - Special Handling - Damaged	1												1
Property - Special Handling - Missing Items - Chec		1							1	1			3
Screening	2							1					3
Screening - Procedures/Process	2							1					3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAR	11	7	10	5	10	5	5	9	7	9	10	8	96
2018				2	8	4	2	2	2	4	3	2	29
Civil Rights					1		1			2	1		5
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination					1						1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Mishandling of Passenger Property				3	1				1	1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2					1	1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown					1		1						2
Patdown - Flyer					1		1						2
Persons w/ Disabilities (PWD)					1	1					1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli					1						1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Property - Special Handling				1	1	1		2				2	7
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked				1	1	1					2		5
Screening				1	1	1			1	1			5
Screening - Inconsistency				1									1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1		1	1	1			3
2019	6	2	7	1	1	1	2	4	5	4	5	6	44
Civil Rights	2	1									1		4
Civil Rights - Racial Profiling or Discrin	1	1									1		3
Civil Rights - Sex/Gender/Gender Ident	1												1
Customer Service	1		1					1					3
Customer Service - TSO	1		1					1					3
Locks									1		1		2
Locks - Missing or Damaged Lock									1		1		2
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	1		3						1	1	3		9
Mishandling of Passenger Property - D	1		3						1	1	1		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											2		2
Patdown						1	1	1	1	1	2		6
Patdown - Flyer						1	1	1	1	1	2		6
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Food/Beverages		1											1
Property - Special Handling			2			1		2	2	1			8
Property - Special Handling - Damaged Items - Checked			1				1		1	1			3
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked						1		1	2				4
Screening	2		1	1	1				1	1	1	1	9
Screening - Inconsistency	1											1	2
Screening - Lengthy Lines			1							1			2
Screening - Procedures/Process	1				1	1			1		1		5
2020	3	3	1	2	1						1	2	13
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	1								1		4
Mishandling of Passenger Property - Damaged/Mi:	1	1	1								1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling	2				1						1		4
Property - Special Handling - Damaged	1										1		1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing I	1				1		1						2
Screening	1									1			2
Screening - Procedures/Process	1									1			2
2021	2	2	2				1	3					10
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program							2						2
Expedited Passenger Screening Program - TSA PreCheck							2						2
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items-				1			1						2
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Chemical/Household Products				1									1
Property - Special Handling			2										2
Property - Special Handling - Damaged Items - Ch			1										1
Property - Special Handling - Missing Items - Chec			1										1
Screening	2												2
Screening - Procedures/Process	2												2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAT	18	13	13	21	13	22	15	15	17	12	12	13	184
2018				5	4	6	3	7	4	6	5	3	43
Customer Service				1		2		2	1	4	2		12
Customer Service - Others								1		1			2
Customer Service - TSO				1		2		1	1	3	2		10
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property				2		1		1	1		2		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1				1	1		1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1							1		2
Patdown						1	1		1	2			5
Patdown - Flyer						1	1		1	2			5
Persons w/ Disabilities (PWD)				1			2						3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Property - Special Handling				2		2		1			2		7
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On				1		1					1		3
Property - Special Handling - Missing Items - Checked				1							1		2
Screening						2		1	2		2	1	8
Screening - Inconsistency								1					1
Screening - Procedures/Process					2		1	1		2	1		7
2019	9	5	6	6	5	7	8	2	2	5	5	6	66
Civil Rights	2					1							3
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity	2												2
Customer Service	3	2		1	1		2	1		1	2	2	15
Customer Service - Others	2	1		1	1		1			1	1		8
Customer Service - TSO	1	1					1	1		2	1		7
Locks					1					1		1	3
Locks - Missing or Damaged Lock					1					1		1	3
Mishandling of Passenger Property	1		1	1	1	1	2		1				7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1		1	1	1	1	1		1				5
Mishandling of Passenger Property - Disarrayed Item	1												1
Patdown	1		1				1					1	4
Patdown - Flyer	1		1				1					1	4
Persons w/ Disabilities (PWD)				1		1		1			1		5
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling	2	1	1	3	2	2				2	2		15
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Damaged Items - Ca	2				1	2	1			1	2		9
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked				1	1		1			1			4
Screening	1	1	3				2	3	1	1	1	1	14
Screening - Inconsistency							1						1
Screening - Procedures/Process		1	2			1	3	1	1		1	1	11
Screening - Retrieving Abandoned/Cor	1	1											2
2020	4	6	4	7	3	2	3	3	1	1	2	4	40
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	2	1		1		1	1	1	1		1	1	9
Customer Service - Others	1					1						1	3
Customer Service - TSO	1	1				1		1				1	6
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	3	1		3	1		1	2		1	1	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	3	1		2			1	2		1	1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1					1	1		2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Property - Special Handling		1	1	2			1			1		2	8
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked		1	1	2		1						1	6
Screening	1	1	2				1						5
Screening - Procedures/Process	1	1	1				1						4
Screening - Shoe Screening			1										1
2021	5	2	3	3	1	7	1	3	10				35
Civil Rights								1					1
Civil Rights - Hair Patdowns													1
Customer Service	2	1		1	1	3	1			2			11
Customer Service - TSO	2	1		1	1	3	1			2			11
Expedited Passenger Screening Program				1			1		1	2			5
Expedited Passenger Screening Program - Over 75							1						1
Expedited Passenger Screening Program - TSA PreCheck				1				1	2				4
Mishandling of Passenger Property				1		1	1						3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1		1							2
Mishandling of Passenger Property - Damaged/Mis			1										1
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling	2					1		2	1				6
Property - Special Handling - Damaged Items - Carry-On								1	1				2
Property - Special Handling - Damaged	1												1
Property - Special Handling - Missing I	1					1		1					3
Screening	1		2			1				4			8
Screening - Children										1			1
Screening - Inconsistency			1										1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					1			3				5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FAY</b>	<b>6</b>	<b>11</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>14</b>	<b>9</b>	<b>10</b>	<b>12</b>	<b>7</b>	<b>8</b>	<b>4</b>	<b>104</b>
<b>2018</b>													
Civil Rights													2
Civil Rights - Racial Profiling or Discrimination													2
Customer Service													3
Customer Service - TSO													3
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked													6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)													1
Property - Special Handling													3
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Checked													1
Screening													11
Screening - Inconsistency													2
Screening - Lengthy Lines													4
Screening - Procedures/Process													5
<b>2019</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>2</b>		<b>35</b>
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service													5
Customer Service - Others													1
Customer Service - TSO													4
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - D													4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Service Animals													1
Property - Special Handling													9
Property - Special Handling - Damaged Items - Ch													4
Property - Special Handling - Missing I													1
Property - Special Handling - Missing Items - Chec													4
Screening													9
Screening - Gate Pass													1
Screening - Inconsistency													1
Screening - Lengthy Lines													1
Screening - Procedures/Process													6
<b>2020</b>	<b>2</b>	<b>3</b>	<b>6</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>2</b>	<b>23</b>
Customer Service													3
Customer Service - TSO													3
Mishandling of Passenger Property													4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown													3
Patdown - Children													1
Patdown - Flyer													1
Patdown - Flyer as Observer													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Metal Implants (joint)													1
Property - Special Handling													6
Property - Special Handling - Damaged Items - Ca													1
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Carry-On													2
Property - Special Handling - Missing Items - Chec													1
Screening													6
Screening - Inconsistency													1
Screening - Procedures/Process													4
Screening - Retrieving Abandoned/Cor													1
<b>2021</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>					<b>16</b>
Customer Service													3
Customer Service - TSO													3
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Identification (ID) Requirements													1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Internal Medical Devices													1
Property - Special Handling													6
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Carry-On													1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items - Checked				1					1	1			3
Screening		1						2					3
Screening - Procedures/Process			1					2					3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FLG</b>	1	3		1	2	5	1	1	2		3		<b>19</b>
<b>2018</b>						1	3			1		1	<b>6</b>
Customer Service							1						1
Customer Service - TSO							1						1
Patdown											1		1
Patdown - Flyer as Observer											1		1
Property - Special Handling							1			1			2
Property - Special Handling - Missing Items - Checked							1			1			2
Screening							1	1					2
Screening - Procedures/Process							1	1					2
<b>2019</b>		1				1	1		1	1		2	<b>7</b>
Customer Service								1	1		1		3
Customer Service - TSO									1	1		1	3
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Chec				1									1
<b>2020</b>	1	1				1							<b>3</b>
Civil Rights							1						1
Civil Rights - Transgender Screening							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing I			1										1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>		1						1	1				<b>3</b>
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service								1					1
Customer Service - TSO								1					1
Locks					1								1
Locks - Missing or Damaged Lock					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLL	197	224	246	327	319	329	275	304	277	234	219	175	3,126
2018				120	99	122	106	112	84	84	94	69	890
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights				1	1	2	1	2	2	3	6	2	20
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns											1		1
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination				1	1	1		2	1	3	3	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1					1	1	3
Civil Rights - Transgender Screening						1							1
Customer Service				16	10	20	20	5	11	9	6	6	103
Customer Service - CSM									1				1
Customer Service - Others					1	5			1			2	9
Customer Service - TSO				16	9	15	20	5	9	9	6	4	93
Locks				6	5	4	5	6	5	4	1	2	38
Locks - General									1				1
Locks - Missing or Damaged Lock				6	5	4	5	6	5	3	1	2	37
Lost and Found				2	2		1			1	1		7
Lost and Found - Airport/TSA				2	2		1			1	1		7
Mishandling of Passenger Property				37	29	43	41	48	20	32	32	27	309
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on L				3	1	8	6	7	1	5	3	6	40
Mishandling of Passenger Property - Damaged/Missing Items-Checked E				27	26	34	31	38	18	20	26	20	240
Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage							1			1			2
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Chec				7	2	1	4	2	1	6	3	1	27
Patdown				1	5	3	5	5	5	5	7	2	38
Patdown - Flyer				1	3	3	4	5	5	2	5	2	30
Patdown - Flyer as Observer					2		1			1	2		6
Patdown - General										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				5	3	4	4	1	2	4	3	3	29
Persons w/ Disabilities (PWD) - Autism Spectrum				1				1	1				3
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi				1									1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2			2			4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2					1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1	1							1	3
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	1		2
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1			1	1		5
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1							1
Property - Special Handling				35	35	37	21	33	26	18	26	20	251
Property - Special Handling - Damaged Items - Carry-On				9	3	2	2	4	9	1	5	3	38
Property - Special Handling - Damaged Items - Checked				3	7	7	4	3	5	4	1	4	38
Property - Special Handling - Missing Items - Carry-On				5	7	12	7	8	2	2	7	4	54
Property - Special Handling - Missing Items - Checked				18	18	16	8	18	10	11	13	9	121
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening				17	8	8	8	12	12	8	12	7	92
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency						2		2			1	1	6
Screening - Lengthy Lines				3					1		2		6
Screening - Procedures/Process				11	5	7	6	10	9	7	9	4	68
Screening - Retrieving Abandoned/Confiscated Items				2				2				2	6
Screening - Security Breach					1	1	2			1			5
2019	66	100	125	89	89	94	102	107	90	117	94	69	1,142
Civil Rights	4	4	4	4	2	2	2	6	4	10	3	1	42
Civil Rights - Age						1						1	2
Civil Rights - Constitutional Rights					2								2
Civil Rights - Hair Patdowns									1	1			2
Civil Rights - National Origin	1			1		1			1				4
Civil Rights - Racial Profiling or Discrimination	1	2	1	1				4	2	4	1		16
Civil Rights - Sex/Gender/Gender Identity- Not Tra	2	2			1	1	1		3		1	1	11
Civil Rights - Sexual Orientation - Not Transgender					1				1		1		3
Civil Rights - Transgender Screening							1		1				2
Customer Service	6	9	14	8	8	11	13	12	13	23	17	6	140
Customer Service - Others	1							1	2	1			5
Customer Service - TSO	5	9	14	8	8	11	13	12	12	21	16	6	135
Identification (ID) Requirements	1										1		2
Identification (ID) Requirements - Intern	1										1		2
Locks	10	5	4	4	5	3	7	4	5	4	5	2	58
Locks - General									1				1
Locks - Missing or Damaged Lock	10	5	4	4	5	3	7	4	4	4	5	2	57
Lost and Found	1	1	1		1	1	2	1					8
Lost and Found - Airport/TSA	1	1	1		1	1	2	1					8
Mishandling of Passenger Property	17	20	33	27	23	29	30	23	24	40	25	20	311
Mishandling of Passenger Property - D	1	1	3	5	2	4	4		3		3		26

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damage/Missing Item	16	15	25	20	17	22	22	22	16	39	23	16	253
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1				1		2
Mishandling of Passenger Property - Disarrayed Item	4	5	2	4	3	3	3	1	5	1	1	1	30
Patdown	4	2	4	2	6	3	3	3	2	4	2	4	39
Patdown - Children						1							1
Patdown - Flyer	4	2	4		6	2	3	3	2	4	2	4	36
Patdown - Flyer as Observer				2									2
Persons w/ Disabilities (PWD)	1	6	4	6	7	4	7	4	9	2	4	5	59
Persons w/ Disabilities (PWD) - Autism Spectrum								1			1		2
Persons w/ Disabilities (PWD) - Breast Cancer					1						1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental	1											1	2
Persons w/ Disabilities (PWD) - Diabetes	1											1	3
Persons w/ Disabilities (PWD) - General	2				1					1		1	4
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1				1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication	1			1				2					4
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1										2		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)	2	3	2	1	1	1	1	1	2		2		14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1								1			2
Persons w/ Disabilities (PWD) - Service Animals					1		1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							3						3
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1	1	1	1	3			2	3		1		13
Property - Special Handling	20	42	45	32	26	32	31	40	23	25	29	23	368
Property - Special Handling - Damaged Item	3	3	11	6	3	7	3	4	4	2	1	4	51
Property - Special Handling - Damaged Item - Metal Implants	4	10	6	5	8	6	7	13	3	4	5	9	80
Property - Special Handling - Missing Item	4	10	6	7	4	2	11	8	2	6	5	4	69
Property - Special Handling - Missing Item - Metal Implants	9	19	22	14	11	17	10	15	14	13	18	6	168
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	6	10	16	6	11	9	7	14	10	9	8	8	114
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1	1										2
Screening - Lengthy Lines		1	1								2		4
Screening - Procedures/Process	6	9	11	5	10	8	5	13	10	7	8	5	97
Screening - Retrieving Abandoned/Confiscated Items		2		1	1						1		5
Screening - Security Breach		1				2	1				1		5
<b>2020</b>	<b>87</b>	<b>90</b>	<b>95</b>	<b>102</b>	<b>92</b>	<b>68</b>	<b>6</b>	<b>9</b>	<b>24</b>	<b>33</b>	<b>31</b>	<b>37</b>	<b>674</b>
Advanced Imaging Technology (AIT)	1					1							2
Advanced Imaging Technology (AIT) - Metal Implants	1					1							2
Civil Rights	3	3	1	4	4	1			2	3	1	2	24
Civil Rights - Age	1	1			1								3
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination	1	1	3						1	1		2	9
Civil Rights - Screening of Religious or Ethnic Groups	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1				2						2		5
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening					1						1		2
Customer Service	7	13	12	12	16	12			3	2	3	4	84
Customer Service - CSM					1								1
Customer Service - Others	1			1	2								4
Customer Service - TSO	6	13	12	11	13	12			3	2	3	4	79
Locks	7	7	4	5	4	4	1		1	1	1		34
Locks - General	1												1
Locks - Missing or Damaged Lock	6	7	4	5	4	4	1						33
Lost and Found			1	3						1		4	9
Lost and Found - Airport/TSA			1	3						1		4	9
Mishandling of Passenger Property	24	30	29	32	27	16	2	3	7	6	5	8	189
Mishandling of Passenger Property - Damaged/Missing Item	1	2	3	4	1		1		2	1			15
Mishandling of Passenger Property - Disarrayed Item	22	23	22	26	21	11	1	1	7	4	4	7	149
Mishandling of Passenger Property - Flyer	1	1		1		2							5
Mishandling of Passenger Property - Flyer as Observer	1	5	5	2	2	1	1						1
Mishandling of Passenger Property - Flyer as Observer - Metal Implants	1	2	1		4	1		2					13
Mishandling of Passenger Property - Flyer as Observer - Mobility Disability	1	2	1		3	1		2					11
Mishandling of Passenger Property - Flyer as Observer - Prosthesis/Amputee	1				1								2
Mishandling of Passenger Property - Flyer as Observer - Respiratory and Inhaler Equipment		1						1					2
Mishandling of Passenger Property - Flyer as Observer - Touch Aversion	1									1			2
Mishandling of Passenger Property - Flyer as Observer - Wheelchair/Scooter	1		1	5	3						1		11
Mishandling of Passenger Property - Flyer as Observer - Wheelchair/Scooter - Metal Implants	1	2	1	5	3						2		27
Mishandling of Passenger Property - Flyer as Observer - Wheelchair/Scooter - Mobility Disability	7	8	7	1	2	3			4	4	4	4	44
Patdown	1												
Patdown - Children	1												1
Patdown - Flyer	1												1
Patdown - Flyer as Observer						1							2
Persons w/ Disabilities (PWD)	2	4	5	10	5					2	3		31
Persons w/ Disabilities (PWD) - Breast Cancer	1	1											2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Diabetes					2								2
Persons w/ Disabilities (PWD) - General		1										1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices		1											1
Persons w/ Disabilities (PWD) - Medical Devices - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication	1	1											3
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability	1		1										2
Persons w/ Disabilities (PWD) - Prosthesis/Amputee	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment		1											2
Persons w/ Disabilities (PWD) - Touch Aversion	1										1		2
Persons w/ Disabilities (PWD) - Wheelchair/Scooter	1		1	5	3								11
Property - Special Handling	34	22	35	28	26	21	2	2	11	11	16	14	222
Property - Special Handling - Damaged Item	3	3	6	5	4	4					2		27
Property - Special Handling - Damaged Item - Metal Implants	7	8	7	1	2	3			4	4	4	4	44

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	9	7	2	10	3			2	1	3	4	8	41
Property - Special Handling - Missing Item	15	11	15	20	10	11	2		6	4	8	8	110
Request for Assistance		1	1										2
Request for Assistance - Other		1	1										2
Screening	8	8	6	8	6	12	2	1	1	5	2	5	64
Screening - Inconsistency										1	1	1	3
Screening - Lengthy Lines				1		1							1
Screening - Procedures/Process	8	8	4	5	6	10	2	1	1	4	1	3	53
Screening - Retrieving Abandoned/Confiscated Items			1	1		1							3
Screening - Security Breach			1	1									2
<b>2021</b>	<b>44</b>	<b>34</b>	<b>26</b>	<b>16</b>	<b>39</b>	<b>45</b>	<b>61</b>	<b>76</b>	<b>79</b>				<b>420</b>
Airline				1	1					2			4
Airline - Policy/Regulations/Service				1	1					2			4
Civil Rights	1	2	1	3	1	1	5	3	1				18
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination	1	1	1			1	2	1	1				8
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			1	1					3
Civil Rights - Sexual Orientation - Not Transgender								1					1
Claims				1									1
Claims - General				1									1
Customer Service	7	5	7	3	15	9	7	9	12				74
Customer Service - CSM				1					1				2
Customer Service - Others	1				1								2
Customer Service - TSO	6	5	6	3	14	9	7	9	11				70
Expedited Passenger Screening Program			5	1	5	10	20	35	30				106
Expedited Passenger Screening Program - Known Crew Member										1			1
Expedited Passenger Screening Program - TSA Application Program							4	4					8
Expedited Passenger Screening Program - TSA PreCheck	5		1	5	10	16	29	30					96
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Hazardous Materials Safety				2	1								3
Hazardous Materials Safety - General				2	1								3
Identification (ID) Requirements			1	1									2
Identification (ID) Requirements - Domestic			1	1									2
Locks	1	1	2										4
Locks - General			1										1
Locks - Missing or Damaged Lock	1	1	1										3
Lost and Found	1	1	1						1				4
Lost and Found - Airport/TSA	1	1	1						1				4
Mishandling of Passenger Property	6	10	3	3	5	3	5	4	4				43
Mishandling of Passenger Property - Damaged/Missing Items		2	3	2	1		2						10
Mishandling of Passenger Property - Delays	5	9	1		2	2	3	1	3				26
Mishandling of Passenger Property - Damage	1	1			1		2	1	1				7
No Jurisdiction				1				1					2
No Jurisdiction - Refer to CBP				1				1					2
No Subject					1								1
No Subject - General					1								1
Patdown						2	2			3			7
Patdown - Flyer						1	2			3			6
Patdown - General						1							1
Persons w/ Disabilities (PWD)	4	2	1				1	1	2	2			13
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes	1								1				2
Persons w/ Disabilities (PWD) - General							1		1				2
Persons w/ Disabilities (PWD) - Medical Condition	1												1
Persons w/ Disabilities (PWD) - Mobility	1	1	1										3
Persons w/ Disabilities (PWD) - Prosthetic Limb	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair	1						1						2
Prohibited & Permitted Items						1				1			2
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1					1			2
Property - Special Handling	13	10	2		2	7	13	17	16				80
Property - Special Handling - Damaged	3	2	2			3	4	3	7				24
Property - Special Handling - Damaged Item	1	1				1	1	1	2				7
Property - Special Handling - Missing Item	3	1				3		7	5				19
Property - Special Handling - Missing Item	6	6		2			8	6	2				30
Screening	11	3		2	6	12	9	6	7				56
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1			5		2	1	3				12
Screening - Lengthy Lines	1					1	3	1					6
Screening - Opposite Gender				1									1
Screening - Procedures/Process	10	2		1	1	10	4	4	4				36

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FLO</b>	1	2	1	1	5	1	3	3	2	1	3		23
<b>2018</b>					4		1	1			1	2	9
Customer Service											1	2	3
Customer Service - TSO											1	2	3
Property - Special Handling						1		1					2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked								1					1
Screening						3			1				4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process						2		1					3
<b>2019</b>	1		1	1	1	1		1	1	1		1	8
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property					1			1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			1					2
Patdown			1				1						2
Patdown - Flyer			1				1						2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening		1					1						2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1											1
<b>2020</b>		2						1					3
Customer Service		1											1
Customer Service - TSO		1											1
Screening		1						1					2
Screening - Procedures/Process		1						1					2
<b>2021</b>								1	1	1			3
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property								1	1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1				2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNL				1									1
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FNT</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>53</b>
<b>2018</b>					<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>		<b>17</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property					<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>		9
Patdown											2		2
Patdown - Non-Flyer											2		2
Property - Special Handling						<b>2</b>	<b>1</b>						3
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked								1					1
Screening										1		1	2
Screening - Procedures/Process										1		1	2
<b>2019</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>			<b>17</b>
Civil Rights										1			1
Civil Rights - Age										1			1
Customer Service										1	1	1	4
Customer Service - TSO										1	1	1	4
Mishandling of Passenger Property	<b>1</b>				<b>1</b>								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					<b>1</b>								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>							1
Persons w/ Disabilities (PWD)	<b>1</b>										1		2
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Medical		<b>1</b>											1
Property - Special Handling			<b>2</b>			<b>1</b>				1		2	6
Property - Special Handling - Damaged Items - Checked			<b>2</b>							1		1	4
Property - Special Handling - Missing Items - Checked						<b>1</b>					1		2
Screening							<b>1</b>						1
Screening - Procedures/Process							<b>1</b>						1
<b>2020</b>		<b>1</b>	<b>3</b>	<b>3</b>			<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>11</b>
Civil Rights					1								1
Civil Rights - Hair Patdowns					1								1
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property		<b>1</b>	<b>1</b>							1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		<b>1</b>	<b>1</b>							1			3
Patdown		<b>1</b>	<b>1</b>	<b>1</b>									3
Patdown - Flyer		<b>1</b>	<b>1</b>	<b>1</b>									3
Persons w/ Disabilities (PWD)							<b>1</b>	<b>1</b>					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								<b>1</b>					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									<b>1</b>				1
Property - Special Handling												<b>1</b>	1
Property - Special Handling - Missing Items - Checked												<b>1</b>	1
<b>2021</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>2</b>			<b>1</b>	<b>2</b>			<b>8</b>
Airline									<b>1</b>				1
Airline - Policy/Regulations/Service									<b>1</b>				1
Civil Rights				<b>1</b>									1
Civil Rights - Racial Profiling or Discrimination				<b>1</b>									1
Customer Service										<b>1</b>			1
Customer Service - TSO										<b>1</b>			1
Expedited Passenger Screening Program					<b>1</b>								1
Expedited Passenger Screening Program - TSA PreCheck					<b>1</b>								1
Patdown										<b>1</b>			1
Patdown - Flyer										<b>1</b>			1
Property - Special Handling							<b>1</b>						1
Property - Special Handling - Damaged Items - Checked							<b>1</b>						1
Screening				<b>1</b>						<b>1</b>			2
Screening - Procedures/Process				<b>1</b>						<b>1</b>			2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FOD	2												2
2020	2												2
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimin		1											1
Customer Service		1											1
Customer Service - TSO		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FSD</b>	11	3	6	5	11	6	7	3	7	6	2	1	68
<b>2018</b>				1	3	2	3		3	2	1		15
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Customer Service					1		2		1	1	1		6
Customer Service - Others							1				1		2
Customer Service - TSO					1		1		1		1		4
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli						1							1
Property - Special Handling					1		1						2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked							1						1
Screening						1	1			1			3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process							1		1				2
<b>2019</b>	4	2	3		4	2	1	2	2	2	1	1	24
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights	2										1		3
Civil Rights - Sex/Gender/Gender Ident	2										1		3
Customer Service	1		1							1	1		4
Customer Service - Others	1												1
Customer Service - TSO			1							1	1		3
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)					2								2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Property - Special Handling		1					1				1		3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Chec		1									1		2
Screening		1	2		2				1	1			1
Screening - Inconsistency		1											1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1		1				1	1			1
Screening - Security Breach					1								1
<b>2020</b>	5	1	3	4	3						2		18
Civil Rights											2		2
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service	1				1	1							3
Customer Service - TSO	1				1	1							3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - D	1				1								2
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me			1										1
Property - Special Handling		3				1							4
Property - Special Handling - Damaged		1											1
Property - Special Handling - Missing I		2				1							3
Screening			3										3
Screening - Lengthy Lines			2										2
Screening - Procedures/Process			1										1
<b>2021</b>	2				1	2	3	1		2			11
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1								1				2
Customer Service - TSO	1								1				2
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program - TSA PreCheck						2	1						3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening		1				1				1			3
Screening - Procedures/Process		1				1				1			3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>FSM</b>													
<b>2018</b>	<b>1</b>			<b>4</b>	<b>2</b>	<b>2</b>		<b>3</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>
Civil Rights				1	1	1	1	3	2	1	1	1	2
Civil Rights - Racial Profiling or Discrimination								1				1	2
Customer Service									1				1
Customer Service - TSO								1					1
Patdown									1			1	2
Patdown - Flyer											1		1
Patdown - General									1				1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening							<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>		<b>6</b>
Screening - Inconsistency							1						1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process								1		1	2		4
<b>2019</b>				<b>3</b>	<b>1</b>			<b>1</b>		<b>2</b>			<b>7</b>
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown						<b>1</b>					1		2
Patdown - Flyer						1					1		2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening						1	<b>1</b>		1				3
Screening - Procedures/Process						1	1		1				3
<b>2021</b>		<b>1</b>					<b>1</b>	<b>1</b>		<b>2</b>			<b>5</b>
Expedited Passenger Screening Program								1			1		2
Expedited Passenger Screening Program - TSA PreCheck									1		1		2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening						<b>1</b>							1
Screening - Inconsistency						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>FWA</b>	11	4	6	2	2	5	8	10	6	6	3	5	68	
<b>2018</b>														
Civil Rights							1						1	
Civil Rights - Racial Profiling or Discrimination							1						1	
Locks									1	2			3	
Locks - Missing or Damaged Lock									1	2			3	
Mishandling of Passenger Property				1				1		1	1		5	
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1				1		1	1		5	
Patdown								1	2				3	
Patdown - Flyer								1	1				2	
Patdown - Flyer as Observer									1				1	
Persons w/ Disabilities (PWD)						1		1					2	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli						1							1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1	
Property - Special Handling								1	1				2	
Property - Special Handling - Damaged Items - Checked								1					1	
Property - Special Handling - Missing Items - Checked									1				1	
<b>2019</b>	4	1	1				1	1	1	3	1	3	3	19
Customer Service					1									1
Customer Service - TSO					1									1
Mishandling of Passenger Property	1	1							2		2	2		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1	
Mishandling of Passenger Property - D	1	1							1		2	1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1					1
Patdown		1												1
Patdown - Flyer		1												1
Persons w/ Disabilities (PWD)									1					1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1						1
Property - Special Handling	2							1		1	1	1		6
Property - Special Handling - Damaged	1								1	1	1	1		4
Property - Special Handling - Missing I	1							1						2
Screening								1					1	2
Screening - Procedures/Process								1					1	2
<b>2020</b>	2	1	4	1	1				2		2		1	14
Customer Service								1						1
Customer Service - TSO								1						1
Locks			1											1
Locks - Missing or Damaged Lock			1											1
Mishandling of Passenger Property	1	1	1			1			1		2			7
Mishandling of Passenger Property - D	1	1	1			1			1		2			6
Mishandling of Passenger Property - Disarrayed It		1												1
Patdown					1									1
Patdown - Non-Flyer					1									1
Property - Special Handling	1		1											2
Property - Special Handling - Missing I	1		1											2
Screening					1								1	2
Screening - Procedures/Process					1								1	2
<b>2021</b>	5	2	1			3	3	4	1					19
Additional Information Required/Insufficient Information							1							1
Additional Information Required/Insufficient Information - EMAIL ONLY							1							1
Customer Service	1	1	1					1	1					5
Customer Service - TSO	1	1	1					1	1					5
Expedited Passenger Screening Program								1	1					2
Expedited Passenger Screening Program - TSA PreCheck								1	1					2
Mishandling of Passenger Property	1					1				1				3
Mishandling of Passenger Property - D	1					1				1				3
Patdown									1					1
Patdown - Flyer									1					1
Property - Special Handling	2	1				2								5
Property - Special Handling - Damaged	1													1
Property - Special Handling - Damaged	1	1												2
Property - Special Handling - Missing Items - Checked							2							2
Screening		1								1				2
Screening - Procedures/Process		1								1				2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GCC</b>	2	1			1	1		1					6
<b>2018</b>					1								1
Screening						1							1
Screening - Inconsistency						1							1
<b>2019</b>			1										1
Customer Service		1											1
Customer Service - TSO		1											1
<b>2020</b>	2						1						3
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1												1
Screening - Procedures/Process	1												1
<b>2021</b>								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GCK</b>				<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>18</b>
<b>2018</b>					<b>1</b>	<b>2</b>		<b>2</b>	<b>1</b>		<b>1</b>		<b>7</b>
Mishandling of Passenger Property					<b>1</b>	<b>1</b>		<b>2</b>			<b>1</b>		<b>5</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked					<b>1</b>	<b>1</b>		<b>2</b>					<b>4</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											<b>1</b>		<b>1</b>
Property - Special Handling										<b>1</b>			<b>1</b>
Property - Special Handling - Missing Items - Checked										<b>1</b>			<b>1</b>
Screening						<b>1</b>							<b>1</b>
Screening - Procedures/Process						<b>1</b>							<b>1</b>
<b>2019</b>							<b>1</b>					<b>2</b>	<b>3</b>
Mishandling of Passenger Property											<b>2</b>		<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											<b>1</b>		<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											<b>1</b>		<b>1</b>
Screening							<b>1</b>						<b>1</b>
Screening - Procedures/Process							<b>1</b>						<b>1</b>
<b>2020</b>			<b>1</b>		<b>1</b>					<b>1</b>	<b>2</b>		<b>5</b>
Mishandling of Passenger Property						<b>1</b>					<b>1</b>		<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked						<b>1</b>					<b>1</b>		<b>2</b>
Property - Special Handling				<b>1</b>						<b>1</b>	<b>1</b>		<b>3</b>
Property - Special Handling - Damaged Items - Ch				<b>1</b>						<b>1</b>	<b>1</b>		<b>3</b>
<b>2021</b>					<b>1</b>	<b>1</b>				<b>1</b>			<b>3</b>
Civil Rights							<b>1</b>						<b>1</b>
Civil Rights - Racial Profiling or Discrimination							<b>1</b>						<b>1</b>
Mishandling of Passenger Property										<b>1</b>			<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										<b>1</b>			<b>1</b>
Screening							<b>1</b>						<b>1</b>
Screening - Procedures/Process							<b>1</b>						<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GDV</b>				1									1
<b>2019</b>				1									1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items Private Scr					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GEG	34	25	32	47	46	54	52	40	46	37	58	34	505
2018				20	17	28	37	20	23	18	32	15	210
Civil Rights						1	1		1	1			4
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination						1	1			1			3
Customer Service				7	5	9	18	6	5	2	7	4	63
Customer Service - Others				4	2	5	13	3	2	2	2	1	34
Customer Service - TSO				3	3	4	5	3	3		5	3	29
Locks					1	1				1			3
Locks - Missing or Damaged Lock					1	1				1			3
Mishandling of Passenger Property				6	4	3	1	4	3	6	6	2	35
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1	1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked				5	3	2		4	1	6	5	2	28
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1					1	1			3
Patdown				2	3		1	1	3	3	2	2	17
Patdown - Flyer				2	3		1	1	3	2	2	2	16
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				1	2	3	2	2	2	1	1	1	15
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Diabetes					1					1			2
Persons w/ Disabilities (PWD) - General										1	1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								2					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2								2
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2
Property - Special Handling				3	1	2	3		4	1	8	3	25
Property - Special Handling - Damaged Items - Carry-On							2				1	1	4
Property - Special Handling - Damaged Items - Checked				1	1	1			2		4	1	10
Property - Special Handling - Missing Items - Carry-On						1			1				2
Property - Special Handling - Missing Items - Checked				2			1		1	1	3	1	9
Screening				1	1	10	10	7	5	4	7	3	48
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines						4	5	3	1	1	1		15
Screening - Procedures/Process				1		6	4	4	3	3	6	2	29
Screening - Retrieving Abandoned/Confiscated Items					1				1				2
2019	15	11	18	12	13	13	6	9	12	15	23	13	160
Civil Rights	1	1				1		1					4
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity	1							1					2
Customer Service	3	4	5	2	3	5	1	1	2	1	3	3	33
Customer Service - Others	2	1				1					1		5
Customer Service - TSO	1	3	5	2	3	4	1	1	2	1	2	3	28
Locks					2	1						2	5
Locks - Missing or Damaged Lock					2	1						2	5
Mishandling of Passenger Property	5	3	5	3	4	2	2	4	2	7	6	5	48
Mishandling of Passenger Property - Damaged Items - Carry-On	1	1								1			3
Mishandling of Passenger Property - Damaged Items - Checked	3	3	4	2	4	1	1	2	2	3	5	5	35
Mishandling of Passenger Property - Disarrayed Items - Checked	1		1	1	1	1	1	2	3	1			10
Patdown	1	1	1					1		2		4	10
Patdown - Flyer	1	1	1					1		2		4	10
Persons w/ Disabilities (PWD)					1			1	1	1	3		7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1						1		2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling	3	1	3	2	2	2	1	1	3	4	5	2	29
Property - Special Handling - Damaged Items - Carry-On		1					1						2
Property - Special Handling - Damaged Items - Checked	1	1				1			1	1		1	7
Property - Special Handling - Missing Items - Carry-On				1					1		1		3
Property - Special Handling - Missing Items - Checked	3	1	1	1	1	2		1	1	3	4	1	17
Screening	2	2	3	3	2	3	1	1	2	2	2	1	24
Screening - Inconsistency					1		1						2
Screening - Lengthy Lines		1		1							1		3
Screening - Procedures/Process	2	1	3	1	2	2	1	1	2	1	1	1	18
Screening - Retrieving Abandoned/Confiscated Items										1			1
2020	13	12	9	7	11	7	1		4	4	3	6	77
Civil Rights					1			1					2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	1	1	1			1	1				1	1	7
Customer Service - Others	1												1
Customer Service - TSO		1	1			1	1				1	1	6
Locks						1	1						2
Locks - Missing or Damaged Lock						1	1						2
Mishandling of Passenger Property	3		2	1	2	1				2		1	12
Mishandling of Passenger Property - Damaged Items - Carry-On	3	2			2	1				2		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown	4	4	1	2	3				1				15
Patdown - Flyer	4	4	1	2	1				1				13

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Non-Flyer					2								2
Persons w/ Disabilities (PWD)	2	2	1	1								1	7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices		1		1									2
Persons w/ Disabilities (PWD) - Mobility Disability	1												1
Persons w/ Disabilities (PWD) - Touch	1												1
Persons w/ Disabilities (PWD) - Wheel	1												1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	2	2	1	2	2		1		1	2	1	3	17
Property - Special Handling - Damaged Items - Checked		1			1					1		1	4
Property - Special Handling - Missing I	1			1									2
Property - Special Handling - Missing I	1	2		1	1		1		1	1	1	2	11
Screening	1	3	2	1	1	4			1	1	1		14
Screening - Lengthy Lines		2											2
Screening - Procedures/Process	1	1	2	1		4			1		1		11
Screening - Retrieving Abandoned/Confiscated Items					1								1
<b>2021</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>7</b>				<b>58</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service			2	6	3	2	2	2	2				19
Customer Service - Others			1										1
Customer Service - TSO		1	6	3	2	2	2	2	2				18
Expedited Passenger Screening Program			1	1		2	2	2	1				7
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program - TSA PreCheck					1		2	2	1				6
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	4	1	2							1			8
Mishandling of Passenger Property - D	3	1	2										6
Mishandling of Passenger Property - D	1									1			2
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Property - Special Handling	1			1	1	2	2	2	4				13
Property - Special Handling - Damaged Items - Carry-On					1	1							2
Property - Special Handling - Damaged	1							1		3			5
Property - Special Handling - Missing Items - Carry-On						1		1	1				3
Property - Special Handling - Missing Items - Checked				1				1	1				3
Screening		1	1			2	1	2					7
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	1	1							1				3
Screening - Retrieving Abandoned/Confiscated Items						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GFK	2	3	2		1	4	4	2	4	1		1	24
2018						2		2	1	1		1	7
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service										1		1	2
Customer Service - Others												1	1
Customer Service - TSO									1				1
Mishandling of Passenger Property						2				1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2				1			3
Screening									1				1
Screening - Procedures/Process									1				1
2019	1	1	1				1	3		1			8
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Patdown		1						1					2
Patdown - Flyer		1						1					2
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening			1					1		1			3
Screening - Inconsistency										1			1
Screening - Procedures/Process			1					1					2
2020	1	1				1				1			4
Civil Rights									1				1
Civil Rights - Perceived Religion									1				1
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Mi:	1												1
2021	1	1				1		1		1			5
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Chec	1												1
Screening		1					1						2
Screening - Procedures/Process		1					1						2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GGG</b>	3	2		2	2	1	1	4	2	4	4	1	26
<b>2018</b>				1	2			1		1	1		6
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				1						1			2
Property - Special Handling						2					1		3
Property - Special Handling - Missing Items - Checked						2					1		3
<b>2019</b>	1	1		1				1	2	3	1		10
Locks								1		1	1		2
Locks - Missing or Damaged Lock								1			1		2
Mishandling of Passenger Property	1			1				1	1				4
Mishandling of Passenger Property - D	1			1				1	1				4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling			1							1			2
Property - Special Handling - Missing Items - Checked			1							1			2
Screening										1			1
Screening - Procedures/Process										1			1
<b>2020</b>	1	1					1				2	1	6
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service			1										1
Customer Service - TSO			1										1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
<b>2021</b>	1					1		2					4
Civil Rights							1						1
Civil Rights - National Origin							1						1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening						1							1
Screening - Procedures/Process						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GGW</b>							1						1
<b>2018</b>							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GJT</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>56</b>
<b>2018</b>													
Customer Service													
Customer Service - TSO													
Mishandling of Passenger Property													
Mishandling of Passenger Property - Damaged/Missing Items--Checked													
Patdown													
Patdown - Flyer													
Persons w/ Disabilities (PWD)													
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me													
Property - Special Handling													
Property - Special Handling - Missing Items - Checked													
Screening													
Screening - Procedures/Process													
<b>2019</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>22</b>
Customer Service													
Customer Service - TSO													
Mishandling of Passenger Property													
Mishandling of Passenger Property - Damaged/Mi:													
Mishandling of Passenger Property - D													
Patdown													
Patdown - Flyer													
Patdown - Flyer as Observer													
Persons w/ Disabilities (PWD)													
Persons w/ Disabilities (PWD) - General													
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													
Property - Special Handling													
Property - Special Handling - Damaged Items - Ca													
Property - Special Handling - Missing Items - Carry-On													
Property - Special Handling - Missing Items - Chec													
Screening													
Screening - Lengthy Lines													
Screening - Procedures/Process													
<b>2020</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>						<b>1</b>	<b>1</b>		<b>9</b>
Mishandling of Passenger Property													
Mishandling of Passenger Property - D													
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													
Patdown													
Patdown - Flyer													
Persons w/ Disabilities (PWD)													
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													
Property - Special Handling													
Property - Special Handling - Damaged Items - Carry-On													
Screening													
Screening - Procedures/Process													
<b>2021</b>	<b>1</b>	<b>1</b>	<b>2</b>			<b>2</b>			<b>1</b>	<b>3</b>			<b>10</b>
Expedited Passenger Screening Program													
Expedited Passenger Screening Program - TSA PreCheck													
Mishandling of Passenger Property													
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													
Persons w/ Disabilities (PWD)													
Persons w/ Disabilities (PWD) - Medical Devices - Attached to													
Persons w/ Disabilities (PWD) - Metal Implants (joint)													
Property - Special Handling													
Property - Special Handling - Damaged													
Property - Special Handling - Missing Items - Carry-On													
Property - Special Handling - Missing Items - Checked													
Screening													
Screening - Procedures/Process													

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GLH					1								1
2018						1							1
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GNV</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>6</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>50</b>
<b>2018</b>					<b>2</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>14</b>
Civil Rights										<b>1</b>			<b>1</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										<b>1</b>			<b>1</b>
Customer Service												<b>1</b>	<b>1</b>
Customer Service - TSO												<b>1</b>	<b>1</b>
Mishandling of Passenger Property					<b>1</b>		<b>1</b>				<b>1</b>	<b>1</b>	<b>4</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							<b>1</b>				<b>1</b>	<b>1</b>	<b>3</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						<b>1</b>							<b>1</b>
Patdown								<b>1</b>					<b>1</b>
Patdown - Flyer									<b>1</b>				<b>1</b>
Persons w/ Disabilities (PWD)											<b>1</b>	<b>1</b>	<b>2</b>
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												<b>1</b>	<b>1</b>
Property - Special Handling										<b>1</b>			<b>1</b>
Property - Special Handling - Missing Items - Checked										<b>1</b>			<b>1</b>
Screening						<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>		<b>4</b>
Screening - Procedures/Process						<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>		<b>4</b>
<b>2019</b>	<b>1</b>	<b>1</b>					<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>14</b>
Civil Rights											<b>1</b>	<b>2</b>	<b>3</b>
Civil Rights - Racial Profiling or Discrimination											<b>1</b>	<b>2</b>	<b>3</b>
Customer Service		<b>1</b>							<b>1</b>				<b>3</b>
Customer Service - TSO		<b>1</b>							<b>1</b>				<b>3</b>
Locks										<b>1</b>			<b>1</b>
Locks - Missing or Damaged Lock										<b>1</b>			<b>1</b>
Mishandling of Passenger Property			<b>1</b>							<b>1</b>	<b>1</b>		<b>3</b>
Mishandling of Passenger Property - Damaged/Mi:			<b>1</b>								<b>1</b>		<b>2</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											<b>1</b>		<b>1</b>
Patdown							<b>1</b>	<b>1</b>					<b>2</b>
Patdown - Flyer							<b>1</b>	<b>1</b>					<b>2</b>
Property - Special Handling										<b>1</b>			<b>1</b>
Property - Special Handling - Damaged Items - Checked										<b>1</b>			<b>1</b>
Screening											<b>1</b>		<b>1</b>
Screening - Procedures/Process											<b>1</b>		<b>1</b>
<b>2020</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>14</b>
Customer Service				<b>1</b>			<b>1</b>			<b>1</b>			<b>3</b>
Customer Service - TSO					<b>1</b>		<b>1</b>			<b>1</b>			<b>3</b>
Locks			<b>1</b>						<b>1</b>				<b>2</b>
Locks - Missing or Damaged Lock			<b>1</b>						<b>1</b>				<b>2</b>
Mishandling of Passenger Property		<b>1</b>				<b>1</b>							<b>2</b>
Mishandling of Passenger Property - D		<b>1</b>				<b>1</b>							<b>2</b>
Property - Special Handling							<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
Property - Special Handling - Missing Items - Carry-On										<b>1</b>			<b>1</b>
Property - Special Handling - Missing Items - Checked							<b>1</b>				<b>1</b>	<b>1</b>	<b>3</b>
Screening						<b>1</b>			<b>2</b>				<b>3</b>
Screening - Crew Member or Airline Employee									<b>1</b>				<b>1</b>
Screening - Procedures/Process							<b>1</b>	<b>1</b>					<b>2</b>
<b>2021</b>	<b>1</b>	<b>1</b>		<b>2</b>		<b>4</b>							<b>8</b>
Customer Service					<b>1</b>								<b>1</b>
Customer Service - TSO					<b>1</b>								<b>1</b>
Expedited Passenger Screening Program							<b>1</b>						<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck							<b>1</b>						<b>1</b>
Mishandling of Passenger Property		<b>1</b>											<b>1</b>
Mishandling of Passenger Property - D		<b>1</b>											<b>1</b>
Property - Special Handling							<b>1</b>						<b>1</b>
Property - Special Handling - Missing Items - Checked							<b>1</b>						<b>1</b>
Screening			<b>1</b>			<b>1</b>		<b>2</b>					<b>4</b>
Screening - Lengthy Lines								<b>1</b>					<b>1</b>
Screening - Procedures/Process			<b>1</b>			<b>1</b>		<b>1</b>					<b>3</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
GPI	3		2	4	1	4	3	3	9	3	2	4	38	
2018				3	1		2		5	1	1	2	15	
Customer Service								1					1	
Customer Service - TSO								1					1	
Locks					1								1	
Locks - Missing or Damaged Lock					1								1	
Mishandling of Passenger Property									1		1		2	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1			1		2	
Patdown				2					3	1		1	7	
Patdown - Flyer				2					3	1		1	7	
Persons w/ Disabilities (PWD)					1								1	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1	
Property - Special Handling										1			1	
Property - Special Handling - Missing Items - Carry-On										1			1	
Screening												1	1	
Screening - Procedures/Process												1	1	
TSA Contact Information							1						1	
TSA Contact Information - General							1						1	
2019	1		2	1					3	3	1	1	2	14
Civil Rights											1		1	
Civil Rights - Racial Profiling or Discrimination											1		1	
Customer Service									1				1	
Customer Service - Others									1				1	
Mishandling of Passenger Property				1					1				2	
Mishandling of Passenger Property - Damaged/Missing Items-				1					1				2	
Patdown		1	1						2			1	5	
Patdown - Flyer		1	1						2			1	5	
Persons w/ Disabilities (PWD)										1			1	
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1	
Property - Special Handling				1				1					2	
Property - Special Handling - Damaged Items - Checked				1									1	
Property - Special Handling - Missing Items - Checked								1					1	
Screening									1			1	2	
Screening - Inconsistency									1				1	
Screening - Procedures/Process												1	1	
2020	1				2	1					1		5	
Locks										1			1	
Locks - Missing or Damaged Lock										1			1	
Mishandling of Passenger Property					2								2	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1	
Patdown		1											1	
Patdown - Flyer		1											1	
Property - Special Handling						1							1	
Property - Special Handling - Missing Items - Checked						1							1	
2021	1				2					1			4	
Civil Rights										1			1	
Civil Rights - Racial Profiling or Discrimination										1			1	
Customer Service		1											1	
Customer Service - TSO		1											1	
Property - Special Handling						1							1	
Property - Special Handling - Damaged Items - Checked						1							1	
Screening						1							1	
Screening - Procedures/Process						1							1	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPT	11	10	7	13	13	16	19	8	8	6	8	7	126
2018				4	8	5	10	4	4	1	2	3	41
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Customer Service						4	1	3		1	1		10
Customer Service - Others												1	1
Customer Service - TSO						4	1	3		1			9
Mishandling of Passenger Property							1	3		1		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	3		1		1	6
Patdown						1			2			1	4
Patdown - Flyer						1			2			1	4
Persons w/ Disabilities (PWD)						1			1	2			4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1			1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1			1	1
Persons w/ Disabilities (PWD) - General						1						1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1			1	1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Checked						1	1						2
Screening						1	3	3	3	1		1	14
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines							1					1	1
Screening - Procedures/Process						1	1	2	3	1		1	10
Screening - Security Breach								1					1
2019	5	4	1	3	1	7	3	4		4	4	2	38
Civil Rights								1			1		2
Civil Rights - Age								1					1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service	3					2	1				1		7
Customer Service - TSO	3					2	1				1		7
Locks							1			1			2
Locks - Missing or Damaged Lock							1			1			2
Mishandling of Passenger Property						1	3	1			2		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2	1			2		5
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked						1	1						2
Patdown									1	1			2
Patdown - Flyer									1	1			2
Persons w/ Disabilities (PWD)	1	1						1	1				4
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medically Necessary				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	1	3		1						2		1	8
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items	1	3		1						1		1	7
Screening				1	1	1	2					1	6
Screening - Inconsistency							1					1	2
Screening - Procedures/Process				1		1	1						3
Screening - Retrieving Abandoned/Confiscated Items					1								1
2020	6	5	5	3	3	1				2	1	2	30
Civil Rights				1		1					1		3
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination						1					1		2
Customer Service	2	1	2			1					2		8
Customer Service - TSO	2	1	2			1					2		8
Locks		1	1										2
Locks - Missing or Damaged Lock		1	1										2
Mishandling of Passenger Property		1				1	1					2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1				1	1					1	4
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked		1				1	1					1	1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling	2	1	1	2	1					1			8
Property - Special Handling - Damaged Items - Carry-On				2									2
Property - Special Handling - Damaged Items			1										1
Property - Special Handling - Missing Items	1		1							1			3
Property - Special Handling - Missing Items - Checked	1				1		1						2
Screening		1	1							1			3
Screening - Procedures/Process		1	1							1			3
2021		1	1	3	1	3	6			2			17
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service							2						2
Customer Service - TSO							2						2
Expedited Passenger Screening Program				1						2			3
Expedited Passenger Screening Program - TSA PreCheck				1						2			3
Mishandling of Passenger Property						1	2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked						1	1						2
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)				1				1					2
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to				1									1
Property - Special Handling						1	2						3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked							1						1
Screening			1			1							2
Screening - Procedures/Process			1			1							2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GRB</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>61</b>
<b>2018</b>													
Customer Service													1
Customer Service - TSO													1
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown													2
Patdown - Flyer as Observer													1
Patdown - Non-Flyer													1
Property - Special Handling													5
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Checked													3
Screening													3
Screening - Inconsistency													1
Screening - Procedures/Process													2
<b>2019</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>		<b>5</b>	<b>2</b>		<b>22</b>
Civil Rights													3
Civil Rights - Racial Profiling or Discrimination													3
Customer Service													2
Customer Service - TSO													2
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	1	1											4
Mishandling of Passenger Property - Damaged/Missing Items			1										3
Mishandling of Passenger Property - Damaged/Mi:			1										1
Patdown													3
Patdown - Flyer													2
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)						1							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling			1	1									3
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Carr			1										1
Property - Special Handling - Missing Items - Checked				1									1
Screening			1										4
Screening - Procedures/Process			1										4
<b>2020</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>				<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>18</b>
Customer Service	1												2
Customer Service - TSO	1												2
Mishandling of Passenger Property			1	2									4
Mishandling of Passenger Property - Damaged/Missing Items			1	2									4
Patdown	1	1	1	1	1								5
Patdown - Flyer	1	1	1	1	1								5
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Hearing Impairment													1
Property - Special Handling									1	2			3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked									1	1			2
Screening				1									3
Screening - Lengthy Lines													1
Screening - Procedures/Process				1									2
<b>2021</b>	<b>1</b>								<b>1</b>	<b>4</b>			<b>6</b>
Customer Service	1								1				2
Customer Service - TSO	1								1				2
Expedited Passenger Screening Program										3			3
Expedited Passenger Screening Program - TSA PreCheck										3			3
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Real ID										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRI	1			3			1	4	1	1	1		12
2018				1						1	1		3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Screening					1					1			2
Screening - Procedures/Process					1					1			2
2019	1								1	1			3
Customer Service										1			1
Customer Service - TSO										1			1
Property - Special Handling	1									1			2
Property - Special Handling - Damaged	1												1
Property - Special Handling - Missing Items - Carry-On										1			1
2020				2									2
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021							1	3					4
Customer Service							1						1
Customer Service - TSO							1						1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GRK</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>2</b>	<b>7</b>	<b>59</b>
<b>2018</b>													
Customer Service				1	1								1
Customer Service - TSO					1								1
Locks										1		1	2
Locks - Missing or Damaged Lock											1		2
Mishandling of Passenger Property								1		1		2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												2	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Property - Special Handling						1	1				2		4
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked						1					2		3
Screening								2		1			3
Screening - Inconsistency							1						1
Screening - Procedures/Process							1	1					2
<b>2019</b>	<b>3</b>			<b>3</b>			<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>17</b>
Customer Service											1		1
Customer Service - TSO											1		1
Locks					1			1					2
Locks - Missing or Damaged Lock					1			1					2
Mishandling of Passenger Property	1				1				1	1		2	6
Mishandling of Passenger Property - D	1				1				1	1		2	6
Property - Special Handling	1				1					1	2	1	6
Property - Special Handling - Damaged Items - Checked										1	1		2
Property - Special Handling - Missing I	1				1					1	1		4
Screening		1								1			2
Screening - Procedures/Process		1								1			2
<b>2020</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>2</b>	<b>10</b>
Civil Rights											1		1
Civil Rights - Constitutional Rights											1		1
Mishandling of Passenger Property	1	1					1					1	4
Mishandling of Passenger Property - Damaged/Mi:		1					1					1	3
Mishandling of Passenger Property - D	1												1
Property - Special Handling		1			1							1	3
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Chec	1											1	2
Screening				1			1						2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1									1
<b>2021</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>			<b>2</b>	<b>3</b>	<b>3</b>				<b>16</b>
Claims			1										1
Claims - General			1										1
Customer Service	1				1	1		1	1				5
Customer Service - TSO	1				1	1		1	1				5
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Mishandling of Passenger Property	1				1				1				3
Mishandling of Passenger Property - D	1				1				1				3
Patdown										1			1
Patdown - Flyer as Observer										1			1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling					1			1					2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked								1					1
Screening					1					1			2
Screening - Procedures/Process					1					1			2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GRR</b>	<b>14</b>	<b>19</b>	<b>20</b>	<b>28</b>	<b>15</b>	<b>25</b>	<b>22</b>	<b>25</b>	<b>23</b>	<b>23</b>	<b>21</b>	<b>32</b>	<b>267</b>
<b>2018</b>				<b>10</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>3</b>	<b>12</b>	<b>11</b>	<b>64</b>
Civil Rights					1						1	1	3
Civil Rights - Age											1		1
Civil Rights - National Origin												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1	1	1	1		1			1	6
Customer Service - TSO					1	1	1	1		1		1	6
Locks						2							2
Locks - Missing or Damaged Lock						2							2
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				3		1		2	1	2	2	4	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				3				1	1	2	2	3	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1					2
Patdown				2		1		1	4		3	1	12
Patdown - Flyer					2			1	3		3	1	10
Patdown - Flyer as Observer						1			1				2
Persons w/ Disabilities (PWD)						1				1	1	1	4
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Property - Special Handling				1	2		1	2	1		3	2	12
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked				1	2			1	1	1	2	1	8
Screening				2	2		1	1	1		2		9
Screening - Inconsistency					1						1		2
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process					1		1	1	1		1		5
<b>2019</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>7</b>	<b>12</b>	<b>11</b>	<b>9</b>	<b>13</b>	<b>6</b>	<b>13</b>	<b>96</b>
Civil Rights	1	1	2						1	1		1	7
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination	1								1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1							1		1	3
Civil Rights - Transgender Screening		1											1
Customer Service		1					3	2			1	1	8
Customer Service - TSO		1					3	2			1	1	8
Locks			1	1						1			3
Locks - Missing or Damaged Lock			1	1						1			3
Mishandling of Passenger Property	2	2	1	3		1	4	3	4	1	1	5	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2	2	1	2		1	4	3	3		1	2	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1						1	3	5
Patdown	1	1	1				1	1	1	3	1	2	12
Patdown - Flyer	1	1	1	1			1	1	1	3	1	2	12
Persons w/ Disabilities (PWD)						2				3	1	1	7
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1		1		2
Property - Special Handling	1	2	1	1	2	2	2	5		1	1	3	19
Property - Special Handling - Damaged Items - Checked					1			2			1	3	7
Property - Special Handling - Missing Items - Checked	1	1						1					3
Property - Special Handling - Missing Items - Checked	1	1		2	2	2	2		1				9
Screening	2				2	2			3	3	1		13
Screening - Inconsistency						1		1	1				3
Screening - Lengthy Lines						1				1			2
Screening - Procedures/Process	2				1	1		2	1	1			8
<b>2020</b>	<b>9</b>	<b>8</b>	<b>12</b>	<b>13</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>79</b>
Civil Rights	1				1			1					3
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination					1			1					2
Customer Service	1	2		2	2					2		1	10
Customer Service - TSO	1	2		2	2					2		1	10
Locks			1			1				1			3
Locks - Missing or Damaged Lock			1			1				1			3
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4	4	5	6	1		1			2	2	1	26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	4	2	5	6	1		1			2	2	1	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2				1								2
Patdown			1	1									2
Patdown - Children				1									1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)						2		1	1		1		5
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1					1		2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling	3	2	3	3	2		1		1	2		2	19
Property - Special Handling - Damaged Items - Carry-On		1		1									2
Property - Special Handling - Damaged	1	1	1										3
Property - Special Handling - Missing I	1									1			2
Property - Special Handling - Missing I	1	1	1	2	2		1		1	1		2	12
Screening			1	1		3			1		4		10
Screening - Lengthy Lines		1		1									2
Screening - Procedures/Process						3			1		4		8
<b>2021</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>3</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>3</b>				<b>28</b>
Customer Service		1	1		1					1			4
Customer Service - TSO		1	1		1					1			4
Expedited Passenger Screening Program						3	1		2				6
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							2	1	2				5
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic							1						1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1				2		3					6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Mi:		1				1		2					4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Property - Special Handling		1				2	1	2					6
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Ch	1							1					2
Property - Special Handling - Missing Items - Carry-On						1	1						2
Property - Special Handling - Missing Items - Checked							1						1
Screening					1	1	1						3
Screening - Crew Member or Airline Employee					1								1
Screening - Procedures/Process						1	1						2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GSN</b>	1		2	1				1		1		2	<b>8</b>
<b>2018</b>				1						1			<b>2</b>
Mishandling of Passenger Property					1					1			<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked						1							<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			<b>1</b>
<b>2019</b>				1								2	<b>3</b>
Locks					1								<b>1</b>
Locks - Missing or Damaged Lock						1							<b>1</b>
Property - Special Handling												2	<b>2</b>
Property - Special Handling - Damaged Items - Checked												1	<b>1</b>
Property - Special Handling - Missing Items - Checked												1	<b>1</b>
<b>2020</b>	1		1										<b>2</b>
Property - Special Handling	1		1										<b>2</b>
Property - Special Handling - Missing Items - Carry-On				1									<b>1</b>
Property - Special Handling - Missing I			1										<b>1</b>
<b>2021</b>								1					<b>1</b>
Screening									1				<b>1</b>
Screening - Inconsistency										1			<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GSO</b>	<b>13</b>	<b>20</b>	<b>14</b>	<b>13</b>	<b>12</b>	<b>26</b>	<b>16</b>	<b>14</b>	<b>31</b>	<b>9</b>	<b>15</b>	<b>11</b>	<b>194</b>
<b>2018</b>				<b>7</b>	<b>3</b>	<b>11</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>56</b>
Advanced Imaging Technology (AIT)										1	1		2
Advanced Imaging Technology (AIT) - Flyer										1	1		2
Civil Rights						1			2		1	1	5
Civil Rights - Racial Profiling or Discrimination						1			2			1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				3		1	2	1	2		1		10
Customer Service - Others				2			2		1				5
Customer Service - TSO				1		1		1	1		1		5
Locks					1			1					2
Locks - Missing or Damaged Lock					1			1					2
Mishandling of Passenger Property					1	2	2	2	1		3	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	2	2	1		3	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	1				1		3
Patdown				1		2	1	2		1	1	1	9
Patdown - Flyer				1		2	1	2		1	1	1	9
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts										1			1
Property - Special Handling				1		2	1		1	2	1		8
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked							1				1		3
Property - Special Handling - Missing Items - Checked				1			1		1	1			4
Screening				2	1	3		1					7
Screening - Inconsistency				1									1
Screening - Procedures/Process				1	1	3		1					6
<b>2019</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>7</b>	<b>8</b>	<b>63</b>
Advanced Imaging Technology (AIT)		1						1					2
Advanced Imaging Technology (AIT) - Flyer		1						1					2
Civil Rights			1					1					2
Civil Rights - Racial Profiling or Discrimination			1					1					2
Customer Service	2		1	1	1	1	3		2	2	2	2	17
Customer Service - Others									1	2			3
Customer Service - TSO	2		1	1	1	1	3		2	1		2	14
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	2		1			1	1		1			1	7
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - D	1		1				1	1		1		1	6
Patdown	1	3				1	1	1	1			1	9
Patdown - Flyer		3				1	1	1	1			1	8
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)									1	2	1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling	2	1				1		3			1	2	10
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Ch	2					1		2			1		6
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked											1	1	2
Screening	3	1							3	1	2	1	11
Screening - Inconsistency												1	1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	3	1							3	1			8
Screening - Retrieving Abandoned/Confiscated Items											1		1
<b>2020</b>	<b>6</b>	<b>10</b>	<b>6</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>2</b>		<b>5</b>	<b>2</b>			<b>49</b>
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights	1	1				1	1						4
Civil Rights - Racial Profiling or Discrin	1	1				1	1						4
Customer Service			1	1	1	2		1					7
Customer Service - TSO			1	1	1	2		1					7
Locks	1	1			1		1			1	1		6
Locks - Missing or Damaged Lock	1	1			1		1			1	1		6
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property		2			1	1	1				1		6
Mishandling of Passenger Property - Damaged/Mi:	2			1		1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1					1			2
Patdown	1	1				1							3
Patdown - Children		1											1
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)		2					2						4
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Hearing Impairme	1												1
Persons w/ Disabilities (PWD) - Mobility Disability	1						1						2
Property - Special Handling	2	1			1	1	1			2			8
Property - Special Handling - Damaged Items - Checked							1	1		1			3
Property - Special Handling - Missing Items - Carr	1						1						2
Property - Special Handling - Missing Items - Chec	1	1								1			3
Screening	2		4	1	1					1			9
Screening - Lengthy Lines			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	2	3	1	1					1				8
<b>2021</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>				<b>5</b>	<b>3</b>	<b>1</b>	<b>10</b>		<b>26</b>
Customer Service		1		1				1			1		4
Customer Service - TSO		1		1				1			1		4
Expedited Passenger Screening Program									1	2			3
Expedited Passenger Screening Program - TSA PreCheck									1	2			3
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	1		3					1	1		1		7
Mishandling of Passenger Property - D	1		3					1	1		1		7
Patdown								2					2
Patdown - Flyer								2					2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts										1			1
Property - Special Handling								2		2			4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked								1		2			3
Screening	1							1			1		3
Screening - Inconsistency								1					1
Screening - Procedures/Process										1			1
Screening - Security Breach	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>GSP</b>	<b>12</b>	<b>11</b>	<b>21</b>	<b>19</b>	<b>20</b>	<b>10</b>	<b>17</b>	<b>15</b>	<b>28</b>	<b>10</b>	<b>14</b>	<b>18</b>	<b>195</b>	
<b>2018</b>				<b>7</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>43</b>	
Civil Rights						1							1	
Civil Rights - Racial Profiling or Discrimination						1							1	
Customer Service				1	1		2			1	1		6	
Customer Service - TSO				1	1		2			1	1		6	
Locks					1								1	
Locks - Missing or Damaged Lock					1								1	
Mishandling of Passenger Property				2	1	1	3	3	2	3	1		16	
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	1		2	3	2	3	1		14	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1						2	
Patdown					1			1	1				3	
Patdown - Children										1			1	
Patdown - Flyer										1			1	
Patdown - Flyer as Observer				1									1	
Persons w/ Disabilities (PWD)				1									1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1	
Property - Special Handling					1		2	1	1		1	1	7	
Property - Special Handling - Damaged Items - Checked						1	1				1	1	4	
Property - Special Handling - Missing Items - Carry-On										1			1	
Property - Special Handling - Missing Items - Checked					1		1						2	
Screening				2	1	1	2	1	1				8	
Screening - Lengthy Lines							1						1	
Screening - Procedures/Process				2	1		1	1	1				6	
Screening - Security Breach						1							1	
<b>2019</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>10</b>	<b>73</b>	
Civil Rights				1							1	1	3	
Civil Rights - Perceived Religion												1	1	
Civil Rights - Racial Profiling or Discrimination				1									1	
Civil Rights - Transgender Screening											1		1	
Customer Service	1									1	1	1	4	
Customer Service - TSO	1									1	1	1	4	
Locks					1	1		2		1		1	6	
Locks - Missing or Damaged Lock					1	1		2		1		1	6	
Mishandling of Passenger Property	1	1	3	1	1	2	4	3	1	1	1	3	22	
Mishandling of Passenger Property - D	1	1	2	1	1	1	4	2	1	1	1	2	18	
Mishandling of Passenger Property - Disarrayed Items--Carry-			1			1		1				1	4	
Patdown						1	1		1		1	1	7	
Patdown - Flyer						1	1		1		1	1	6	
Patdown - Non-Flyer												1	1	
Persons w/ Disabilities (PWD)	1	1				1			1	2			6	
Persons w/ Disabilities (PWD) - Diabet	1	1											2	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1	
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	1			2	
Property - Special Handling	1	1	1	3	4	1			1	3	1	1	20	
Property - Special Handling - Damaged Items - Carry-On											1		1	
Property - Special Handling - Damaged Items - Checked				2	1								3	
Property - Special Handling - Missing I	1								1	1		1	4	
Property - Special Handling - Missing Items - Chec	1	1	1	3	1				1	1		3	12	
Screening	2	1	1										1	
Screening - Procedures/Process	2	1	1										5	
<b>2020</b>	<b>6</b>	<b>3</b>	<b>15</b>	<b>5</b>	<b>4</b>	<b>1</b>				<b>6</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>54</b>
Advanced Imaging Technology (AIT)					1								1	
Advanced Imaging Technology (AIT) - Flyer					1								1	
Civil Rights				1								1	2	
Civil Rights - National Origin												1	1	
Civil Rights - Sex/Gender/Gender Identity- Not Tra			1										1	
Customer Service	1		2						2		1		6	
Customer Service - TSO	1		2						2		1		6	
Locks												1	1	
Locks - Missing or Damaged Lock											1		1	
Mishandling of Passenger Property				2	2	1				1	2	2	10	
Mishandling of Passenger Property - Damaged/Missing Items-			2	2	1				1	1	2	2	9	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1	
Patdown	3	3	1		2								9	
Patdown - Flyer	3	3	1		2								9	
Persons w/ Disabilities (PWD)		3				1							4	
Persons w/ Disabilities (PWD) - General						1							1	
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1	
Persons w/ Disabilities (PWD) - Medically Necessary Medicat				1									1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1	
Property - Special Handling	1		3							1	1	1	8	
Property - Special Handling - Damaged	1												1	
Property - Special Handling - Damaged Items - Checked	1								1		1	1	4	
Property - Special Handling - Missing Items - Checked	2										1		3	
Screening	1	2	2	1	1				2	1	1	2	13	
Screening - Procedures/Process	1	2	2	1	1				2	1	1	2	13	
<b>2021</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>9</b>				<b>25</b>	
Airline										1			1	
Airline - Policy/Regulations/Service										1			1	
Customer Service				1							2		3	
Customer Service - TSO				1							2		3	
Expedited Passenger Screening Program							1	2	1	2			6	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA Application Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck						1	1	1	1				4
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1				1		1			1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			1			2
Mishandling of Passenger Property - D	D	1				1							2
Patdown									1	1			2
Patdown - Flyer									1	1			2
Property - Special Handling	1	2							1	1			5
Property - Special Handling - Damaged Items - Ch	1												1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing I	1	1								1			3
Screening						2				1			3
Screening - Procedures/Process						2				1			3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GST</b>										2	2		4
<b>2018</b>										1	1		2
Customer Service										1	1		2
Customer Service - TSO										1	1		2
<b>2019</b>										1	1		2
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>GTF</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>36</b>	
<b>2018</b>													<b>9</b>	
Customer Service							1				1		2	
Customer Service - TSO						1					1		2	
Locks												1	1	
Locks - Missing or Damaged Lock												1	1	
Mishandling of Passenger Property						1					1		2	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1					1		2	
Persons w/ Disabilities (PWD)							1						1	
Persons w/ Disabilities (PWD) - Diabetes							1						1	
Screening							1		1			1	3	
Screening - Procedures/Process							1					1	2	
Screening - Security Breach								1					1	
<b>2019</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>12</b>	
Locks	1										1		2	
Locks - Missing or Damaged Lock	1										1		2	
Mishandling of Passenger Property		1									1		2	
Mishandling of Passenger Property - Damaged/Mi:		1											1	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1	
Patdown		1											1	
Patdown - Flyer		1											1	
Persons w/ Disabilities (PWD)							1						1	
Persons w/ Disabilities (PWD) - Diabetes							1						1	
Property - Special Handling							1			2			3	
Property - Special Handling - Damaged Items - Checked										1			1	
Property - Special Handling - Missing Items - Checked							1			1			2	
Screening								1			1	1	3	
Screening - Procedures/Process								1			1	1	3	
<b>2020</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>									<b>1</b>	<b>9</b>
Customer Service							1							1
Customer Service - TSO							1							1
Locks		1												1
Locks - Missing or Damaged Lock		1												1
Mishandling of Passenger Property			1		2									3
Mishandling of Passenger Property - Damaged/Missing Items-			1		2									3
Property - Special Handling			1										1	2
Property - Special Handling - Damaged Items - Checked				1										1
Property - Special Handling - Missing Items - Checked													1	1
Screening		1				1								2
Screening - Inconsistency		1												1
Screening - Procedures/Process			1											1
<b>2021</b>		<b>1</b>							<b>2</b>	<b>2</b>	<b>1</b>			<b>6</b>
Customer Service									1	1				2
Customer Service - TSO									1	1				2
Persons w/ Disabilities (PWD)				1					1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel				1										1
Screening										1	1			2
Screening - Inconsistency											1			1
Screening - Procedures/Process										1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTR	4	2	5	1	3	3	2	6	7	1	2	4	38
2018				1	1	1	2	1	3		1	1	10
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property					1				3			1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				3			1	5
Screening					1		2	1					4
Screening - Procedures/Process					1		2	1					4
2019	1		3		1		3	1	1	1	2	1	13
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				3				3		1		1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2				3		1		1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1								1	2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening									1		2		3
Screening - Procedures/Process									1		2		3
2020	2	1			1							2	6
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1						1	1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling				2									2
Property - Special Handling - Missing Items - Checked				2									2
2021	1	1	1					1	2	3			9
Claims				1									1
Claims - General				1									1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property					1			1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling				1						2			3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On										2			2
Screening									1				1
Screening - Lengthy Lines									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GUC</b>				1	1	1			2	1	1		7
<b>2018</b>						1							1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2019</b>									1	1	1		3
Human Capital								1					1
Human Capital - Prospective Employment with TSA								1					1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
<b>2021</b>				1	1				1				3
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Screening						1							1
Screening - Lengthy Lines						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>GUM</b>	3	2	3	5	9	3	2	2	7	5	3	5	47
<b>2018</b>				1	2	2		1	4	5	2	1	18
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Locks									2				2
Locks - Missing or Damaged Lock									2				2
Mishandling of Passenger Property						2			1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1	1	1		4
Property - Special Handling				1					1	3		1	6
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				1					1	2			4
Screening					1			1		1			3
Screening - Lengthy Lines										1			1
Screening - Procedures/Process					1			1					2
<b>2019</b>	1	1	1	2	4	1			2		1	4	17
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service			1							1	1		3
Customer Service - TSO			1							1	1		3
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Mishandling of Passenger Property						1			2		2		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1		1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling				1	1	2	1						5
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked						1	1						2
Screening		1				1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1											1
<b>2020</b>	1	1	1	1	2	1			1				8
Mishandling of Passenger Property	1	1			2	1							5
Mishandling of Passenger Property - Damaged/Mi:	1					1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-	1				2								3
Property - Special Handling			1	1						1			3
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked					1					1			2
<b>2021</b>	1				1	1	1	1					4
Locks	1					1							2
Locks - Missing or Damaged Lock	1					1							2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked								1					1
Screening							1						1
Screening - Procedures/Process							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HDN</b>	1	1	1	3	5	3							14
<b>2018</b>					3	2							5
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling					1	1							2
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked					1								1
<b>2019</b>			1	1									2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1								1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2020</b>		1			2								3
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cancer (general) I		1											1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>	1				2	1							4
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility		1											1
Screening						1							1
Screening - Procedures/Process						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HGR	2	2	1	1	2		1	1	4	4	2		20
2018									2	1	2		5
Mishandling of Passenger Property									2		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2		1		3
Patdown											1		1
Patdown - Non-Flyer											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2019	1	1	1						1	2			6
Customer Service											1		1
Customer Service - TSO											1		1
Locks										1			1
Locks - Missing or Damaged Lock									1				1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Screening	1	1	1										3
Screening - Procedures/Process	1	1	1										3
2020	2	1				1		1			1		6
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Ident	1												1
Human Capital									1				1
Human Capital - Prospective Employment with TSA									1				1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Mi:		1											1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1										1		2
Screening - Procedures/Process	1										1		2
2021					1			1		1			3
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening									1				1
Screening - Procedures/Process									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HIB</b>	1	1	2	1				2	1	1	4	1	14
<b>2018</b>				1							1		2
Customer Service					1						1		2
Customer Service - Others											1		1
Customer Service - TSO						1							1
<b>2019</b>	1		1				2	1	1	3		1	10
Customer Service			1										1
Customer Service - TSO			1										1
Locks							1			1			2
Locks - Missing or Damaged Lock							1			1			2
Mishandling of Passenger Property	1						1	1	1				4
Mishandling of Passenger Property - D	1							1	1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling										2		1	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked											2		2
<b>2020</b>	1		1										2
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Damaged/Mis:	1		1										2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HLN</b>													
<b>2018</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>33</b>
Customer Service						1		3	1		1		6
Customer Service - Others											1		1
Locks									1				1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property						1		1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1	1				3
Screening								1					1
Screening - Procedures/Process								1					1
<b>2019</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>					1	1	3	2	<b>14</b>
Customer Service	2					1					2		5
Customer Service - TSO	2					1					2		5
Mishandling of Passenger Property		1			2				1	1		1	6
Mishandling of Passenger Property - Damaged/Missing Items	1			2					1	1		1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening						1					1		2
Screening - Inconsistency						1							1
Screening - Procedures/Process											1		1
<b>2020</b>	<b>3</b>	<b>2</b>	<b>2</b>					1			1	1	<b>10</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Patdown			1	1									2
Patdown - Children			1										1
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	1	1										1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1												1
Screening		1						1			1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process		1						1					2
<b>2021</b>							<b>1</b>	<b>1</b>	<b>1</b>				<b>3</b>
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA Application Program										1			1
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Screening								1					1
Screening - Procedures/Process								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HNL</b>	<b>102</b>	<b>102</b>	<b>97</b>	<b>146</b>	<b>151</b>	<b>135</b>	<b>97</b>	<b>134</b>	<b>142</b>	<b>109</b>	<b>103</b>	<b>83</b>	<b>1,401</b>
<b>2018</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>419</b>
Civil Rights					3				1	2			6
Civil Rights - National Origin					2								2
Civil Rights - Racial Profiling or Discrimination									1	2			3
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Customer Service				10	10	6	7	3	9	11	4	4	64
Customer Service - Others					1	1	1		1				4
Customer Service - TSO				10	9	5	6	3	8	11	4	4	60
Locks				1	4	4	9	3	3	5	4	3	36
Locks - General						1	1						2
Locks - Missing or Damaged Lock				1	4	3	8	3	3	5	4	3	34
Lost and Found					1				1			1	3
Lost and Found - Airport/TSA					1				1			1	3
Mishandling of Passenger Property				20	13	21	11	24	17	19	16	8	149
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1		1		4	2	1			9
Mishandling of Passenger Property - Damaged/Missing Items--Checked L				16	12	15	11	17	13	17	16	6	123
Mishandling of Passenger Property - Damaged/Missing Items--Unspecifie				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				2	1	4		3	2	1		2	15
Patdown				3	1	1	1	2	1	2		2	13
Patdown - Flyer				3	1	1	1	2		2		2	12
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)					1		1		2			1	5
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1				1				2
Property - Special Handling				6	15	12	8	11	10	12	6	7	87
Property - Special Handling - Damaged Items - Carry-On						1		1		2			4
Property - Special Handling - Damaged Items - Checked				3	3	1	3	5	3		3	3	24
Property - Special Handling - Missing Items - Carry-On					4	2	1	1	2	1	1	2	14
Property - Special Handling - Missing Items - Checked				3	8	8	4	4	5	9	2	2	45
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening					7	7	5	5	7	7	10	7	55
Screening - Inconsistency											1		1
Screening - Lengthy Lines					1	1	1	3	2	3	1	3	15
Screening - Procedures/Process					6	6	4	2	5	3	8	3	37
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach										1			1
<b>2019</b>	<b>46</b>	<b>40</b>	<b>48</b>	<b>42</b>	<b>45</b>	<b>45</b>	<b>36</b>	<b>62</b>	<b>48</b>	<b>40</b>	<b>53</b>	<b>46</b>	<b>551</b>
Civil Rights	1	3	1	1	1			1	1	1	1	2	13
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin	1					1							2
Civil Rights - Racial Profiling or Discrimination				1	1				1	1		1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	3						1					1	5
Customer Service	8	7	8	9	6	6	3	13	10	6	8	6	90
Customer Service - Others	1	1					2	1	2				7
Customer Service - TSO	8	6	7	9	6	6	3	11	9	4	8	6	83
Locks	6	4	2	2	6	2	2	4	2	5	1	2	38
Locks - General		1											1
Locks - Missing or Damaged Lock	6	4	1	2	6	2	2	4	2	5	1	2	37
Lost and Found	1		1		1	1	3	1		1	3	2	13
Lost and Found - Airport/TSA	1		1		1	1	3	1		1	3	2	13
Mishandling of Passenger Property	11	9	15	10	17	9	12	15	10	12	16	13	149
Mishandling of Passenger Property - Damaged/Missing Items-	1		1		1		1				1		4
Mishandling of Passenger Property - D	9	6	10	9	10	9	8	11	8	12	13	11	116
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1	1						2
Mishandling of Passenger Property - D	2	3	4	1	6		2	3	2	3	1	1	27
Patdown						1	1	3	4		1	1	12
Patdown - Flyer						1	1	2	3		1	1	10
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	2	1	2	2	1	3	1		3	1	2	6	24
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi	1												1
Persons w/ Disabilities (PWD) - Diabetes					2						1		3
Persons w/ Disabilities (PWD) - General	1				1		1				1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli				1					1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1		1	2
Persons w/ Disabilities (PWD) - Mobility	1		1	1					2				5
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1						1	1
Persons w/ Disabilities (PWD) - Wheel	1										2		3
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Property - Special Handling	12	10	12	15	8	12	3	14	13	6	11	9	125
Property - Special Handling - Damaged	1	1	2		1		1	1	1			1	9
Property - Special Handling - Damaged	2	2	4	3	2	1	1	3	2	2	5	4	31
Property - Special Handling - Missing I	4	1	3	2	1	5	1	3	3	1	1		25
Property - Special Handling - Missing I	5	6	3	10	4	6		7	7	3	5	4	60
Request for Assistance	1	1			1				1				4
Request for Assistance - Other	1	1			1				1				4
Screening	6	6	6	2	4	10	9	10	8	7	10	5	83

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1								1		1		3
Screening - Lengthy Lines	2	2	2	1				3	5	3	3	2	26
Screening - Procedures/Process	3	4	3	1	3	10		5	4	5	4	7	51
Screening - Retrieving Abandoned/Confiscated Items								1					1
Screening - Security Breach			1										1
<b>2020</b>	<b>47</b>	<b>53</b>	<b>37</b>	<b>53</b>	<b>36</b>	<b>24</b>	<b>7</b>	<b>3</b>	<b>7</b>	<b>11</b>	<b>10</b>	<b>4</b>	<b>292</b>
Civil Rights	2	1	2	3									8
Civil Rights - Racial Profiling or Discrimination	2	1	2	2									7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	10	5	6	7	7	4	3	1	2	2	1	1	49
Customer Service - Others				1	1					1	1		4
Customer Service - TSO	10	5	6	6	6	4	3	1	2	1		1	45
Locks	7	7	3	9	5	4							35
Locks - Missing or Damaged Lock	7	7	3	9	5	4							35
Lost and Found	4			1									5
Lost and Found - Airport/TSA	4			1									5
Mishandling of Passenger Property	13	19	10	16	10	8	1		2	3	2	2	86
Mishandling of Passenger Property - Damaged/Missing	3	2	1	1									7
Mishandling of Passenger Property - Disarrayed/Carry-On	9	14	7	13	8	7	1		2	1	2	2	66
Mishandling of Passenger Property - Damaged/Missing/Carry-On	1												1
Mishandling of Passenger Property - Disarrayed/Lost	1	2	2	2	2	1					2		12
Patdown			2			2	1						5
Patdown - Flyer			2			2	1						5
Persons w/ Disabilities (PWD)	2	2	2	2	2						1		9
Persons w/ Disabilities (PWD) - Breast Cancer					1						1		2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joints)		1		1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		2	1										3
Property - Special Handling	7	10	9	10	7	3	2		2	3	5	1	59
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Disarrayed	5	2	3		1		1		1	2	2	1	18
Property - Special Handling - Missing Items - Carry-On	1			1	2	1							5
Property - Special Handling - Missing Items - Disarrayed	2	7	6	9	3	2	1		1	1	3		35
Request for Assistance			1			1							2
Request for Assistance - Other			1			1							2
Screening	4	7	4	5	3	4			2	1	2	2	34
Screening - Inconsistency											1		1
Screening - Lengthy Lines	2	3			2								7
Screening - Procedures/Process	2	4	2	4	1	4			2	1	2	1	23
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach		1	1										2
<b>2021</b>	<b>9</b>	<b>9</b>	<b>12</b>	<b>11</b>	<b>15</b>	<b>14</b>	<b>12</b>	<b>21</b>	<b>36</b>				<b>139</b>
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Civil Rights							1		3	1			5
Civil Rights - Racial Profiling or Discrimination						1			1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								2					2
Civil Rights - Transgender Screening									1				1
Customer Service	1	2	5	1	2	3	1	4	1				20
Customer Service - TSO	1	2	5	1	2	3	1	4	1				20
Duplicate E-mail			1	1									2
Duplicate E-mail - General			1	1									2
Expedited Passenger Screening Program			2	2	4	2	3	8	18				39
Expedited Passenger Screening Program - TSA Application Program					1	2	1						4
Expedited Passenger Screening Program - TSA PreCheck		2	2	3	2	1	7	18					35
Locks			1							1			2
Locks - General										1			1
Locks - Missing or Damaged Lock		1											1
Lost and Found		1								1			2
Lost and Found - Airport/TSA		1								1			2
Mishandling of Passenger Property	3	4	1	4	3	2	2	1					20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1						2
Mishandling of Passenger Property - Disarrayed/Carry-On	3	3	1	4	3	1							15
Mishandling of Passenger Property - Disarrayed/Lost	1						1	1					3
No Jurisdiction						1							1
No Jurisdiction - Refer to FAA						1							1
Patdown			1						1				2
Patdown - Flyer			1						1				2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Prohibited & Permitted Items			1						3				4
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1							1				2
Property - Special Handling	2	3		2	2	3	5	3	5				25
Property - Special Handling - Damaged Items - Carry-On						1	1	1	2				5
Property - Special Handling - Damaged Items - Ch	1				2	1	2	1					7
Property - Special Handling - Missing Items - Carry-On	1			1		1		1	2				6
Property - Special Handling - Missing Items - Disarrayed	2	1		1			2		1				7
Screening	1		1	1	3	2	1	1	5				15
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines					1	1			2				4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1	1	2	1	2	1	2	1	3	2	1	1	9
<b>HOB 2018</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>23</b>
Mishandling of Passenger Property						1			1	1	1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1	1	1	1	3
Screening						1	1						2
Screening - Procedures/Process						1	1						2
<b>2019</b>			<b>1</b>	<b>2</b>				<b>1</b>		<b>2</b>	<b>2</b>		<b>8</b>
Locks								1					1
Locks - General								1					1
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items				1						1			2
Patdown									1				1
Patdown - Flyer									1				1
Screening			1	1					1	1			4
Screening - Procedures/Process					1				1	1			3
Screening - Security Breach				1									1
<b>2020</b>	<b>2</b>		<b>3</b>	<b>1</b>	<b>2</b>								<b>8</b>
Customer Service	1												1
Customer Service - TSO	1												1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items			1										1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling				1	1								2
Property - Special Handling - Missing Items - Checked				1	1								2
Screening			1			1							2
Screening - Procedures/Process			1			1							2
<b>2021</b>									<b>2</b>				<b>2</b>
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
<b>HOU 2018</b>	<b>84</b>	<b>84</b>	<b>75</b>	<b>108</b>	<b>94</b>	<b>112</b>	<b>80</b>	<b>96</b>	<b>108</b>	<b>101</b>	<b>70</b>	<b>73</b>	<b>1,085</b>
Civil Rights						1			1	1	1	2	6
Civil Rights - Racial Profiling or Discrimination								1	1	1	1	1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening					1								1
Customer Service				8	8	3	6	6	6	6	5	3	51
Customer Service - Others				2		1				1			4
Customer Service - TSO				6	8	3	5	6	6	5	5	3	47
Locks				1	1	2	2	1		2	2		11
Locks - General				1		1							2
Locks - Missing or Damaged Lock					1	1	2	1		2	2		9
Lost and Found											1	1	2
Lost and Found - Airport/TSA											1	1	2
Mishandling of Passenger Property				8	11	17	6	14	12	10	12	8	98
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on L				3	1	2			2				8
Mishandling of Passenger Property - Damaged/Missing Items-Checked E				5	5	14	5	12	6	8	8	5	68
Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage									1		1		2
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked				5	1	1	2	3	2	3	3	3	20
Patdown								2	2	3		3	10
Patdown - Flyer								2	2	1		3	8
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				3		2		2	2	5	2	2	18
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes										2			2
Persons w/ Disabilities (PWD) - General					1						2	1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices					1				1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				2								1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	2		3
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1			1			2
Property - Special Handling				7	6	10	7	9	7	18	8	1	73
Property - Special Handling - Damaged Items - Carry-On							2	2	3	3	1		11
Property - Special Handling - Damaged Items - Checked					1	2	2		1	5	2		13
Property - Special Handling - Missing Items - Carry-On				4	2	1		1		1	2		11
Property - Special Handling - Missing Items - Checked				3	3	7	3	6	3	9	3	1	38
Screening				6	5	2	6		5	3	6	3	36
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process				5	4	2	6		2	3	5	3	30
Screening - Security Breach				1					2				3
SIDA (Security Identification Display Area)								1					1
SIDA (Security Identification Display Area) - General								1					1
<b>2019</b>	<b>32</b>	<b>33</b>	<b>33</b>	<b>30</b>	<b>26</b>	<b>28</b>	<b>29</b>	<b>31</b>	<b>35</b>	<b>34</b>	<b>20</b>	<b>37</b>	<b>368</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights	1	2	1	1	2		1	1				3	12
Civil Rights - Age	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - National Origin		1											1 2
Civil Rights - Perceived Religion													1 1
Civil Rights - Racial Profiling or Discrimination	1	1	1	1				1					1 6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1				1				2
Customer Service	7	3	5	4	3	7	6	5	4	5	4	6	59
Customer Service - Others										1			1
Customer Service - TSO	7	3	5	4	3	7	6	5	4	4	4	6	58
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Locks	3	1	1	1				1		1	1	3	12
Locks - Missing or Damaged Lock	3	1	1	1				1		1	1	3	12
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	13	12	10	10	9	6	7	8	12	11	4	8	110
Mishandling of Passenger Property - D	1			2	3	1	1	2	1			2	13
Mishandling of Passenger Property - D	9	10	8	7	4	5	5	3	8	10	4	4	77
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				1									1
Mishandling of Passenger Property - D	3	2	2	1	1		1	3	3	1		2	19
Patdown	1		4	1	3	2	4	4	2		1	1	23
Patdown - Flyer	1		3	1	3	2	3	4	2		1	1	21
Patdown - Flyer as Observer			1				1						2
Persons w/ Disabilities (PWD)		1	2	3		3	1	1	8	3	2	4	28
Persons w/ Disabilities (PWD) - Autism Spectrum									1			1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes						1				1			2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medicat	1	1							1			1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel	1				2					1		1	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1		2			3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1			2	3
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1									1		2
Property - Special Handling	6	8	6	8	6	10	6	8	8	9	6	10	91
Property - Special Handling - Damaged Items - Ca	1			1	2		1	2	4	2	2	2	15
Property - Special Handling - Damaged	3	4		3	1	3	1	1	2	2	1		21
Property - Special Handling - Missing I	1	3	2	1		1	3	3		1		1	16
Property - Special Handling - Missing I	2		4	3	3	6	1	2	6	2	3	7	39
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	3	4	4	2	2		3	3	1	4	1	2	29
Screening - Inconsistency	1								1				2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	3	3	1	2		3	3	1	3	1		21
Screening - Retrieving Abandoned/Cor	1										1		2
Screening - Security Breach		1	1								1		3
<b>2020</b>	<b>33</b>	<b>39</b>	<b>33</b>	<b>30</b>	<b>26</b>	<b>19</b>	<b>1</b>	<b>7</b>	<b>10</b>	<b>19</b>	<b>12</b>	<b>15</b>	<b>244</b>
Civil Rights	1		1	1		1				1		1	6
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination			1							1			2
Civil Rights - Sex/Gender/Gender Ident	1												1
Customer Service	6	7	7	2	6	2		2	3	6	2	5	48
Customer Service - Others	1	2			1				2	2	2		8
Customer Service - TSO	5	5	7	2	5	2		2	1	4	2	5	40
Locks	4	2	1		1	1		1	1				11
Locks - General					1								1
Locks - Missing or Damaged Lock	4	2	1			1		1	1	1			10
Lost and Found	2			3									5
Lost and Found - Airport/TSA	2			3									5
Mishandling of Passenger Property	7	13	11	10	4	5	1	3	3	4	5	3	69
Mishandling of Passenger Property - D	1		1		2					1	1		6
Mishandling of Passenger Property - D	6	10	8	9	2	5	1	3	1	3	4	2	54
Mishandling of Passenger Property - Disarrayed It	3	2	1					2	1				9
Patdown	2	2		1	1								6
Patdown - Flyer	2	2		1	1								6
Persons w/ Disabilities (PWD)		2	1	1	1	2					1		8
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					2						1		3
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sc		1	1										2
Property - Special Handling	9	10	9	10	8	8		1	2	6	1	5	69
Property - Special Handling - Damaged	2		1		1					1			5
Property - Special Handling - Damaged	1	3	1	2	5	2		1					16
Property - Special Handling - Missing I	1	2	3	2		1				1	1	1	12
Property - Special Handling - Missing I	5	5	4	6	2	5			2	3	4	4	36
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	2	2	3	2	5				1	2	3	1	21
Screening - Inconsistency	1			1							1		2
Screening - Lengthy Lines	1		1		1								3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1	2	2	1	4				1	2	2	1	16
<b>2021</b>	<b>19</b>	<b>12</b>	<b>9</b>	<b>15</b>	<b>10</b>	<b>29</b>	<b>21</b>	<b>22</b>	<b>30</b>				<b>167</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights				1		1	1	3					6
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - Racial Profiling or Discrimination				1		1		2					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Claims			1										1
Claims - General		1											1
Customer Service	2	1	3	2	4	9	2	4	3				30
Customer Service - Others	1												1
Customer Service - TSO	1	1	3	2	4	9	2	4	3				29
Expedited Passenger Screening Program			1		2	5	5	5	20				33
Expedited Passenger Screening Program - TSA Application Program							1			1			2
Expedited Passenger Screening Program - TSA PreCheck			1		2	4	5	5	19				31
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	3		1		2								6
Locks - General	1												1
Locks - Missing or Damaged Lock	2		1		2								5
Mishandling of Passenger Property	4	3	2	3	1	1	1	2	2				19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1			1			1			3
Mishandling of Passenger Property - D	4	3	2	2	1	1		2	1				16
Patdown			2		2	2							6
Patdown - Children			2										2
Patdown - Flyer					2	1							3
Patdown - General						1							1
Persons w/ Disabilities (PWD)	1						4	1	1				7
Persons w/ Disabilities (PWD) - Autism	1												1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							3						3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Prohibited & Permitted Items			2		2								4
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - General			1		2								3
Property - Special Handling	9	4	3		2	4	6	1					29
Property - Special Handling - Damaged	2					1	1						4
Property - Special Handling - Damaged	3		1				1	2					7
Property - Special Handling - Missing I	1	1	1				1			1			5
Property - Special Handling - Missing I	3	3	1		2	1	3						13
Screening	3	1	1	2	2	8	4	1	2				24
Screening - Inconsistency	1			1	2			1					5
Screening - Lengthy Lines						2	1						3
Screening - Opposite Gender			1										1
Screening - Procedures/Process	2	1		1		5	3		2				14
Screening - Retrieving Abandoned/Confiscated Items						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HPN	19	12	10	15	9	17	13	17	12	10	3	10	147
2018					3	1	6	6	3	1	5	2	34
Civil Rights										1	3	2	6
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination												1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Civil Rights - Transgender Screening												2	2
Customer Service						1	2	2		1	1		7
Customer Service - Others							1						1
Customer Service - TSO						1	1	2		1	1		6
Mishandling of Passenger Property				2		1	1	1				2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				2		1		1				2	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown						1		1				1	3
Patdown - Flyer						1		1				1	3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling							3			1	1	1	6
Property - Special Handling - Damaged Items - Checked							1			1	1	1	3
Property - Special Handling - Missing Items - Checked							2			1			3
Screening						2		1				1	4
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency							1						1
Screening - Procedures/Process							1					1	2
2019	8	8	6	3	3	4	1	9	7	5	1	3	58
Customer Service	3	4	2	1	1	2		3	2			1	19
Customer Service - Others	1		1										2
Customer Service - TSO	2	4	1	1	1	2		3	2			1	17
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	4	3	2					3	1	2			15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - D	4	2	2					2	1	2			13
Mishandling of Passenger Property - Disarrayed It	1												1
Patdown			1		1			2		1		1	6
Patdown - Flyer			1		1			2				1	5
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling		1			1	1	1					1	6
Property - Special Handling - Damaged Items - Checked					1							1	2
Property - Special Handling - Missing I	1			1		1		1					4
Screening						1	1	1		3	1	1	8
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process								1		1	1		4
Screening - Retrieving Abandoned/Confiscated Items								1					1
Screening - Security Breach									1				1
2020	9	4	4	8	4	2	1						32
Civil Rights			1										1
Civil Rights - Hair Patdowns			1										1
Customer Service	2	1	1	1									5
Customer Service - TSO	2	1	1	1									5
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2	3	1	2		1	1						10
Mishandling of Passenger Property - D	1		1										2
Mishandling of Passenger Property - D	1		1					1					3
Mishandling of Passenger Property - Disarrayed It	2			2		1							5
Patdown					2	1							3
Patdown - Flyer					2	1							3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Whe	1												1
Property - Special Handling	2			1	2								5
Property - Special Handling - Damaged	1												1
Property - Special Handling - Damaged	1												1
Property - Special Handling - Missing Items - Checked	1		2										3
Screening	1				1	3	1						6
Screening - Lengthy Lines	1					1							2
Screening - Procedures/Process					1	2							3
Screening - Security Breach						1							1
2021	2			1	1	5	5	5	4				23
Customer Service	1					1	2	1	1				6
Customer Service - TSO	1					1	2	1	1				6
Expedited Passenger Screening Program						2	2	3	3				10
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program								2					2
Expedited Passenger Screening Program - TSA PreCheck						2	1	1	3				7
Mishandling of Passenger Property					1		1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked E					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown	1												1
Patdown - Flyer	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling					1	1		1					3
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked					1		1						2
Screening							1						1
Screening - Procedures/Process							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HRL	3	4	6	5	8	6	10	9	7	5	9	7	79
2018						3	5	4	3	2	1	5	25
Civil Rights								1			1		2
Civil Rights - Racial Profiling or Discrimination								1			1		2
Customer Service											2	1	3
Customer Service - Others											1		1
Customer Service - TSO											1	1	2
Mishandling of Passenger Property						1	2		1			1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1		1			1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							1		1		1		3
Patdown - Flyer							1		1		1		3
Persons w/ Disabilities (PWD)							1				1		2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling						1		2		2		1	6
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked						1		2		1		1	5
Screening						1	1	1	1				4
Screening - Lengthy Lines							1						1
Screening - Procedures/Process							1	1	1				3
2019	2	4	2	2	1			5	4	3	3	3	32
Customer Service	1	1	1							1	1		5
Customer Service - Others	1		1										2
Customer Service - TSO			1							1	1		3
Mishandling of Passenger Property		1		1	1			1			1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Mi:		1		1	1			1			1		5
Patdown		1								1		1	3
Patdown - Flyer		1								1		1	3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling		1	1	1				4	3			1	11
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked									2				2
Property - Special Handling - Missing Items - Carr		1						1					2
Property - Special Handling - Missing Items - Checked			1	1				2	1		1		6
Screening		1						1		1	1		2
Screening - Procedures/Process		1						1		1	1		6
2020	1		3	3	4	1			1		1	1	17
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property		1		1	1	3					1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - D		1	1	1	2						1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		1		2			1					1	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked		1	2				1						4
Screening						1							1
Screening - Procedures/Process						1							1
2021		1						1	1	2			5
Customer Service		1							1				2
Customer Service - TSO		1							1				2
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>HSV</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>14</b>	<b>7</b>	<b>17</b>	<b>11</b>	<b>7</b>	<b>11</b>	<b>4</b>	<b>104</b>	
<b>2018</b>				<b>2</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>34</b>	
Customer Service						<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>				<b>5</b>	
Customer Service - Others						<b>1</b>	<b>1</b>						<b>2</b>	
Customer Service - TSO									<b>2</b>	<b>1</b>			<b>3</b>	
Locks											<b>1</b>		<b>1</b>	
Locks - Missing or Damaged Lock											<b>1</b>		<b>1</b>	
Mishandling of Passenger Property				<b>1</b>	<b>3</b>		<b>1</b>	<b>3</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>13</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				<b>1</b>									<b>1</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					<b>3</b>		<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>7</b>	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								<b>3</b>				<b>2</b>	<b>5</b>	
Patdown					<b>1</b>	<b>3</b>			<b>1</b>	<b>1</b>			<b>6</b>	
Patdown - Flyer					<b>1</b>	<b>3</b>			<b>1</b>	<b>1</b>			<b>6</b>	
Property - Special Handling						<b>2</b>		<b>3</b>	<b>1</b>			<b>1</b>	<b>7</b>	
Property - Special Handling - Damaged Items - Checked						<b>2</b>		<b>1</b>	<b>1</b>				<b>4</b>	
Property - Special Handling - Missing Items - Checked									<b>2</b>		<b>1</b>		<b>3</b>	
Screening						<b>1</b>						<b>1</b>	<b>2</b>	
Screening - Lengthy Lines						<b>1</b>							<b>1</b>	
Screening - Procedures/Process												<b>1</b>	<b>1</b>	
<b>2019</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>35</b>	
Civil Rights											<b>1</b>		<b>1</b>	
Civil Rights - Hair Patdowns											<b>1</b>		<b>1</b>	
Customer Service						<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>7</b>	
Customer Service - TSO						<b>2</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>7</b>	
Locks			<b>1</b>									<b>1</b>	<b>2</b>	
Locks - Missing or Damaged Lock			<b>1</b>									<b>1</b>	<b>2</b>	
Mishandling of Passenger Property	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>								<b>2</b>	<b>8</b>	
Mishandling of Passenger Property - Damaged/Mi:			<b>1</b>	<b>2</b>								<b>2</b>	<b>5</b>	
Mishandling of Passenger Property - Damaged/Missing Items-			<b>1</b>										<b>1</b>	
Mishandling of Passenger Property - D		<b>1</b>		<b>1</b>									<b>2</b>	
Patdown							<b>1</b>			<b>1</b>			<b>2</b>	
Patdown - Flyer							<b>1</b>			<b>1</b>			<b>2</b>	
Persons w/ Disabilities (PWD)					<b>1</b>	<b>1</b>						<b>1</b>	<b>3</b>	
Persons w/ Disabilities (PWD) - Diabetes					<b>1</b>								<b>1</b>	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						<b>1</b>							<b>1</b>	
Persons w/ Disabilities (PWD) - Visual Impairment												<b>1</b>	<b>1</b>	
Property - Special Handling			<b>1</b>						<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	
Property - Special Handling - Damaged Items - Checked								<b>1</b>		<b>1</b>	<b>1</b>		<b>3</b>	
Property - Special Handling - Missing Items - Chec			<b>1</b>								<b>1</b>		<b>2</b>	
Screening				<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>	
Screening - Procedures/Process				<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>	
<b>2020</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>6</b>				<b>1</b>		<b>2</b>	<b>1</b>	<b>19</b>
Civil Rights						<b>1</b>							<b>1</b>	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						<b>1</b>							<b>1</b>	
Customer Service	<b>2</b>						<b>1</b>	<b>1</b>					<b>4</b>	
Customer Service - Others			<b>1</b>										<b>1</b>	
Customer Service - TSO			<b>1</b>				<b>1</b>	<b>1</b>					<b>3</b>	
Locks											<b>1</b>		<b>1</b>	
Locks - Missing or Damaged Lock											<b>1</b>		<b>1</b>	
Mishandling of Passenger Property											<b>1</b>		<b>1</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											<b>1</b>		<b>1</b>	
Patdown					<b>1</b>								<b>1</b>	
Patdown - Flyer					<b>1</b>								<b>1</b>	
Persons w/ Disabilities (PWD)					<b>1</b>						<b>1</b>		<b>2</b>	
Persons w/ Disabilities (PWD) - Breast Cancer											<b>1</b>		<b>1</b>	
Persons w/ Disabilities (PWD) - Mobility Disability			<b>1</b>										<b>1</b>	
Property - Special Handling				<b>1</b>			<b>2</b>					<b>1</b>	<b>4</b>	
Property - Special Handling - Damaged Items - Checked				<b>1</b>									<b>1</b>	
Property - Special Handling - Missing Items - Checked							<b>2</b>					<b>1</b>	<b>3</b>	
Screening				<b>2</b>			<b>3</b>						<b>5</b>	
Screening - Inconsistency							<b>1</b>						<b>1</b>	
Screening - Procedures/Process				<b>1</b>			<b>2</b>						<b>3</b>	
Screening - Retrieving Abandoned/Confiscated Items				<b>1</b>									<b>1</b>	
<b>2021</b>					<b>4</b>	<b>1</b>		<b>4</b>	<b>5</b>	<b>2</b>			<b>16</b>	
Additional Information Required/Insufficient Information					<b>1</b>								<b>1</b>	
Additional Information Required/Insufficient Information - EMAIL ONLY					<b>1</b>								<b>1</b>	
Civil Rights								<b>1</b>					<b>1</b>	
Civil Rights - Racial Profiling or Discrimination								<b>1</b>					<b>1</b>	
Customer Service						<b>1</b>		<b>1</b>	<b>1</b>				<b>3</b>	
Customer Service - TSO						<b>1</b>		<b>1</b>	<b>1</b>				<b>3</b>	
Expedited Passenger Screening Program								<b>1</b>	<b>4</b>	<b>2</b>			<b>7</b>	
Expedited Passenger Screening Program - DoD									<b>1</b>				<b>1</b>	
Expedited Passenger Screening Program - TSA PreCheck								<b>1</b>	<b>3</b>	<b>2</b>			<b>6</b>	
Locks						<b>1</b>							<b>1</b>	
Locks - General						<b>1</b>							<b>1</b>	
Mishandling of Passenger Property						<b>1</b>							<b>1</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked E						<b>1</b>							<b>1</b>	
Patdown								<b>1</b>					<b>1</b>	
Patdown - Flyer								<b>1</b>					<b>1</b>	
Property - Special Handling							<b>1</b>						<b>1</b>	
Property - Special Handling - Damaged Items - Checked							<b>1</b>						<b>1</b>	

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HTS</b>	<b>3</b>	<b>1</b>		<b>4</b>	<b>3</b>	<b>1</b>		<b>2</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>30</b>
<b>2018</b>				<b>2</b>				<b>1</b>	<b>1</b>				<b>4</b>
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Carry-On					1								1
Screening					1				1				2
Screening - Procedures/Process					1				1				2
<b>2019</b>	<b>2</b>	<b>1</b>			<b>1</b>				<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>12</b>
Civil Rights						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service			1							2			3
Customer Service - Others			1							1			2
Customer Service - TSO										1			1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling		1									1	2	4
Property - Special Handling - Damaged		1									1		2
Property - Special Handling - Missing Items - Checked												2	2
Screening										1	1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process										1			1
<b>2020</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>
Civil Rights									1				1
Civil Rights - National Origin									1				1
Customer Service				1	1						1		3
Customer Service - TSO				1	1						1		3
Mishandling of Passenger Property		1						1					2
Mishandling of Passenger Property - D		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening										1	1		2
Screening - Procedures/Process										1	1		2
<b>2021</b>				<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>			<b>4</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
General Aviation							1						1
General Aviation - General							1						1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HVN	3			1	1	1	2	3					11
2018							1						1
Customer Service							1						1
Customer Service - TSO							1						1
2019	1						1	1	3				6
Customer Service							1		2				3
Customer Service - TSO							1		2				3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening	1												1
Screening - Procedures/Process	1												1
2020	2					1	1						4
Civil Rights	1												1
Civil Rights - Hair Patdowns	1												1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items - Checked	1												1
Screening							1						1
Screening - Procedures/Process							1						1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HVR	1												1
2020	1												1
Patdown		1											1
Patdown - Flyer		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HxD</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>5</b>		<b>48</b>
<b>2018</b>				<b>1</b>		<b>3</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>9</b>
Customer Service						1							1
Customer Service - TSO						1							1
Locks									2				2
Locks - Missing or Damaged Lock									2				2
Mishandling of Passenger Property				<b>1</b>			<b>1</b>						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L					<b>1</b>								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							<b>1</b>						1
Patdown									1		1		2
Patdown - Flyer									1		1		2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Screening							<b>1</b>						1
Screening - Procedures/Process							<b>1</b>						1
<b>2019</b>	<b>3</b>	<b>1</b>			<b>3</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>		<b>17</b>
Customer Service	1					1			1				3
Customer Service - TSO	1					1			1				3
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - D	1									1			2
Patdown	1	1											2
Patdown - Flyer	1	1											2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling						1					1		2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked											1		1
Screening						1	1		2	1		1	6
Screening - Inconsistency									1				1
Screening - Lengthy Lines						1			1				2
Screening - Procedures/Process								1		1		1	3
<b>2020</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>12</b>
Customer Service	3						1						4
Customer Service - TSO	3						1						4
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - Damaged/Mi:	1				1								2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts											1		1
Property - Special Handling		1					2						3
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked							2						2
Screening						1							1
Screening - Lengthy Lines						1							1
<b>2021</b>	<b>2</b>		<b>1</b>	<b>2</b>			<b>1</b>			<b>4</b>			<b>10</b>
Customer Service		1		1			1						3
Customer Service - TSO		1		1			1						3
Expedited Passenger Screening Program									3				3
Expedited Passenger Screening Program - TSA Application Program									2				2
Expedited Passenger Screening Program - TSA PreCheck									1				1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability		1											1
Property - Special Handling						1				1			2
Property - Special Handling - Missing Items - Checked						1				1			2
Screening		1											1
Screening - Procedures/Process		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>HYA</b>								1	1	1	2	1	6
<b>2018</b>								1	1	1	1	1	3
Customer Service											1		1
Customer Service - TSO											1		1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2019</b>										1	1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
<b>2020</b>												1	1
Customer Service												1	1
Customer Service - TSO												1	1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HYS	2		1		2				1				6
2018					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
2019			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items			1										1
2020	1				1								2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
2021	1							1					2
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Property - Special Handling	1												1
Property - Special Handling - Missing I	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAD	123	104	113	162	94	125	126	164	155	139	122	114	1,541
2018				61	32	48	52	71	67	78	52	45	506
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				2	1		2			1	2		8
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin				1						1	1		3
Civil Rights - Racial Profiling or Discrimination					1		2						3
Civil Rights - Transgender Screening											1		1
Customer Service				5	1	7	7	9	5	4	3	6	47
Customer Service - Others							1	1					2
Customer Service - TSO				5	1	7	6	8	5	4	3	6	45
Locks				12	3	3	3	10	8	13	6	2	60
Locks - General								2					2
Locks - Missing or Damaged Lock				12	3	3	3	8	8	13	6	2	58
Lost and Found					1	1	1		3	1	1	1	9
Lost and Found - Airport/TSA					1	1	1		3	1	1	1	9
Mishandling of Passenger Property				21	9	14	8	18	17	28	23	17	155
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1	1		1	2		1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				13	5	10	5	14	14	23	16	15	115
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				1				1			1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				7	2	4	2	2	2	4	6	1	30
Patdown					2	1	3	3		4	3	1	17
Patdown - Flyer					2	1	3	1		4	2	1	14
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)				1		1	3	1	3	3		1	13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General				1						1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1		2				4
Property - Special Handling				12	8	12	13	11	12	16	7	11	102
Property - Special Handling - Damaged Items - Carry-On						4	2		1	2			9
Property - Special Handling - Damaged Items - Checked				3		2	1	4	4	4	2	5	25
Property - Special Handling - Missing Items - Carry-On				2	2	2	3	1		1		1	12
Property - Special Handling - Missing Items - Checked				7	6	4	7	6	7	9	5	5	56
Request for Assistance					1				1		1		3
Request for Assistance - Other					1				1		1		3
Screening				8	6	9	12	19	18	7	6	6	91
Screening - Crew Member or Airline Employee								1	1				2
Screening - Inconsistency				1		3		2	1	1			8
Screening - Lengthy Lines				1	6	3	5	11	10	4			40
Screening - Procedures/Process				5		3	7	5	6	2	6	6	40
Screening - Retrieving Abandoned/Confiscated Items				1									1
2019	64	61	55	42	20	38	50	55	56	49	57	57	604
Civil Rights	1	2	1		1			1	1	1	3	2	13
Civil Rights - Hair Patdowns					1								1
Civil Rights - Perceived Religion				1				1	1				3
Civil Rights - Racial Profiling or Discrimination					1						3	1	5
Civil Rights - Sex/Gender/Gender Ident	1	1								1			3
Civil Rights - Transgender Screening												1	1
Customer Service	5	6	7	4	2	5	7	8	5	6	6	6	67
Customer Service - Others	1	1	1					1	1	1			6
Customer Service - TSO	4	5	6	4	2	5	7	7	4	5	6	6	61
Locks	5	12	5	5	1	2	4	5	5	4	10	4	62
Locks - General	1			1						1			3
Locks - Missing or Damaged Lock	5	11	5	4	1	2	4	5	5	4	9	4	59
Lost and Found	1		2			1		1	1	6	1	7	20
Lost and Found - Airport/TSA	1		2			1		1	1	6	1	7	20
Mishandling of Passenger Property	19	13	19	16	6	15	17	18	19	17	17	15	191
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2	1	1			2		6
Mishandling of Passenger Property - D	13	11	15	13	6	12	12	14	13	14	12	10	145
Mishandling of Passenger Property - D	6	2	4	3		3	3	3	5	3	5	3	40
Patdown	6	3	2			1	2	1	3		1	3	22
Patdown - Flyer	6	3	2			1	2	1	2		1	3	21
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	2	2	3	1	1	4	4	1	4	4		1	27
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								2					2
Persons w/ Disabilities (PWD) - Cognitive /Develo				1									1
Persons w/ Disabilities (PWD) - Diabet	1				1	2	1		2				7
Persons w/ Disabilities (PWD) - Gener	1		1										2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				1			1				1		3
Persons w/ Disabilities (PWD) - Mobility Disability	1						1			1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	2					1			1				4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	16	14	11	10	4	6	12	11	13	8	11	9	125
Property - Special Handling - Damaged	1	2	2		1				1	1	1	1	10
Property - Special Handling - Damaged	6		2	4		2	2	3	2	2	5	3	31
Property - Special Handling - Missing It	2	6	2	1		3	2	1		2	2	3	24
Property - Special Handling - Missing It	7	6	5	5	3	1	8	7	10	3	3	2	60
Request for Assistance		1											1
Request for Assistance - Other	1												1
Screening	8	9	5	6	5	4	4	9	5	3	8	10	76
Screening - Inconsistency	1			1	2								4
Screening - Lengthy Lines	2	4	1				1	2	2		2	1	15
Screening - Procedures/Process	5	4	4	3	3	2	2	7	3	3	6	8	50
Screening - Retrieving Abandoned/Confiscated Ite	1			2		1							4
Screening - Security Breach						1	1						3
<b>2020</b>	<b>53</b>	<b>36</b>	<b>52</b>	<b>50</b>	<b>30</b>	<b>28</b>	<b>8</b>	<b>13</b>	<b>10</b>	<b>12</b>	<b>13</b>	<b>12</b>	<b>317</b>
Civil Rights	1	2	4	3							1	2	13
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrin	1	1	3									1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	3								1	1	6
Customer Service	7	5	7	2	2	6		2	2	1		2	36
Customer Service - Others	1		1						1				3
Customer Service - TSO	6	5	6	2	2	6		2	1	1		2	33
Locks	6	5	6	2	4	6	1		2		1	2	35
Locks - Missing or Damaged Lock	6	5	6	2	4	6	1		2		1	2	35
Lost and Found	4	1	1		1	1						1	9
Lost and Found - Airport/TSA	4	1	1		1	1						1	9
Mishandling of Passenger Property	11	12	12	18	8	8	3	3		5	4	2	86
Mishandling of Passenger Property - Damaged/Mi:	1			1								1	3
Mishandling of Passenger Property - D	10	8	11	12	6	5	3	3		4	3	1	66
Mishandling of Passenger Property - D	1	3	1	6	1	3				1	1		17
Patdown	3		1		1								6
Patdown - Flyer	3		1		1								6
Persons w/ Disabilities (PWD)	1		1	1	1						1		5
Persons w/ Disabilities (PWD) - Diabetes					1						1		2
Persons w/ Disabilities (PWD) - Metal	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	13	8	11	14	8	3	3	3	3	4	7	1	78
Property - Special Handling - Damaged	1		1										2
Property - Special Handling - Damaged	2	1	1	2	5	1	1		1		1		15
Property - Special Handling - Missing It	4	1	4	1				1			1		12
Property - Special Handling - Missing It	6	6	5	11	3	2	2	2	2	4	5	1	49
Screening	7	3	9	10	5	3	1	5	3	1		2	49
Screening - Inconsistency					1								1
Screening - Lengthy Lines		1	2	2									5
Screening - Procedures/Process	5	1	7	8	4	3	1	5	3			2	39
Screening - Retrieving Abandoned/Cor	1												1
Screening - Security Breach	1	1								1			3
<b>2021</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>9</b>	<b>12</b>	<b>11</b>	<b>16</b>	<b>25</b>	<b>22</b>				<b>114</b>
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	1		1			1		3	1				7
Civil Rights - Racial Profiling or Discrin	1		1			1		1					4
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Claims								1					1
Claims - General								1					1
Customer Service				1	4	1	2	2	4	4			18
Customer Service - Others							1						1
Customer Service - TSO		1	4	1	1	2	2	4	4	4			17
Expedited Passenger Screening Program		1			2	4	1	10	10				28
Expedited Passenger Screening Program - TSA Application P	1					1							2
Expedited Passenger Screening Program - TSA PreCheck					2	2	1	10	10				25
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found							1	1					2
Lost and Found - Airport/TSA							1	1					2
Mishandling of Passenger Property	2	1	1	3	3	1	3	2					16
Mishandling of Passenger Property - D	1		1										2
Mishandling of Passenger Property - Damaged/Mi:	1			3	2	1	3	2					12
Mishandling of Passenger Property - D	1				1								2
No Jurisdiction									1	1			2
No Jurisdiction - Refer to FAA									1				1
No Jurisdiction - Refer to Other											1		1
Patdown	1	1	1			1				1			5
Patdown - Children						1							1
Patdown - Flyer	1	1	1										3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)		1		1				1					3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Internal Medical Devices				1				1					2
Persons w/ Disabilities (PWD) - Service Animals			1										1
Prohibited & Permitted Items					1			1		1			3
Prohibited & Permitted Items - Firearm/Ammunition							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1					1
Property - Special Handling	2	3		1	1	2	2	2	1				14
Property - Special Handling - Damaged		1						1					2
Property - Special Handling - Missing I		1											1
Property - Special Handling - Missing Items - Chec		3		1	1	2	2	1	1				11
Screening					4		4		3				11
Screening - Inconsistency					2								2
Screening - Lengthy Lines					1		1						2
Screening - Procedures/Process							3		2				5
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAG	1	1	1	1	2	3	2	2		2	1	2	18
2018						1	2	2		2	1	2	9
Customer Service								1		1			2
Customer Service - TSO								1		1			2
Mishandling of Passenger Property								1	1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1				1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening								1					1
Screening - Retrieving Abandoned/Confiscated Items								1					1
2019	1							1					2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Property - Special Handling		1											1
Property - Special Handling - Missing I		1											1
2020							1	1				1	3
Mishandling of Passenger Property								1				1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1				1	1
Property - Special Handling							1	1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked								1					1
2021		1	1	1	1			1					4
Expedited Passenger Screening Program		1						1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Mishandling of Passenger Property	1	1	1	1									3
Mishandling of Passenger Property - Damaged/Mi:	1	1	1	1									3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAH	209	199	229	306	281	265	252	260	270	198	197	171	2,837
2018				96	110	106	84	84	77	82	80	64	783
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights				2	3	6	1	4	1	2	2	3	24
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination				2	1	5	1	3		1	1	1	15
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			1			1	1	4
Civil Rights - Transgender Screening								1					1
Customer Service				25	32	26	26	23	22	21	19	18	212
Customer Service - Others				1	8	5	1	4		1		2	22
Customer Service - TSO				24	24	21	25	19	22	20	19	16	190
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				6	3	3	5	1	1	8	5	4	36
Locks - General						1							1
Locks - Missing or Damaged Lock				6	3	2	5	1	1	8	5	4	35
Lost and Found				3	2	1		1	1	1			9
Lost and Found - Airport/TSA					3	2	1		1	1			9
Mishandling of Passenger Property				30	27	25	22	28	20	17	25	23	217
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1	2	1		1	1	1	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				25	22	19	19	22	17	13	19	16	172
Mishandling of Passenger Property - Damaged/Missing Items--Unspecifie				1	1		1			1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				3	2	5	2	5	2	2	5	6	32
Patdown						1	3		5	2	3	4	20
Patdown - Flyer						1	3		4	1	3	2	17
Patdown - Flyer as Observer								1	1		1		3
Persons w/ Disabilities (PWD)				2	2	5	3	2	3	3	2		22
Persons w/ Disabilities (PWD) - Diabetes							1			1	1		3
Persons w/ Disabilities (PWD) - General				1			1		1		1		4
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				1	1					1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	3		1		1			6
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1				1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1						2
Property - Special Handling				19	27	19	16	11	18	20	18	11	159
Property - Special Handling - Damaged Items - Carry-On				2	2	5	2	1	2	1			15
Property - Special Handling - Damaged Items - Checked				6	5	2	2	3	4	5	6	1	34
Property - Special Handling - Missing Items - Carry-On				3	8	3	4	2	2	3	4	4	33
Property - Special Handling - Missing Items - Checked				8	12	9	8	5	10	11	8	6	77
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening				8	12	17	11	9	9	7	5	3	81
Screening - Crew Member or Airline Employee								1	1				2
Screening - Inconsistency						1				1	1		3
Screening - Lengthy Lines				1	4	4	2	2	1	2	1		17
Screening - Procedures/Process				6	7	11	8	6	7	4	3	3	55
Screening - Retrieving Abandoned/Confiscated Items						1	1						2
Screening - Security Breach					1	1							2
2019	85	91	86	82	57	73	93	90	93	92	100	81	1,023
Civil Rights	2	2	4	2	4	2	4	4	3	5	11	5	48
Civil Rights - Age												1	
Civil Rights - Constitutional Rights					1	1							2
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrin	2	1	1	1		1	4	3	2	3	6	4	28
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1	3			1					1	3	1	10
Civil Rights - Sexual Orientation - Not Transgender											2		2
Civil Rights - Transgender Screening								1	1				2
Customer Service	20	18	24	10	15	15	24	19	17	22	11	19	214
Customer Service - CSM											1		1
Customer Service - Others	2	4				3	1		1	1	2		14
Customer Service - TSO	18	14	24	10	15	12	23	19	16	21	8	19	199
Locks	8	6	4	4	2	2	3	6	4	5	5	1	50
Locks - General	1												1
Locks - Missing or Damaged Lock	7	6	4	4	2	2	3	6	4	5	5	1	49
Lost and Found	1	1	3	4	3	4	3	3	2	2	1		27
Lost and Found - Airport/TSA	1	1	3	4	3	4	3	3	2	2	1		27
Mishandling of Passenger Property	17	24	19	20	8	15	27	23	23	21	31	17	245
Mishandling of Passenger Property - D	1	2				1	1	3	1	1	5	1	16
Mishandling of Passenger Property - D	13	18	17	17	7	12	21	16	18	17	19	14	189
Mishandling of Passenger Property - Damaged/Missing Items	2		1					1					4
Mishandling of Passenger Property - D	3	4		3		2	5	4	3	3	7	2	36
Patdown	5	2	3	3		3			4	3	2	4	29
Patdown - Flyer	4	2	3	3		3			4	3	2	4	28
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	3	3	4	3	3	2	6	3	1	3	4	3	38
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi				1							1		2
Persons w/ Disabilities (PWD) - Diabetes						1	1	1			1		4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/				1									1
Persons w/ Disabilities (PWD) - General						1				1			2
Persons w/ Disabilities (PWD) - Internal Medical D		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli					1							1	2
Persons w/ Disabilities (PWD) - Mobility	2	1	1				2				1		7
Persons w/ Disabilities (PWD) - Ostom	1					1							2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1		2	3
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		2	2			1	1	2					8
Persons w/ Disabilities (PWD) - Wounded Warrior	1												1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling	17	21	14	32	15	22	14	19	25	26	26	20	251
Property - Special Handling - Damaged	1	1		3		2	1	4	4	4	3	4	27
Property - Special Handling - Damaged	2	5	3	3	2	5	3	2	5	5	6	1	42
Property - Special Handling - Missing I	3	4	1	7	3	4	2	2	3	3	4	8	44
Property - Special Handling - Missing I	11	11	10	19	10	11	8	11	13	14	13	7	138
Request for Assistance		1	3			1							5
Request for Assistance - Other		1	2			1							4
Request for Assistance - Wounded Warrior (MSIJSOC)			1										1
Screening	12	13	8	4	7	7	12	13	14	7	8	10	115
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency										1			1
Screening - Lengthy Lines	5	5	1	2	1	3	1			1	1	1	21
Screening - Procedures/Process	5	8	5	2	5	2	9	12	14	4	6	7	79
Screening - Retrieving Abandoned/Cor	2						1				1	1	5
Screening - Security Breach			2		1	1	2			1		1	8
<b>2020</b>	<b>94</b>	<b>76</b>	<b>115</b>	<b>97</b>	<b>79</b>	<b>54</b>	<b>4</b>	<b>11</b>	<b>16</b>	<b>24</b>	<b>17</b>	<b>26</b>	<b>613</b>
Civil Rights	5	1	2	5	3	3		1	2	1	1	1	24
Civil Rights - Constitutional Rights	1												1
Civil Rights - Headwear											1		1
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrin	4		1	4	1	3				1	1	1	15
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1						1		3
Civil Rights - Transgender Screening			1										1
Customer Service	20	19	30	10	18	9		2	4	9	3	4	128
Customer Service - Others	3	1	2									1	7
Customer Service - TSO	17	18	28	10	18	9		2	4	9	3	3	121
Locks	6	2	3	6	7	2	1	2	1		1		31
Locks - Missing or Damaged Lock	6	2	3	6	7	2	1	2	1		1		31
Lost and Found	2	1	3	4	3	2	1					1	17
Lost and Found - Airport/TSA	2	1	3	4	3	2	1					1	17
Mishandling of Passenger Property	25	12	24	28	21	10		2		4	2	7	135
Mishandling of Passenger Property - D	2	2		2	1								7
Mishandling of Passenger Property - D	19	9	21	20	17	10		2		4	2	6	110
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - D	4	1	3	6	2							1	17
Patdown	5	3	7	3	3	2				1			24
Patdown - Flyer	5	3	6	2	3	2				1			22
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	3	4	4		2		1				2	17
Persons w/ Disabilities (PWD) - Cognitive /Developmental /M			1			1						1	3
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - General				1				1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				1								1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sc				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Respiratory and Ir		1											1
Persons w/ Disabilities (PWD) - Touch	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo	1	2			1								4
Property - Special Handling	21	22	28	29	19	14	1	3	5	4	8	7	161
Property - Special Handling - Damaged	3	2	3	2				2					12
Property - Special Handling - Damaged	4	8	3	4	1	3	1			2	3		29
Property - Special Handling - Missing I	2	3	5	9	2	3		1		2	2	3	32
Property - Special Handling - Missing I	12	9	17	14	16	8		2	3	2	4	1	88
Screening	9	13	14	8	5	10	1	1	5	4	2	4	76
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1					1							2
Screening - Lengthy Lines		3			1	1							5
Screening - Procedures/Process	8	9	11	8	3	9	1	1	5	4	2	4	65
Screening - Retrieving Abandoned/Confiscated It	1	2											3
<b>2021</b>	<b>30</b>	<b>32</b>	<b>28</b>	<b>31</b>	<b>35</b>	<b>32</b>	<b>71</b>	<b>75</b>	<b>84</b>				<b>418</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Airline				1				1					2
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service			1										1
Civil Rights		3	1	2	1	2	2	1					12

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Age							1						1
Civil Rights - Racial Profiling or Discrimination	1	1	1	1	1	1	1	1					7
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1		1			1							3
Civil Rights - Sexual Harassment (TSA Employee)	1												1
Claims						1				1			2
Claims - General										1			1
Claims - Status						1							1
Customer Service	12	7	7	11	16	8	22	18	24				125
Customer Service - Others	1				1								2
Customer Service - TCC			2										2
Customer Service - TSO	12	6	5	11	15	8	22	18	24				121
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program	4	1	2	8	15	27	32						89
Expedited Passenger Screening Program - TSA Application Program					1	1	4	6					12
Expedited Passenger Screening Program - TSA PreCheck	4	1	2	7	14	23	25						76
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Identification (ID) Requirements	1	1				1	1						4
Identification (ID) Requirements - Domestic	1					1	1						3
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass			1										1
Locks				1	1		1	1					4
Locks - General								1					1
Locks - Missing or Damaged Lock				1	1		1						3
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	3	5		6		2	4	5	1				26
Mishandling of Passenger Property - Damaged/Mis		1		3				2					6
Mishandling of Passenger Property - D	3	4		3		2	2	2	1				17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2	1						3
No Jurisdiction			1		2		3		1				7
No Jurisdiction - Refer to CBP					1		2		1				4
No Jurisdiction - Refer to Other			1		1		1						3
Patdown		1	1	1			1	1	2				7
Patdown - Flyer		1	1	1			1	1	2				7
Persons w/ Disabilities (PWD)	1					2	4	2	2				11
Persons w/ Disabilities (PWD) - General							2	1					3
Persons w/ Disabilities (PWD) - Hearin	1								1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2						2
Persons w/ Disabilities (PWD) - Prosthetic/Amputees and Casts						1		1	1				3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Electronic Devices									1				1
Property - Special Handling	13	15	2	2	4	3	7	8	12				66
Property - Special Handling - Damaged Items - Carry-On				1	1		1	1	2				6
Property - Special Handling - Damaged I	4	5	2		1	1	3	3	2				21
Property - Special Handling - Missing I	4	3				1	2	3	4				17
Property - Special Handling - Missing I	5	7		1	2	1	1	1	4				22
Screening	1	1	10	5	7	7	9	10	8				58
Screening - Inconsistency			3	2	4	2	2	1	1				15
Screening - International Screening						1							1
Screening - Lengthy Lines			2			2	1	2					7
Screening - Procedures/Process	1	1	5	3	3	2	5	6	7				33
Screening - Retrieving Abandoned/Confiscated Items							1	1					2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ICT</b>	<b>14</b>	<b>14</b>	<b>17</b>	<b>17</b>	<b>15</b>	<b>4</b>	<b>11</b>	<b>28</b>	<b>24</b>	<b>11</b>	<b>7</b>	<b>13</b>	<b>175</b>
<b>2018</b>													
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service													7
Customer Service - TSO													7
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked													7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown													4
Patdown - Flyer													4
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													1
Property - Special Handling													5
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Checked													3
Screening													13
Screening - Inconsistency													7
Screening - Procedures/Process													5
Screening - Security Breach													1
<b>2019</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>55</b>
Civil Rights	1	1						1	1				4
Civil Rights - Constitutional Rights								1					1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination	1							1					2
Customer Service	1	1	1	1									4
Customer Service - CSM			1										1
Customer Service - Others			1										1
Customer Service - TSO	1			1									2
Locks	1		1					1		1	1	1	6
Locks - Missing or Damaged Lock	1		1					1		1	1	1	6
Mishandling of Passenger Property	1	2			2				1	1	2		12
Mishandling of Passenger Property - Damaged/Mi:	1												1
Mishandling of Passenger Property - Damaged/Missing Items-	2			2				1		2		2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1			1		2
Patdown		2					2		3	1	1	1	12
Patdown - Flyer		2					2		3	1	1	1	11
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	1	1	1			1				1	1	1	8
Property - Special Handling - Damaged Items - Ca	1												1
Property - Special Handling - Damaged Items - Checked			1									1	3
Property - Special Handling - Missing I	1			1			1			1	1	1	4
Screening	1	2	1	1					1	1	1		8
Screening - Inconsistency		1											1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1			1					1	1	1		5
Screening - Retrieving Abandoned/Confiscated Ite	1												1
<b>2020</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>6</b>		<b>2</b>	<b>1</b>	<b>40</b>
Civil Rights	1							1	1				3
Civil Rights - Racial Profiling or Discrin	1							1	1				3
Customer Service						1							2
Customer Service - TSO						1							2
Locks	1					1				2			4
Locks - Missing or Damaged Lock	1					1				2			4
Mishandling of Passenger Property	1	2		1	2	1		1	1		1		10
Mishandling of Passenger Property - Damaged/Mi:	1												2
Mishandling of Passenger Property - D	1	1		1	1	1		1	1				7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown		2											2
Patdown - Flyer		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2	1	2	1	1						1	1	9
Property - Special Handling - Damaged Items - Ch	1											1	3
Property - Special Handling - Missing I	1				1								2
Property - Special Handling - Missing I	1		2	1									4
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	3		1	1				2				1	8
Screening - Procedures/Process	2		1	1				1				1	6
Screening - Retrieving Abandoned/Cor	1							1					2
<b>2021</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>4</b>		<b>3</b>	<b>10</b>	<b>8</b>				<b>38</b>
Civil Rights								4					4
Civil Rights - Racial Profiling or Discrimination								2					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								2					2
Customer Service	2		1	1	1			1					6
Customer Service - Others			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	2			1	1			1					5
Duplicate E-mail			2										2
Duplicate E-mail - General			2										2
Expedited Passenger Screening Program								2	4				6
Expedited Passenger Screening Program - TSA Application Program								1	2				3
Expedited Passenger Screening Program - TSA PreCheck								1	2				3
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks						1			1				2
Locks - General									1				1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				1	1				1				3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown				1					1	1			3
Patdown - Flyer					1				1	1			3
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomate	1												1
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Prohibited & Permitted Items	1							1		1			3
Prohibited & Permitted Items - Electronic Devices	1							1					1
Prohibited & Permitted Items - Firearm/Ammunition								1					1
Prohibited & Permitted Items - General										1			1
Property - Special Handling					1			1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On					1								1
Screening				1				1		1			3
Screening - Inconsistency								1					2
Screening - Procedures/Process				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IDA</b>	<b>2</b>			<b>2</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>27</b>
<b>2018</b>						<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>12</b>
Customer Service						<b>1</b>				<b>1</b>			<b>2</b>
Customer Service - TSO						<b>1</b>				<b>1</b>			<b>2</b>
Locks											<b>1</b>		<b>1</b>
Locks - Missing or Damaged Lock											<b>1</b>		<b>1</b>
Mishandling of Passenger Property						<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>6</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>2</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>5</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												<b>1</b>	<b>1</b>
Property - Special Handling							<b>1</b>		<b>1</b>				<b>2</b>
Property - Special Handling - Damaged Items - Carry-On							<b>1</b>						<b>1</b>
Property - Special Handling - Damaged Items - Checked									<b>1</b>				<b>1</b>
Screening											<b>1</b>		<b>1</b>
Screening - Procedures/Process											<b>1</b>		<b>1</b>
<b>2019</b>		<b>2</b>	<b>1</b>					<b>1</b>			<b>4</b>		<b>8</b>
Civil Rights						<b>1</b>							<b>1</b>
Civil Rights - Racial Profiling or Discrimination						<b>1</b>							<b>1</b>
Locks						<b>1</b>							<b>1</b>
Locks - Missing or Damaged Lock						<b>1</b>							<b>1</b>
Mishandling of Passenger Property								<b>1</b>		<b>2</b>			<b>3</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								<b>1</b>		<b>2</b>			<b>3</b>
Property - Special Handling										<b>2</b>			<b>2</b>
Property - Special Handling - Damaged Items - Carry-On										<b>1</b>			<b>1</b>
Property - Special Handling - Damaged Items - Checked										<b>1</b>			<b>1</b>
Screening						<b>1</b>							<b>1</b>
Screening - Classified Materials						<b>1</b>							<b>1</b>
<b>2020</b>	<b>1</b>								<b>1</b>			<b>1</b>	<b>3</b>
Mishandling of Passenger Property		<b>1</b>							<b>1</b>				<b>2</b>
Mishandling of Passenger Property - D		<b>1</b>							<b>1</b>				<b>2</b>
Property - Special Handling											<b>1</b>	<b>1</b>	
Property - Special Handling - Damaged Items - Checked											<b>1</b>	<b>1</b>	
<b>2021</b>	<b>1</b>					<b>1</b>		<b>2</b>					<b>4</b>
Locks		<b>1</b>											<b>1</b>
Locks - Missing or Damaged Lock		<b>1</b>											<b>1</b>
Persons w/ Disabilities (PWD)								<b>1</b>					<b>1</b>
Persons w/ Disabilities (PWD) - Wounded Warrior								<b>1</b>					<b>1</b>
Screening						<b>1</b>		<b>1</b>					<b>2</b>
Screening - Procedures/Process						<b>1</b>		<b>1</b>					<b>2</b>

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IFP</b>	<b>3</b>	<b>2</b>		<b>3</b>	<b>5</b>	<b>6</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>26</b>
<b>2018</b>					<b>3</b>	<b>4</b>					<b>1</b>		<b>8</b>
Customer Service											<b>1</b>		<b>1</b>
Customer Service - TSO											<b>1</b>		<b>1</b>
Mishandling of Passenger Property					<b>1</b>	<b>3</b>							<b>4</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					<b>1</b>	<b>3</b>							<b>4</b>
Patdown					<b>1</b>								<b>1</b>
Patdown - Flyer					<b>1</b>								<b>1</b>
Persons w/ Disabilities (PWD)					<b>1</b>								<b>1</b>
Persons w/ Disabilities (PWD) - Internal Medical Devices					<b>1</b>								<b>1</b>
Screening						<b>1</b>							<b>1</b>
Screening - Procedures/Process						<b>1</b>							<b>1</b>
<b>2019</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>			<b>2</b>	<b>1</b>	<b>12</b>
Customer Service						<b>1</b>							<b>1</b>
Customer Service - TSO						<b>1</b>							<b>1</b>
Locks								<b>1</b>					<b>1</b>
Locks - Missing or Damaged Lock								<b>1</b>					<b>1</b>
Mishandling of Passenger Property		<b>1</b>				<b>1</b>					<b>1</b>		<b>3</b>
Mishandling of Passenger Property - Damaged/Mi:		<b>1</b>				<b>1</b>					<b>1</b>		<b>3</b>
Persons w/ Disabilities (PWD)					<b>1</b>	<b>1</b>					<b>1</b>		<b>3</b>
Persons w/ Disabilities (PWD) - Hearing Impairment											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Visual Impairment						<b>1</b>							<b>1</b>
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					<b>1</b>								<b>1</b>
Property - Special Handling	<b>2</b>	<b>1</b>									<b>1</b>		<b>4</b>
Property - Special Handling - Missing Items - Carry-On											<b>1</b>		<b>1</b>
Property - Special Handling - Missing	<b>2</b>	<b>1</b>											<b>3</b>
<b>2020</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>					<b>1</b>		<b>3</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked E					<b>1</b>	<b>1</b>							<b>2</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											<b>1</b>		<b>1</b>
Request for Assistance										<b>1</b>			<b>1</b>
Request for Assistance - Wounded Warrior (MSIJSOC)										<b>1</b>			<b>1</b>
<b>2021</b>	<b>1</b>			<b>1</b>									<b>2</b>
Customer Service						<b>1</b>							<b>1</b>
Customer Service - TSO						<b>1</b>							<b>1</b>
Locks		<b>1</b>											<b>1</b>
Locks - Missing or Damaged Lock		<b>1</b>											<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ILM</b>	<b>9</b>	<b>8</b>	<b>5</b>	<b>2</b>	<b>11</b>	<b>8</b>	<b>9</b>	<b>12</b>	<b>19</b>	<b>5</b>	<b>12</b>	<b>8</b>	<b>108</b>
<b>2018</b>					<b>5</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>30</b>
Customer Service					1		1	2	2		2		8
Customer Service - Others							1	1					2
Customer Service - TSO					1			1	2		2		6
Mishandling of Passenger Property					1			4	1	1	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			3	1	1		1	7
Patdown						1	1				2	1	5
Patdown - Flyer						1	1				2	1	5
Property - Special Handling					2				1				3
Property - Special Handling - Missing Items - Carry-On						2							2
Property - Special Handling - Missing Items - Checked									1				1
Screening					1	1			2	1			5
Screening - Inconsistency						1							1
Screening - Lengthy Lines									1	1			2
Screening - Procedures/Process							1		1				2
<b>2019</b>	<b>2</b>	<b>4</b>	<b>3</b>		<b>4</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>41</b>
Civil Rights	1				1								2
Civil Rights - Racial Profiling or Discrimination	1				1								2
Customer Service	1		1			1	1	1					5
Customer Service - TSO	1		1			1	1	1					5
Locks							2						2
Locks - Missing or Damaged Lock							2						2
Mishandling of Passenger Property	1	1						1			3	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items				1							2	1	4
Mishandling of Passenger Property - Disarrayed Item				1				1					2
Patdown		1									1		2
Patdown - Flyer		1									1		2
Property - Special Handling					1		2		1	1	1	1	7
Property - Special Handling - Damaged Items - Checked					1		2		1		1	1	5
Property - Special Handling - Missing Items - Checked									1	1			2
Screening		2	1		2		1	1	5	2	1	1	16
Screening - Inconsistency											1		1
Screening - Lengthy Lines		2	1				1		3				7
Screening - Procedures/Process					2			1	2	2	1	1	8
<b>2020</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>1</b>			<b>1</b>	<b>3</b>	<b>19</b>
Civil Rights												1	1
Civil Rights - Hair Patdowns												1	1
Customer Service				1									1
Customer Service - TSO				1									1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2	1			1							1	5
Mishandling of Passenger Property - Disarrayed Item	2	1			1							1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Lighters/Matches								1					1
Property - Special Handling		1				2					1	1	5
Property - Special Handling - Damaged Items - Carry-On							1				1		1
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Checked		1					1						2
Screening	2	1	1		1								5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	1	1			1							4
<b>2021</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>7</b>			<b>18</b>
Civil Rights	1				1								2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Transgender Screening						1							1
Customer Service	1			1		1				1			3
Customer Service - TSO	1			1		1				1			3
Expedited Passenger Screening Program									4				4
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2				2
Persons w/ Disabilities (PWD)		1								1			2
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
Property - Special Handling					3		1						5
Property - Special Handling - Damaged Items - Checked					2		1						3
Property - Special Handling - Missing Items - Carry-On					1				1				2
Screening							1						1
Screening - Inconsistency							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IMT</b>	2	2	1	2	1				3	2	1		14
<b>2018</b>										2		1	3
Mishandling of Passenger Property									1			1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1			1	
Property - Special Handling									1			1	
Property - Special Handling - Missing Items - Checked									1			1	
Screening											1		1
Screening - Procedures/Process											1		1
<b>2019</b>	1	1								1			3
Mishandling of Passenger Property									1			1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1			1	
Property - Special Handling	1	1										2	
Property - Special Handling - Missing Items - Checked	1											1	
Property - Special Handling - Missing Items - Checked Baggage		1										1	
<b>2020</b>	1		1	1						1			4
Customer Service										1			1
Customer Service - TSO											1		1
Mishandling of Passenger Property					1							1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1							1	
Screening	1		1									2	
Screening - Lengthy Lines				1								1	
Screening - Procedures/Process	1											1	
<b>2021</b>		1		1	1						1		4
Property - Special Handling		1										1	
Property - Special Handling - Damaged Items - Checked		1										1	
Screening				1		1					1		3
Screening - Procedures/Process					1	1					1		3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IND</b>	<b>28</b>	<b>40</b>	<b>42</b>	<b>42</b>	<b>45</b>	<b>50</b>	<b>38</b>	<b>54</b>	<b>64</b>	<b>41</b>	<b>48</b>	<b>35</b>	<b>527</b>
<b>2018</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>
Civil Rights							<b>1</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>5</b>
Civil Rights - Racial Profiling or Discrimination								<b>2</b>				<b>1</b>	<b>4</b>
Civil Rights - Transgender Screening								<b>1</b>					<b>1</b>
Customer Service					<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>2</b>
Customer Service - Others							<b>1</b>		<b>1</b>				<b>2</b>
Customer Service - TSO					<b>2</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>20</b>
Locks					<b>2</b>		<b>2</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>12</b>
Locks - Missing or Damaged Lock					<b>2</b>		<b>2</b>	<b>2</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>12</b>
Mishandling of Passenger Property					<b>4</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>45</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							<b>1</b>				<b>1</b>		<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked					<b>3</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>39</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					<b>1</b>		<b>1</b>			<b>1</b>		<b>1</b>	<b>4</b>
Patdown							<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>
Patdown - Flyer							<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>
Patdown - Flyer as Observer										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD)											<b>1</b>	<b>1</b>	<b>3</b>
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												<b>1</b>	
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											<b>1</b>		
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												<b>1</b>	
Property - Special Handling							<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>		<b>5</b>	<b>2</b>
Property - Special Handling - Damaged Items - Carry-On												<b>1</b>	
Property - Special Handling - Damaged Items - Checked												<b>1</b>	
Property - Special Handling - Missing Items - Carry-On					<b>2</b>			<b>1</b>					<b>3</b>
Property - Special Handling - Missing Items - Checked					<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>15</b>
Request for Assistance											<b>1</b>		<b>1</b>
Request for Assistance - Other											<b>1</b>		<b>1</b>
Screening							<b>4</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>3</b>
Screening - Inconsistency											<b>1</b>		<b>1</b>
Screening - Lengthy Lines							<b>2</b>		<b>1</b>	<b>1</b>			<b>4</b>
Screening - Procedures/Process							<b>4</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>		<b>22</b>
Screening - Retrieving Abandoned/Confiscated Items											<b>1</b>	<b>1</b>	<b>2</b>
Screening - Security Breach										<b>1</b>			<b>1</b>
<b>2019</b>	<b>12</b>	<b>15</b>	<b>18</b>	<b>10</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>19</b>	<b>17</b>	<b>21</b>	<b>20</b>	<b>15</b>	<b>182</b>
Civil Rights	<b>1</b>		<b>1</b>					<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>8</b>
Civil Rights - Hair Patdowns											<b>1</b>		<b>1</b>
Civil Rights - Racial Profiling or Discrimination	<b>1</b>								<b>1</b>	<b>1</b>		<b>1</b>	<b>4</b>
Civil Rights - Screening of Religious or Cultural Garments									<b>1</b>				<b>1</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			<b>1</b>										<b>1</b>
Civil Rights - Transgender Screening												<b>1</b>	<b>1</b>
Customer Service		<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>				<b>2</b>	<b>4</b>		<b>7</b>	<b>1</b>
Customer Service - Others		<b>1</b>											<b>1</b>
Customer Service - TSO		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>				<b>2</b>	<b>4</b>		<b>7</b>	<b>1</b>
Locks						<b>4</b>			<b>1</b>		<b>2</b>	<b>3</b>	<b>10</b>
Locks - Missing or Damaged Lock						<b>4</b>			<b>1</b>		<b>2</b>	<b>3</b>	<b>10</b>
Mishandling of Passenger Property	<b>7</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>4</b>		<b>5</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>54</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							<b>1</b>						<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked	<b>7</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>40</b>
Mishandling of Passenger Property - Disarrayed Items	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>13</b>
Patdown							<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>		<b>10</b>
Patdown - Flyer							<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>9</b>
Patdown - Flyer as Observer									<b>1</b>				<b>1</b>
Persons w/ Disabilities (PWD)	<b>1</b>	<b>1</b>	<b>1</b>					<b>1</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>10</b>
Persons w/ Disabilities (PWD) - Breast Cancer		<b>1</b>											<b>1</b>
Persons w/ Disabilities (PWD) - Diabetes												<b>2</b>	<b>2</b>
Persons w/ Disabilities (PWD) - Internal Medical Devices					<b>1</b>								<b>1</b>
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												<b>1</b>	<b>1</b>
Persons w/ Disabilities (PWD) - Service Animals											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			<b>1</b>					<b>1</b>					<b>2</b>
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										<b>1</b>			<b>1</b>
Property - Special Handling	<b>2</b>	<b>7</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>50</b>
Property - Special Handling - Damaged Items - Carry-On										<b>1</b>			<b>1</b>
Property - Special Handling - Damaged Items - Checked	<b>1</b>	<b>3</b>	<b>1</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>14</b>
Property - Special Handling - Missing Items	<b>1</b>	<b>2</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>3</b>	<b>10</b>
Property - Special Handling - Missing Items - Checked	<b>1</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>			<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>25</b>
Screening	<b>2</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>
Screening - Lengthy Lines													<b>2</b>
Screening - Procedures/Process	<b>2</b>	<b>2</b>	<b>1</b>		<b>1</b>		<b>2</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>17</b>
<b>2020</b>	<b>8</b>	<b>13</b>	<b>17</b>	<b>14</b>	<b>17</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>111</b>
Advanced Imaging Technology (AIT)										<b>1</b>			<b>1</b>
Advanced Imaging Technology (AIT) - Flyer										<b>1</b>			<b>1</b>
Civil Rights	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>						<b>1</b>			<b>5</b>
Civil Rights - Age			<b>1</b>										<b>1</b>
Civil Rights - Perceived Religion													<b>1</b>
Civil Rights - Racial Profiling or Discrimination	<b>1</b>					<b>1</b>							<b>2</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					<b>1</b>								<b>1</b>
Customer Service		<b>3</b>	<b>1</b>	<b>3</b>	<b>4</b>				<b>1</b>		<b>1</b>		<b>15</b>
Customer Service - Others					<b>1</b>								<b>1</b>
Customer Service - TSO		<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>				<b>1</b>		<b>1</b>		<b>14</b>
Locks		<b>1</b>	<b>3</b>		<b>2</b>								<b>6</b>
Locks - Missing or Damaged Lock		<b>1</b>	<b>3</b>		<b>2</b>								<b>6</b>
Lost and Found								<b>1</b>					<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	5	2	6	1	3	4				1	2	1	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	2			1				4
Mishandling of Passenger Property - D	4	1	6	1	1	1				2	1	2	19
Mishandling of Passenger Property - D	1	1			1	1							4
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)	2	2	1	2					1		2	1	11
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medicat		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1				1			1	3
Persons w/ Disabilities (PWD) - Prostheses/Amput	1				1								2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	3	4	2	6	1	5		1	1	2	4	2	31
Property - Special Handling - Damaged Items - Ca	1	1			1						1		4
Property - Special Handling - Damaged	1				1		1			1		1	5
Property - Special Handling - Missing Items - Carry-On			1	1	2								4
Property - Special Handling - Missing I	2	3	1	5		1			1	1	3	1	18
Screening			1	2	4	1	2		1		2		13
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			1	1	3	1	2				2		10
Screening - Security Breach				1									1
<b>2021</b>	<b>8</b>	<b>12</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>15</b>	<b>6</b>	<b>15</b>	<b>16</b>				<b>88</b>
Civil Rights						3							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2							2
Civil Rights - Transgender Screening						1							1
Claims						1							1
Claims - Status						1							1
Customer Service	1	2	1		2	1	1	1	6				14
Customer Service - Others					1				1				2
Customer Service - TSO	1	2	1		1	1	1	1	5				12
Expedited Passenger Screening Program			1		1	2	3	6	6				19
Expedited Passenger Screening Program - TSA Application Program								1	2				3
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	3	5	4				16
Hazardous Materials Safety					1								1
Hazardous Materials Safety - General					1								1
Mishandling of Passenger Property	2	5	1	1	1	3		1	2				16
Mishandling of Passenger Property - Damaged/Mi:		2				1			1				4
Mishandling of Passenger Property - D	1	2	1	1	1	1		1	1				9
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - Disarrayed It			1			1							2
Patdown	1	1				1				1			4
Patdown - Flyer	1	1				1				1			4
Prohibited & Permitted Items			1	1							1		3
Prohibited & Permitted Items - Liquids/Gels/Aeros			1	1							1		3
Property - Special Handling	4	1	1	1	3	3	2	2	4				21
Property - Special Handling - Damaged Items - Ch	1					1		2					4
Property - Special Handling - Missing Items - Carry-On					1			1					2
Property - Special Handling - Missing I	4		1	1	2	2	1		4				15
Screening			2	1		1				2			6
Screening - Children							1						1
Screening - Procedures/Process			2	1					2				5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>INL</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>3</b>
<b>2018</b>										<b>2</b>	<b>5</b>	<b>2</b>	<b>2</b>
Mishandling of Passenger Property						<b>1</b>				<b>1</b>	<b>3</b>	<b>2</b>	<b>8</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											<b>1</b>		<b>1</b>
Prohibited & Permitted Items											<b>1</b>		<b>1</b>
Prohibited & Permitted Items - Sporting Goods											<b>1</b>		<b>1</b>
Property - Special Handling									<b>1</b>	<b>1</b>		<b>1</b>	<b>3</b>
Property - Special Handling - Damaged Items - Checked											<b>1</b>		<b>1</b>
Property - Special Handling - Missing Items - Checked											<b>1</b>		<b>2</b>
<b>2019</b>	<b>1</b>		<b>2</b>						<b>1</b>			<b>2</b>	<b>1</b>
Locks											<b>1</b>		<b>1</b>
Locks - Missing or Damaged Lock											<b>1</b>		<b>1</b>
Mishandling of Passenger Property	<b>1</b>		<b>2</b>								<b>1</b>	<b>1</b>	<b>5</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												<b>1</b>	<b>1</b>
Mishandling of Passenger Property - D	<b>1</b>		<b>1</b>								<b>1</b>		<b>3</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-			<b>1</b>										<b>1</b>
Property - Special Handling									<b>1</b>				<b>1</b>
Property - Special Handling - Damaged Items - Checked									<b>1</b>				<b>1</b>
<b>2020</b>											<b>1</b>	<b>1</b>	<b>2</b>
Mishandling of Passenger Property											<b>1</b>		<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											<b>1</b>		<b>1</b>
Property - Special Handling											<b>1</b>		<b>1</b>
Property - Special Handling - Missing Items - Checked											<b>1</b>		<b>1</b>
<b>2021</b>			<b>1</b>		<b>1</b>								<b>2</b>
Prohibited & Permitted Items			<b>1</b>										<b>1</b>
Prohibited & Permitted Items - Liquids/Gels/Aerosols			<b>1</b>										<b>1</b>
Screening						<b>1</b>							<b>1</b>
Screening - Procedures/Process						<b>1</b>							<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IPL</b>							1		2				3
<b>2018</b>									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
<b>2019</b>							1						1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
<b>2021</b>								1					1
Customer Service								1					1
Customer Service - TSO								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPT	1			2		1			1		1	1	7
2018												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2019				2		1					1		4
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening						1							1
Screening - Procedures/Process						1							1
2020	1												1
Patdown	1												1
Patdown - Flyer as Observer	1												1
2021										1			1
Patdown										1			1
Patdown - Flyer										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>IRK</b>				<b>1</b>	<b>2</b>			<b>1</b>			<b>1</b>		<b>5</b>
<b>2019</b>				<b>1</b>	<b>1</b>			<b>1</b>			<b>1</b>		<b>4</b>
Civil Rights											<b>1</b>		<b>1</b>
Civil Rights - Age											<b>1</b>		<b>1</b>
Mishandling of Passenger Property			<b>1</b>										<b>1</b>
Mishandling of Passenger Property - Disarrayed It			<b>1</b>										<b>1</b>
Persons w/ Disabilities (PWD)				<b>1</b>									<b>1</b>
Persons w/ Disabilities (PWD) - Breast Cancer				<b>1</b>									<b>1</b>
Screening								<b>1</b>					<b>1</b>
Screening - Procedures/Process								<b>1</b>					<b>1</b>
<b>2020</b>				<b>1</b>									<b>1</b>
Mishandling of Passenger Property				<b>1</b>									<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items-				<b>1</b>									<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ISP</b>	<b>8</b>	<b>10</b>	<b>12</b>	<b>17</b>	<b>10</b>	<b>13</b>	<b>11</b>	<b>16</b>	<b>7</b>	<b>11</b>	<b>13</b>	<b>4</b>	<b>132</b>
<b>2018</b>				<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>31</b>
Customer Service				1	3	1	1	2		1			9
Customer Service - Others						1	1						2
Customer Service - TSO				1	3			2		1			7
Mishandling of Passenger Property				1				3		3			7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1				1		3			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)										1		1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling				1		2		2	1	1	1		8
Property - Special Handling - Damaged Items - Checked						1				1			2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				1		1		2	1				5
Screening				1	1						2		4
Screening - Procedures/Process				1	1						2		4
<b>2019</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>3</b>	<b>53</b>
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service		1			1			1	1		3		7
Customer Service - Others											2		2
Customer Service - TSO		1			1			1	1		1		5
Locks		1				1					1		3
Locks - General		1				1							2
Locks - Missing or Damaged Lock										1			1
Lost and Found					1							1	2
Lost and Found - Airport/TSA					1							1	2
Mishandling of Passenger Property		3			2	1	3	2		1	2	1	15
Mishandling of Passenger Property - Damaged/Mis:		3			2	1	2	2		1	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown				1	1		1				1		4
Patdown - Flyer				1	1		1				1		4
Persons w/ Disabilities (PWD)		1	1										2
Persons w/ Disabilities (PWD) - Ostomy/Ostomate		1											1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling		1		1	3	1			1	1	2	2	13
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked					1				1		1	1	4
Property - Special Handling - Missing I		1		1	2	1		1		1	1		8
Screening		2			1		1	1				1	6
Screening - Children								1					1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		1		1					1		4
<b>2020</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>5</b>				1		<b>2</b>	<b>28</b>
Civil Rights		1				1							2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Transgender Screening						1							1
Customer Service		1	1										2
Customer Service - Others		1											1
Customer Service - TSO			1										1
Mishandling of Passenger Property		1		2	1	1				1			6
Mishandling of Passenger Property - Damaged/Missing Items-		2		1	1					1			5
Mishandling of Passenger Property - D		1											1
Patdown		1		1			2						4
Patdown - Flyer			1			2							3
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)		2			1						1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical			1										1
Persons w/ Disabilities (PWD) - Respir			1										1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling		1		1	1		2						5
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing I		1		1	1		1						4
Screening		1		1	2							1	5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		1								1	3
Screening - Retrieving Abandoned/Confiscated Items				1									1
<b>2021</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>4</b>					<b>20</b>
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service				1		2			2				5
Customer Service - TSO				1		2			2				5
Expedited Passenger Screening Program						2	2						4
Expedited Passenger Screening Program - TSA PreCheck						2	2						4
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items-				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
No Jurisdiction					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to FAA				1									1
Property - Special Handling	1				1	1				1			4
Property - Special Handling - Damaged Items - Carry-On						1				1			2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing	1												1
Screening				1						2			3
Screening - Children				1									1
Screening - Inconsistency										1			1
Screening - Procedures/Process										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITH	1	2		2		1		2		3	4	1	16
2018				1		1		1		1	3		7
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Screening								1		2			3
Screening - Inconsistency										1			1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process										1			1
2019	1							1		2		1	5
Customer Service								1				1	2
Customer Service - TSO								1				1	2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown									1				1
Patdown - Flyer									1				1
Screening	1												1
Screening - Inconsistency	1												1
2020		2			1						1		4
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Damaged/Mi:	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITO	9	4	8	13	6	12	7	10	4	5	9	5	92
2018				7	1	4		5	2	3	3	2	27
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service					1	1		3	2	1			8
Customer Service - Others									1	1			2
Customer Service - TSO				1	1	1		3	1				6
Mishandling of Passenger Property				2	1	1				2			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	1	1				1			5
Patdown							1				1	1	3
Patdown - Flyer							1				1	1	3
Property - Special Handling					1			2			1		4
Property - Special Handling - Damaged Items - Checked								2			1		3
Property - Special Handling - Missing Items - Checked				1									1
Screening				3	1						1		5
Screening - Procedures/Process				2	1								3
Screening - Retrieving Abandoned/Confiscated Items				1							1		2
2019	4	1	5	4	1	4	3	4	1	1	5	1	34
Customer Service	2			1		1	1	1					5
Customer Service - Others								1					1
Customer Service - TSO	2				1	1							4
Locks				1	1		2						4
Locks - Missing or Damaged Lock				1	1		2						4
Mishandling of Passenger Property	1		2	1	1		2		1	1	1		10
Mishandling of Passenger Property - Damaged/Missing Items-				1									1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked					1		2		1	1	1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown				1	2		1		2		1		7
Patdown - Flyer				1	2		1		2		1		7
Persons w/ Disabilities (PWD)											1	1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1	1	2
Property - Special Handling	1										1	2	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked	1										2		3
Screening					1								1
Screening - Procedures/Process					1								1
2020	2	2	3	2	4	2	1				1	1	20
Customer Service			2		2								4
Customer Service - Others						1							1
Customer Service - TSO			2		1								3
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	2	2				2					1		7
Mishandling of Passenger Property - Damaged/Missing Items				1									1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked					2							1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)				1							1		2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Property - Special Handling					1	1		1				1	4
Property - Special Handling - Damaged Items - Checked				1	1							1	3
Property - Special Handling - Missing Items - Checked							1						1
Screening					1								1
Screening - Procedures/Process					1								1
2021	3	1				2	3	1	1				11
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program						2			1				3
Expedited Passenger Screening Program - TSA PreCheck						2			1				3
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Property - Special Handling			2						1				3
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked			1						1				2
Screening			1										1
Screening - Procedures/Process			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWD										1	1		2
2018											1		1
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
2019										1			1
Screening										1			1
Screening - Procedures/Process										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAC	2	2	4	4	2	5	2	8	3	8	5	45	
2018													8
Customer Service													2
Customer Service - Others													1
Customer Service - TSO													1
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items						1							1
Private Screening Contractor													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Screening										1	1		2
Screening - Procedures/Process										1	1		2
2019	1		2			1			4	3	2	4	17
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer as Observer							1						1
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service										1	1		2
Customer Service - TSO										1	1		2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked E						1							1
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown									1	1		1	3
Patdown - Flyer									1	1		1	3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling												2	2
Property - Special Handling - Missing Items - Checked												2	2
Screening						1			1	1	1	1	5
Screening - Inconsistency									1	1			2
Screening - Procedures/Process						1						1	2
Screening - Retrieving Abandoned/Confiscated Items											1		1
2020	1	1	2	2	1						4		11
Customer Service											1		1
Customer Service - TSO											1		1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Patdown							1					1	2
Patdown - Flyer							1						1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - Gener		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling			1				1						2
Property - Special Handling - Damaged Items - Ch			1										1
Property - Special Handling - Missing Items - Checked						1							1
Screening				2							1		3
Screening - Procedures/Process				2							1		3
2021	1		2			2	2		2				9
Expedited Passenger Screening Program								1	2				5
Expedited Passenger Screening Program - TSA PreCheck								1	2				5
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items-				1									1
Property - Special Handling			1										1
Property - Special Handling - Missing I			1										1
Screening					1			1					2
Screening - Inconsistency								1					1
Screening - Procedures/Process					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAN 2018	7	7	7	11	12	16	8	10	16	9	6	10	119
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1	1	4	2		2	2	2	14	
Customer Service - Others										1			1
Customer Service - TSO				1	1	4	2		2	1	2	13	
Mishandling of Passenger Property				1			1	1	3		1	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1			1	1	2		1	3	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown					2	1				1			4
Patdown - Flyer					1	1				1			3
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Property - Special Handling							1	2	2	1			6
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Carry-On							1		2				3
Property - Special Handling - Missing Items - Checked									2				2
Screening						6	2	1					9
Screening - Lengthy Lines						2	1						3
Screening - Procedures/Process						4	1	1					6
2019	4	5	2	4	1	2	2	7	4	2	3	3	39
Civil Rights		1								1			2
Civil Rights - Racial Profiling or Discrimination		1								1			2
Customer Service	1	2		1				3	1		1		9
Customer Service - Others								1					1
Customer Service - TSO	1	2		1				2	1		1		8
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	1	1	1			1	1		1	1	1		8
Mishandling of Passenger Property - D	1	1	1			1	1		1	1	1		8
Patdown								1			1		2
Patdown - Flyer								1			1		2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabet	1												1
Property - Special Handling	1	1			1	1	1			2	2		9
Property - Special Handling - Damaged Items - Checked						1	1				1		3
Property - Special Handling - Missing Items - Carr	1				1								2
Property - Special Handling - Missing I	1								2		1		4
Screening					1	2			2			1	6
Screening - Inconsistency											1		1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					1	1			2				4
2020	3	1	4	2	1	2			2	4	1	2	22
Civil Rights								1			1		2
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1	1	1							1			4
Mishandling of Passenger Property - D	1	1	1							1			4
Patdown						1							1
Patdown - Flyer as Observer						1							1
Property - Special Handling	1		1	1					1	1	1	1	6
Property - Special Handling - Damaged	1		1	1				1			1		4
Property - Special Handling - Missing Items - Checked					1					1			2
Screening	1		1				1			3			6
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1					1		1		3			5
2021		1	1	2	1	5	1		2				13
Civil Rights					1								1
Civil Rights - Transgender Screening					1								1
Customer Service	1	1	1							2			5
Customer Service - CSM					1								1
Customer Service - TSO	1	1								2			4
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1									1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling							2						2
Property - Special Handling - Damaged Items - Checked						2							2
Screening						3							3
Screening - Procedures/Process						2							2
Screening - Retrieving Abandoned/Confiscated Items						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAX	45	54	38	53	48	57	67	77	67	37	67	41	651
2018				19	15	15	21	21	20	10	28	12	161
Civil Rights				2			1		1		1	1	6
Civil Rights - Age							1						1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination									1		1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1								1	2
Customer Service				2	3	3		1	3	4	3	5	24
Customer Service - TSO				2	3	3		1	3	4	3	5	24
Locks				1			2	3	1			1	8
Locks - Missing or Damaged Lock				1			2	3	1			1	8
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				7	7	3	9	3	7	1	10	3	50
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked				5	6	1	7	2	6	1	8	3	39
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified				1							1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1	1	1	1			1		6
Patdown				2			3	1		1	1		8
Patdown - Flyer				1			3	1		1	1		7
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)					3			1	2		1	1	8
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Diabetes								1			1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling				3	1	8	2	6	2	3	8	1	34
Property - Special Handling - Damaged Items - Carry-On				1		1					1		3
Property - Special Handling - Damaged Items - Checked				1	1	2		3			4		11
Property - Special Handling - Missing Items - Carry-On					2		3	1					6
Property - Special Handling - Missing Items - Checked				1		3	2		1	3	3	1	14
Request for Assistance							1						2
Request for Assistance - Other							1				1		2
Screening				2	1	1	3	6	2	1	4		20
Screening - Children										1			1
Screening - Inconsistency							1				1		2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1	1		2	5	1		2		12
Screening - Retrieving Abandoned/Confiscated Items				1				1					2
Screening - Security Breach						1					1		2
2019	12	23	21	15	11	28	27	26	18	18	18	19	236
Civil Rights	1	1	3	1			1				1		8
Civil Rights - Racial Profiling or Discrimination	1	1	1	1			1						5
Civil Rights - Screening of Religious Cultural and Ceremonial				1									1
Civil Rights - Transgender Screening				1							1		2
Customer Service	3	2	4		1	3	6	1	3	2	2	4	31
Customer Service - Others							1						1
Customer Service - TSO	3	2	4		1	3	6		3	2	2	4	30
Locks				1			1	2	3		1	2	12
Locks - Missing or Damaged Lock				1			1	2	3		1	2	12
Mishandling of Passenger Property	4	6	3	1	9	8	10	3	5	5	5	5	59
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	4	6	3	1	6	6	7	3	4	4	2	1	46
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	2	2			1	1	2	10
Patdown				1			2	3		1			7
Patdown - Flyer				1			2	2		1			6
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)				1	1		2		1		1	1	8
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1				1	2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Irritation				1									1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Property - Special Handling	7	7	7	6	4	6	6	4	4	6	4	5	66
Property - Special Handling - Damaged Items - Carry-On	1				1	1						1	4
Property - Special Handling - Damaged Items - Checked	1	1	3	1	1	2	3	1		1	3	2	19
Property - Special Handling - Missing Items - Carry-On	2					1		2	3		1	1	9
Property - Special Handling - Missing Items - Checked	5	4	4	4	2	4	2	3	2	2	1	1	34
Request for Assistance						1				1			2
Request for Assistance - Other										1			1
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening	1	6	1	4	3	3	4	7	6	3	3	2	43
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				1	2		1	1		2	1		3
Screening - Lengthy Lines						1	1			1	1		7
Screening - Procedures/Process	1	4	1	2	2	2	4	5	4	2	1	2	30
Screening - Security Breach				1			1						2
2020	23	19	14	8	11	9	3	4	8	9	21	10	139

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	1			1						1			3
Civil Rights - Racial Profiling or Discrimination	1			1						1			3
Customer Service	4	3	2		1	1				1	3	1	16
Customer Service - TSO	4	3	2		1	1				1	3	1	16
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks	1	2							2		1	3	9
Locks - Missing or Damaged Lock	1	2							2		1	3	9
Mishandling of Passenger Property	4	3	4	3	3	2	1	1	1	1	4	2	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1						1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Handbag	3	2	1	2	3	2	1	1		1	1	1	18
Mishandling of Passenger Property - Domestic	1	1	3						1		2		8
Patdown	1				1						1		3
Patdown - Flyer	1				1						1		3
Persons w/ Disabilities (PWD)	1		3	1		2			1	1	2		11
Persons w/ Disabilities (PWD) - General			1	1						1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)		2											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair			1								1		2
Property - Special Handling	8	6	4	1	5	3	1	2	3	5	5	4	47
Property - Special Handling - Damaged Items	1			1	1	1							4
Property - Special Handling - Damaged Items - Carry-on Luggage	2	3			1				1	1	2	4	15
Property - Special Handling - Missing Items	1	1	2		2	2		1			1	1	11
Property - Special Handling - Missing Items - Handbag	4	2	2		1		1		2	3		2	17
Screening	4	3	1	2	1	1	1	1	1	1	4		20
Screening - Inconsistency						1							1
Screening - Procedures/Process	3	1	1	2	1	1		1	1	1	4		16
Screening - Retrieving Abandoned/Corporal	1												1
Screening - Security Breach		2											2
<b>2021</b>	<b>10</b>	<b>12</b>	<b>3</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>16</b>	<b>26</b>	<b>21</b>				<b>115</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights				4	1		2	1	1				9
Civil Rights - Hair Patdowns				1			1						2
Civil Rights - Racial Profiling or Discrimination				3	1			1	1				6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service		2		2	3	2	3	3	2				17
Customer Service - TSO		2		2	3	2	3	3	2				17
Expedited Passenger Screening Program	1				1	1	7	10	6				26
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program							1	1	2				4
Expedited Passenger Screening Program - TSA PI	1				1	1	5	7	3				18
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1				2
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks	1				1					1			3
Locks - Missing or Damaged Lock	1				1					1			3
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	3	3		2	1	1	1	4					15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	1								2
Mishandling of Passenger Property - Domestic	3	3		1		1							12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction										2			2
No Jurisdiction - Refer to Other										2			2
Patdown	1	1			1				1	2			6
Patdown - Flyer	1	1			1				1	2			6
Persons w/ Disabilities (PWD)									3				3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items					1				1				2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump					1				1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	4	2	1	2		1	2	3	2				17
Property - Special Handling - Damaged Items - Carry-On									2				2
Property - Special Handling - Damaged Items - Handbag	3	1		1			1	1					7
Property - Special Handling - Missing Items - Carry-On				1			1	1					3
Property - Special Handling - Missing Items - Handbag	1	1	1			1		1					5
Screening	2	3			1		1	4	1				12
Screening - Inconsistency					1			2	1				4
Screening - Procedures/Process	2	3					1	2					8

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JFK	522	424	518	715	593	557	524	655	632	499	567	470	6,676
2018				230	219	194	193	271	251	216	260	189	2,023
Advanced Imaging Technology (AIT)				1			1						2
Advanced Imaging Technology (AIT) - Flyer							1						1
Advanced Imaging Technology (AIT) - Flyer as Observer				1									1
Civil Rights				6	4	10	11	7	11	3	12	6	70
Civil Rights - Age								1	1			1	3
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin				1	1	3	2	1	2	1	1		12
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination				3	2	2	4	3	6	1	5	4	30
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1				1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1	2	2	2	1		2	1	13
Civil Rights - Sexual Orientation - Not Transgender							1				1		2
Civil Rights - Transgender Screening							2			1	1		5
Customer Service				50	49	42	42	73	66	48	51	38	459
Customer Service - Others				2	2	7	3	8	6	1	2		31
Customer Service - TSO				48	47	35	39	65	60	47	49	38	428
Locks				16	12	15	24	19	23	17	16	14	156
Locks - General							1				1		2
Locks - Missing or Damaged Lock				16	12	15	23	19	23	16	16	14	154
Lost and Found				2	4	2	2	3	2		3	3	21
Lost and Found - Airport/TSA				2	4	2	2	3	2		3	3	21
Mishandling of Passenger Property				74	60	43	43	73	76	61	86	53	569
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				11	8	4	3	9	10	2	7	2	56
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				54	45	35	32	60	59	56	67	47	455
Mishandling of Passenger Property - Damaged/Missing Items--Unspecifie				2	2		1	1	1	1	1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				7	5	4	7	3	6	2	11	3	48
Patdown				5	5	6	7	8	9	4	6	7	57
Patdown - Flyer				5	5	6	7	7	5	4	5	7	51
Patdown - Flyer as Observer									4				4
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)				6	8	2	5	12	3	6	10	8	60
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi				1	1						2		4
Persons w/ Disabilities (PWD) - Diabetes				1	1		1	1	1		1	1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General					1			1			1	1	4
Persons w/ Disabilities (PWD) - Hearing Impairment										1	1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												3	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				1	1	1				2	3		8
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sc				1	2	1	3	2	1	2	1		13
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1			2	1	4
Persons w/ Disabilities (PWD) - Visual Impairment								1		1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1		1	2	1				7
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - General				1									1
Property - Special Handling				43	45	42	33	46	46	54	56	45	410
Property - Special Handling - Damaged Items - Carry-On				7	7	4	8	5	9	6	7	6	59
Property - Special Handling - Damaged Items - Checked				5	8	11	5	8	4	11	8	11	71
Property - Special Handling - Missing Items - Carry-On				4	10	11	3	9	12	10	11	5	75
Property - Special Handling - Missing Items - Checked				27	20	16	17	24	21	27	30	23	205
Request for Assistance				1							1		2
Request for Assistance - Other				1							1		2
Screening				25	32	32	25	30	15	23	19	15	216
Screening - Inconsistency					1					2		1	4
Screening - International Screening					1								1
Screening - Lengthy Lines				5	11	8	7	8	1	1	2	3	46
Screening - Procedures/Process				14	16	23	17	21	14	19	15	10	149
Screening - Retrieving Abandoned/Confiscated Items				5	3		1	1				1	11
Screening - Security Breach				1		1				1	2		5
2019	220	194	209	168	149	190	228	270	244	243	255	230	2,600
Advanced Imaging Technology (AIT)											2		2
Advanced Imaging Technology (AIT) - Flyer											1		1
Advanced Imaging Technology (AIT) - General											1		1
Civil Rights	10	7	10	4	3	2	11	5	11	6	7	9	85
Civil Rights - Age		1	1			1	1		1			1	6
Civil Rights - Constitutional Rights		1										1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - National Origin	5	3	1				1	1	2				13
Civil Rights - Perceived Religion	1						1	1	1			1	5
Civil Rights - Racial Profiling or Discrin	2	1	4	3	2	1	5	2	2	5	3	7	37
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Ident	2	1	4		1		2		4		1		15
Civil Rights - Sexual Orientation - Not Transgende	1											1	2
Civil Rights - Transgender Screening									1	1			2
Customer Service	50	52	40	30	31	32	54	67	49	41	48	61	555
Customer Service - Others	6	9	1		2	3	4	4	1	3	4	3	40

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	44	43	39	30	29	29	50	63	48	38	44	58	515
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	10	14	18	16	15	22	13	16	16	20	18	17	195
Locks - Missing or Damaged Lock	10	14	18	16	15	22	13	16	16	20	18	17	195
Lost and Found	3	3	6	13	2	7	3	4		7	4	5	57
Lost and Found - Airport/TSA	3	3	6	13	2	7	3	4		7	4	5	57
Mishandling of Passenger Property	52	43	49	44	42	37	57	55	49	70	72	59	629
Mishandling of Passenger Property - D	6	3	5	2	1	2	2	3	2	4	5	6	41
Mishandling of Passenger Property - D	35	37	40	36	41	32	50	45	40	56	59	45	516
Mishandling of Passenger Property - D	4					1	1	1		2	2		11
Mishandling of Passenger Property - D	7	3	4	6		2	4	6	7	8	6	8	61
Notice of Violation/Civil Penalties													1
Notice of Violation/Civil Penalties - General													1
Patdown	6	7	2		2	5	4	8	6	6	5	2	53
Patdown - Flyer	6	7	2		1	5	4	7	4	6	4	2	48
Patdown - Flyer as Observer					1				1				3
Patdown - General									1				1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	10	4	9	4	9	9	6	14	7	4	8	4	88
Persons w/ Disabilities (PWD) - Autism Spectrum			1				2	2					5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Develo	1	1			1	2		1	1	1			8
Persons w/ Disabilities (PWD) - Diabetes			1					2	1				5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - Gener	1				2		1	1					5
Persons w/ Disabilities (PWD) - Hearing Impairment	1	1							2				4
Persons w/ Disabilities (PWD) - Internal Medical Devices						1					1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1					1		1	3
Persons w/ Disabilities (PWD) - Medic	3	2		1			1						9
Persons w/ Disabilities (PWD) - Metal	2	2			1				1				7
Persons w/ Disabilities (PWD) - Mobility	2	1	3	2	1				4				14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosth	1					1							2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2	1			1			1		5
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheel	1					2	2	1	3	1	1	2	13
Prohibited & Permitted Items									1	1			2
Prohibited & Permitted Items - General									1	1			2
Property - Special Handling	58	48	58	42	31	54	52	78	74	72	65	49	681
Property - Special Handling - Damaged	4	4	8	5	5	6	7	8	8	3	5	6	69
Property - Special Handling - Damaged	15	10	11	7	8	15	6	13	21	20	19	6	151
Property - Special Handling - Missing I	14	10	13	10	8	12	16	13	13	11	8	12	140
Property - Special Handling - Missing I	25	24	26	20	10	21	23	44	32	38	33	25	321
Request for Assistance					1			1	1	1	2		6
Request for Assistance - Other					1					1	2		4
Request for Assistance - Wounded Warrior (MSIJSOC)							1	1					2
Screening	21	16	17	13	13	22	27	22	30	14	26	23	244
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency		1	1							1	1		4
Screening - Lengthy Lines	5	3	1	1	4	5	4	6	1	3	3		36
Screening - Procedures/Process	16	11	14	10	9	15	23	15	25	8	17	22	185
Screening - Retrieving Abandoned/Confiscated Ite	1		1						2	1	4		9
Screening - Security Breach		1	1			2		1	2		1	1	9
TSA Contact Information					1								1
TSA Contact Information - General					1								1
<b>2020</b>	<b>249</b>	<b>180</b>	<b>261</b>	<b>268</b>	<b>176</b>	<b>117</b>	<b>13</b>	<b>11</b>	<b>24</b>	<b>40</b>	<b>52</b>	<b>51</b>	<b>1,442</b>
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Flyer	1												1
Civil Rights	9	7	15	5	10	2	2	1	2	1	1	2	57
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights			1			1							2
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin		2			1					2			3
Civil Rights - Perceived Religion		2											4
Civil Rights - Racial Profiling or Discrin	5	3	8	2	6	1	2	1		1		2	31
Civil Rights - Screening of Religious Cu	1		1										2
Civil Rights - Sex/Gender/Gender Iden	3	1	1	1	2	1					1		10
Civil Rights - Sexual Orientation - Not Transgender		1	1										2
Civil Rights - Transgender Screening		1											1
Customer Service	55	45	62	56	39	27	1	1	3	14	7	5	315
Customer Service - Others	2	6	6	7	5	1							27
Customer Service - TSO	53	39	56	49	34	26	1	1	3	14	7	5	288
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	21	16	14	23	9	6				2	1	1	93
Locks - General	1												1
Locks - Missing or Damaged Lock	21	15	14	23	9	6				2	1	1	92
Lost and Found	2		6	1	1	4	1	1	2	2	2		21
Lost and Found - Airport/TSA	2		6	1	1	4	1	1	2	2	2		21
Mishandling of Passenger Property	60	45	54	66	40	30	3	1	1	5	13	11	329
Mishandling of Passenger Property - D	7	6	2	6	1						1		23

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - D	52	30	50	56	35	27	3	1	1	5	11	10	281
Mishandling of Passenger Property - D	1	9	2	4	5	2				1	1	1	25
Patdown	9	5	9	10	4	1		1	1	1			40
Patdown - Flyer	7	5	7	9	4	1		1	1	1			35
Patdown - Flyer as Observer	1		1										2
Patdown - Non-Flyer	1		1	1									3
Persons w/ Disabilities (PWD)	8	10	13	7	8	6			1	2	2	4	61
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Develo	1	2			1								4
Persons w/ Disabilities (PWD) - Diabetes						1					1		2
Persons w/ Disabilities (PWD) - General	2		3						1				6
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1										1
Persons w/ Disabilities (PWD) - Medical	1	2	1	1	1	1						1	8
Persons w/ Disabilities (PWD) - Metal	1		1										2
Persons w/ Disabilities (PWD) - Mobility	1	1	3	1	2	1						2	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosth	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equip			1										1
Persons w/ Disabilities (PWD) - Service Animals			3							1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (p	1	1				1							3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheel	4	2	1		2	1						1	11
Property - Special Handling	61	31	61	65	41	23	3	4	10	13	20	18	350
Property - Special Handling - Damaged	9	5	8	5	4	1			2	1			35
Property - Special Handling - Damaged	13	9	9	13	9	1	2	1	4	3	3	6	73
Property - Special Handling - Missing I	9	4	7	8	5	9		1	3	3	4	3	56
Property - Special Handling - Missing I	30	13	37	39	23	12	1	2	3	5	12	9	186
Request for Assistance	1	2	1										4
Request for Assistance - Other	1	2	1										4
Screening	24	19	25	33	24	18	3	2	4	1	7	10	170
Screening - Inconsistency		2									1		3
Screening - International Screening				1									1
Screening - Lengthy Lines	4	2	5	4	5	3						1	24
Screening - Procedures/Process	18	15	19	24	17	14	3	2	4	1	6	9	132
Screening - Retrieving Abandoned/Confiscated Items		1		1	1								3
Screening - Security Breach	2			4	1								7
<b>2021</b>	<b>53</b>	<b>50</b>	<b>48</b>	<b>49</b>	<b>49</b>	<b>56</b>	<b>90</b>	<b>103</b>	<b>113</b>				<b>611</b>
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline							1		2	2			5
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service							1		1	2			4
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	3	2	3	1	4	2	3	5	5				28
Civil Rights - Age						1							1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights								1	1				2
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin			1										1
Civil Rights - Perceived Religion	2												2
Civil Rights - Racial Profiling or Discrin	1	1	1		4	2	1	2	2				14
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1		1		1	1	1	1				4
Civil Rights - Transgender Screening				1					1				2
Claims						2		2					4
Claims - General						2							2
Claims - Status								2					2
Customer Service	8	7	12	15	12	11	21	18	24				128
Customer Service - Others						1							1
Customer Service - TCC					1								1
Customer Service - TSO	8	7	12	14	12	10	21	18	24				126
DHS TRIP					2								2
DHS TRIP - General					2								2
Expedited Passenger Screening Program				7	2	8	22	28	26				93
Expedited Passenger Screening Program - TSA Application Program					1	4	3	4					12
Expedited Passenger Screening Program - TSA PreCheck				7	1	8	18	25	22				81
Flying Armed							1						1
Flying Armed - General								1					1
Hazardous Materials Safety				1	3	2	3	2					11
Hazardous Materials Safety - General				1	3	2	3	2					11
Locks	3		1	3	2	1	2	1	2				15
Locks - General									1				1
Locks - Missing or Damaged Lock	3		1	3	2	1	2	1	1				14
Lost and Found	2	1	1	1		1	1	1	1				9
Lost and Found - Airport/TSA	2	1	1	1		1	1	1	1				9
Mishandling of Passenger Property	16	9	14	7	3	1	5	8	5				68
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - Damaged/Missing Items		2					1	2					5
Mishandling of Passenger Property - D	12	9	12	7	2	1	4	4	3				54
Mishandling of Passenger Property - D	1							1					2
Mishandling of Passenger Property - D	2				1		1	1	2				6
No Jurisdiction					3	1	1	1					6

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to CBP				1		1		1					3
No Jurisdiction - Refer to Department of State				1									1
No Jurisdiction - Refer to Other				1	1								2
No Subject				1									1
No Subject - General				1									1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1		1		4		1	1	4				12
Patdown - Children							1						1
Patdown - Flyer	1		1		2			1	4				9
Patdown - General					2								2
Persons w/ Disabilities (PWD)	1	6	2		1	2		4	7				23
Persons w/ Disabilities (PWD) - Cognitive /Developmental /M		1											1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medic	1				1				2	2			6
Persons w/ Disabilities (PWD) - Mobility Disability	3												3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									2				2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals	2					1			1				4
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo	1	1											2
Prohibited & Permitted Items		1			1				1				3
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump								1					1
Prohibited & Permitted Items - Food/Beverages						1							1
Prohibited & Permitted Items - Ice/Gel Packs				1									1
Property - Special Handling	9	17	5	6	5	19	21	19	25				126
Property - Special Handling - Damaged	1	1			1	1	1		2				7
Property - Special Handling - Damaged	1	3	1	5	1	4	6	8	1				30
Property - Special Handling - Missing I	2	3			2	6	5	3	6				27
Property - Special Handling - Missing I	5	10	4	1	1	8	9	8	16				62
Screening	10	8	7	1	11	5	10	10	11				73
Screening - Children						1							1
Screening - Inconsistency				1		4		2	2	2			11
Screening - International Screening				1									1
Screening - Lengthy Lines						2		2		1			5
Screening - Military									1				1
Screening - Procedures/Process	9	6	5	1	4	4	5	7	8				49
Screening - Retrieving Abandoned/Cor	1	2					1	1					3
Screening - Traveling with Cash													2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JHM</b>				3			2		1			1	7
<b>2018</b>							1					1	2
Customer Service							1						1
Customer Service - TSO							1						1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
<b>2019</b>				3			1		1				5
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property				2			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2			1						3
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JLN	3		2	2		2	1			1	3	2	16
2018						1						1	2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening												1	1
Screening - Procedures/Process												1	1
2019	1					1				1	3	1	7
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
Property - Special Handling	1											3	4
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked				1								2	3
2020	2		2	2									6
Customer Service						1							1
Customer Service - TSO						1							1
Property - Special Handling	2			2									4
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Damaged Items - Missing				1									1
Property - Special Handling - Missing Items - Checked				2									2
Screening						1							1
Screening - Procedures/Process						1							1
2021							1						1
Customer Service							1						1
Customer Service - TSO							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>JMS</b>													
<b>2018</b>				<b>2</b>		<b>2</b>	<b>1</b>				<b>2</b>		<b>7</b>
Mishandling of Passenger Property				<b>1</b>		<b>1</b>					<b>1</b>		<b>3</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								<b>1</b>					<b>1</b>
Persons w/ Disabilities (PWD)					<b>1</b>								<b>1</b>
Persons w/ Disabilities (PWD) - Diabetes					<b>1</b>								<b>1</b>
Request for Assistance											<b>1</b>		<b>1</b>
Request for Assistance - Other											<b>1</b>		<b>1</b>
<b>2019</b>					<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>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					<b>1</b>			<b>1</b>			<b>1</b>		<b>3</b>
<b>2021</b>								<b>1</b>					<b>1</b>
Mishandling of Passenger Property								<b>1</b>					<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								<b>1</b>					<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JNU	7	3	5	12	6	3	5	10	20	11	15	6	103
2018				3	1	2	5	2	9	4	4	2	32
Civil Rights						1	1	1			1		4
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination						1		1					2
Civil Rights - Transgender Screening											1		1
Customer Service					1					1			2
Customer Service - TSO					1					1			2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Patdown				1			2	1	3	1	1	1	10
Patdown - Flyer				1			2	1	3	1	1	1	10
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling						1				1	1		3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1	1	2		5		1		10
Screening - Inconsistency						1							1
Screening - Lengthy Lines							1		4				5
Screening - Procedures/Process				1			1		1		1		4
2019	3	1	4	2	1			5	4	4	5	4	33
Advanced Imaging Technology (AIT)					1			1					2
Advanced Imaging Technology (AIT) - Flyer					1			1					2
Civil Rights				1	1								2
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service				1					2				3
Customer Service - Others				1									1
Customer Service - TSO									2				2
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1			1						2	3		7
Mishandling of Passenger Property - Damaged/Missing Items				1									1
Mishandling of Passenger Property - D	1								2	2			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown				1					1	1	1	1	5
Patdown - Flyer				1					1	1	1	1	5
Persons w/ Disabilities (PWD)									1				2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling	1			1									2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing I	1												1
Screening	1			1					1	1	2	1	9
Screening - Inconsistency										1			1
Screening - Procedures/Process	1			1					1	1	1	1	7
Screening - Security Breach											1		1
2020	2	1		3	2	1					3	6	18
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property				1	2	1				1	2		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	1				1	2			6
Patdown	1			1									2
Patdown - Flyer	1			1									2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Property - Special Handling				1						2	3		6
Property - Special Handling - Damaged Items - Checked				1						2			3
Property - Special Handling - Missing Items - Checked											3		3
Screening	1												1
Screening - Procedures/Process	1												1
2021	2	1	1	4	2				3	7			20
Civil Rights								1	1				2
Civil Rights - Racial Profiling or Discrimination								1	1				2
Customer Service				1	1				1				3
Customer Service - TSO				1	1				1				3
Expedited Passenger Screening Program									3				3
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2				2
Patdown					1	1							2
Patdown - Flyer					1								1
Patdown - General						1							1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Property - Special Handling	2			1	1				1	1			6
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing I	2												2
Property - Special Handling - Missing Items - Checked								1	1				2
Screening					1				2				3

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

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

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JQF	2	1	1	1	1			2	2		2	2	14
2019								2			1	1	4
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling								1			1		2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked											1		1
2020	1	1	1	1							1	1	6
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination											1		1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property					1						1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
2021	1					1					2		4
Call Disconnect/Dropped/Wrong Number						1							1
Call Disconnect/Dropped/Wrong Number - General						1							1
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1										1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JST								1	1				2
2018								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
2019									1				1
Customer Service								1					1
Customer Service - TSO								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KOA	14	30	34	41	48	48	45	30	37	23	21	26	397
2018				12	20	26	27	18	9	6	7	14	139
Civil Rights					1		2	1	1			1	6
Civil Rights - Racial Profiling or Discrimination					1		2	1	1				5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				6	5	9	7	1	1	1	2	3	35
Customer Service - Others							1						1
Customer Service - TSO				6	5	9	6	1	1	1	2	3	34
Locks					6	1							7
Locks - Missing or Damaged Lock					6	1							7
Mishandling of Passenger Property				4	6	6	4	8	3	2	1	5	39
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked				3	5	4	4	4	2	1	1	4	29
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1		2	1	1		1	7
Patdown					1				1		1		3
Patdown - Flyer					1						1		2
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)							2						3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling					2	1	2	4	2	2	1	2	16
Property - Special Handling - Damaged Items - Carry-On							1			1			2
Property - Special Handling - Damaged Items - Checked							2	1			1		4
Property - Special Handling - Missing Items - Checked				2	1	2	1	1	1	1	1	1	10
Screening				2	5	4	9	4		1	2	3	30
Screening - Inconsistency					1					1	1	1	3
Screening - Lengthy Lines				1	2	1	6	2					12
Screening - Procedures/Process				1	1	3	3	2		1	1	2	14
Screening - Retrieving Abandoned/Confiscated Items				1									1
2019	5	12	15	11	9	7	9	8	15	16	12	9	128
Civil Rights	1	1	1		1		2	1		1	1		9
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination	1						2	1		1			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1				1								2
Customer Service	1	5	1	1	3	1	1	4	6	3	1		27
Customer Service - Others					1								1
Customer Service - TSO	1	5	1	1	2	1	1	4	6	3	1		26
Locks	1		2			1						1	5
Locks - Missing or Damaged Lock	1		2			1						1	5
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	1	2	3	3	4	5	3	2	5	2	4	4	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2						1	1	4
Patdown		1		2							1		4
Patdown - Flyer		1		2							1		4
Persons w/ Disabilities (PWD)			2		1					1	3	1	8
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1		1									2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling	1	2	4	3						2	7	3	25
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			1							1	3	1	6
Property - Special Handling - Missing Items - Carry-On	1	1								2		1	5
Property - Special Handling - Missing Items - Checked	1	1	1	3					1	2	3	1	13
Screening		1	1	2				3	1	1		1	11
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1	1				3	1			1	1	8
Screening - Retrieving Abandoned/Confiscated Items			2										2
2020	8	17	18	15	17	12	3		1	1	2	3	97
Civil Rights	1	1	1	2		1	1				1		8
Civil Rights - Constitutional Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1			2								1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service	2	3	2	1	2	1							11
Customer Service - Others		1											1
Customer Service - TSO	2	2	2	1	2	1							10
Locks			2	3	2	1							8
Locks - Missing or Damaged Lock			2	3	2	1							8
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4	3	5	2	5	5	1		1		1	1	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1				1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	4	2	4	1	4	5	1		1		1	1	24
Mishandling of Passenger Property - Disarrayed Items	1	1			1								3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown		1	1		2								1 5
Patdown - Children													1 1
Patdown - Flyer		1			2								3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)			1	3	2	1							7
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel		1			2								3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	5	4	2	3	2	1						18
Property - Special Handling - Damaged Items - Ca		1			2								3
Property - Special Handling - Damaged Items - Ch	2	3	1			1							7
Property - Special Handling - Missing I	1	2	1	1	1	1	1						8
Screening		4	1	2	1	1				1		1	11
Screening - Inconsistency			1										1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		4		2		1				1		1	9
<b>2021</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>12</b>				<b>33</b>
Civil Rights					1					1			2
Civil Rights - Hair Patdowns					1								1
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Claims			1										1
Claims - General			1										1
Customer Service				2		2	1	1		3			9
Customer Service - TSO				2		2	1	1		3			9
Expedited Passenger Screening Program						2	1		4				7
Expedited Passenger Screening Program - TSA PreCheck						2	1		4				7
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property					1		1	1	1				4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1	1				3
No Jurisdiction					1								1
No Jurisdiction - Refer to CBP					1								1
Patdown										1			1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General								1					1
Property - Special Handling		1				1	1		1				4
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carr		1											1
Property - Special Handling - Missing Items - Checked						1	1						2
Screening										1			1
Screening - Lengthy Lines										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KTN	3	3	1			4	5	4	6	5	3	4	38
2018						1	3	1	2	2	2	2	13
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1			1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			1		1	3
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling							1		1			1	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked									1			1	1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening								1			2		3
Screening - Procedures/Process								1			2		3
2019	1		1			1	1	2	1	2	1	1	11
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1				1	1		1			4
Mishandling of Passenger Property - Damaged/Missing Items			1				1	1		1			4
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling	1						1			1			3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items		1											1
Property - Special Handling - Missing Items - Checked							1						1
Screening								1			1		2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process											1		1
2020		3								1		1	5
Mishandling of Passenger Property		1								1		1	3
Mishandling of Passenger Property - Damaged/Missing Items		1								1		1	3
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checked		1											1
2021	2					2	1	1	3				9
Civil Rights								1	1				2
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2					1	1		1				5
Customer Service - TSO	2					1	1		1				5
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Screening										1			1
Screening - Inconsistency									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAN	4	5	4	2	3	4	2	3	1	8	6		42
2018						2		2		3	1		8
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property										2	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling							2		1				3
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							2						2
Screening										1			1
Screening - Inconsistency										1			1
2019	2	3	2	1	2	2	1	1	1	5	2		22
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights				1				1					2
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service	1	2		1		1				1	1		7
Customer Service - TSO	1	2		1		1				1	1		7
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1		1				2			4
Mishandling of Passenger Property - Damaged/Missing Items				1		1				1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown							1						1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medical Devices -		1											1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked							1						1
Screening	1								1	1			3
Screening - Procedures/Process	1								1	1			3
2020	1	2	1	1			1					3	9
Civil Rights				1									1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Customer Service							1						1
Customer Service - TSO								1					1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Patdown			1	1									2
Patdown - Flyer			1	1									2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling				1						1			2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked										1			1
Screening						1							1
Screening - Procedures/Process						1							1
2021	2	1											3
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medical Devices -		1											1
Screening	1	1											2
Screening - Procedures/Process	1	1											2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAR	1		1	1				2			2	1	8
2018					1			1			1	1	4
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
2019											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2020	1			1									2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items-				1									1
2021								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LAS</b>	<b>410</b>	<b>328</b>	<b>351</b>	<b>466</b>	<b>462</b>	<b>431</b>	<b>370</b>	<b>363</b>	<b>400</b>	<b>320</b>	<b>355</b>	<b>301</b>	<b>4,557</b>
<b>2018</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>1,188</b>
Civil Rights				5	1	5	5	5	2	7	2	4	36
Civil Rights - Constitutional Rights								1					1
Civil Rights - Hair Patdowns				1						1			2
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimination				4	1	2	4	3	1	6	2	1	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1		2	4
Civil Rights - Transgender Screening						2		1				1	4
Customer Service				24	41	37	38	26	27	28	26	26	273
Customer Service - Others						4	1	2			1	3	11
Customer Service - TSO				24	41	33	37	24	27	28	25	23	262
Locks				9	8	5	8	10	6	7	7	6	66
Locks - General						1							1
Locks - Missing or Damaged Lock				9	8	4	8	10	6	7	7	6	65
Lost and Found				2	4		1	1		1			9
Lost and Found - Airport/TSA					2	4		1	1		1		9
Mishandling of Passenger Property				57	41	46	32	36	41	32	48	25	358
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				6	5	5	4	5	5	6	4	1	41
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				48	29	34	23	24	28	20	35	18	259
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					2				1	1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				3	7	5	5	7	8	5	8	6	54
Patdown				5	2	3	2	6	8	5	8	5	44
Patdown - Children										1			1
Patdown - Flyer				4	2	2	2	6	8	3	7	4	38
Patdown - Flyer as Observer						1				1	1	1	4
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				4	6	5	7	5	9	9	8	1	54
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes				1						1	1		3
Persons w/ Disabilities (PWD) - General					2				2	1			5
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										2			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1	1	1		1			2		6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1	2		2	1		7
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						2				1			3
Persons w/ Disabilities (PWD) - Service Animals						1				1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment									2				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2	4	2	2	5	1	2	1	20
Property - Special Handling				31	26	18	21	25	27	28	26	13	215
Property - Special Handling - Damaged Items - Carry-On				3	3	1	1	2	3	4	4	3	24
Property - Special Handling - Damaged Items - Checked				8	10	6	4	8	4	5	9		54
Property - Special Handling - Missing Items - Carry-On				10		5	2	3	6	4	5	4	39
Property - Special Handling - Missing Items - Checked				10	13	6	14	12	14	15	8	6	98
Request for Assistance						1				2	2		5
Request for Assistance - Other						1				2	1		4
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening				13	19	16	15	12	14	15	16	8	128
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency					2	2		1	1	1		1	8
Screening - Lengthy Lines				2		2	2	2	2		1		12
Screening - Procedures/Process				7	15	12	12	9	10	11	14	5	95
Screening - Retrieving Abandoned/Confiscated Items				1	1				3	1			6
Screening - Security Breach					3	1			1			1	6
<b>2019</b>	<b>162</b>	<b>127</b>	<b>134</b>	<b>107</b>	<b>116</b>	<b>141</b>	<b>152</b>	<b>146</b>	<b>111</b>	<b>126</b>	<b>158</b>	<b>136</b>	<b>1,616</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights	8	3	3	3	3	1	4	9	4	9	8	7	62
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights	1				1							1	3
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin			1	1				3					5
Civil Rights - Racial Profiling or Discrimin	3	2	2	1		1	3	4	1	6	2	2	27
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identi	2	1		1	1		1	2	2	1	4	4	19
Civil Rights - Sexual Orientation - Not	2								2				4
Civil Rights - Transgender Screening										1			1
Customer Service	39	29	37	22	26	33	34	28	24	29	32	26	359
Customer Service - CSM						1							1
Customer Service - Others	3	5	1		1	2	7	2	2	5	2	3	33
Customer Service - TSO	36	24	36	22	25	30	27	26	22	24	30	23	325
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	10	8	7	3	6	7	6	11	4	4	8	5	79
Locks - Missing or Damaged Lock	10	8	7	3	6	7	6	11	4	4	8	5	79
Lost and Found	2	1	3	2	1	1	1	2		1	2	1	17
Lost and Found - Airport/TSA	2	1	3	2	1	1	1	2		1	2	1	17
Mishandling of Passenger Property	42	37	31	36	27	39	35	41	25	30	40	32	415
Mishandling of Passenger Property - D	6	4	11	7	6	8	9	5	4	6	3	6	75
Mishandling of Passenger Property - D	25	29	15	24	18	28	18	34	19	18	32	21	281
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1			2				3
Mishandling of Passenger Property - D	11	4	5	5	3	3	8	1	2	4	5	5	56

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	4	2	5		7	6	6	3		5	4	6	48
Patdown - Flyer	4	1	5		7	6	6	3		5	3	6	46
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	4	7	4	7	12	6	7	5	7	6	10	6	81
Persons w/ Disabilities (PWD) - Autism Spectrum			1	1									2
Persons w/ Disabilities (PWD) - Breast	1	1											2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Develo	1		1								1		3
Persons w/ Disabilities (PWD) - Diabetes					2					1			3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1					1		2
Persons w/ Disabilities (PWD) - General		1	1	1		1		1	1	1		1	7
Persons w/ Disabilities (PWD) - Hearing	1			1		1		1					4
Persons w/ Disabilities (PWD) - Internal Medical D	1		1							1	1		4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli					1		1			1		1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Persons w/ Disabilities (PWD) - Mobility	1	1	1	4		1	3	2	2		2	3	19
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1	1		1	1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (p	1		1	1					1	1			5
Persons w/ Disabilities (PWD) - Wheel	1	3	1		3	1	1		1	1	4	1	17
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Property - Special Handling	35	24	29	29	30	33	37	30	35	25	33	40	380
Property - Special Handling - Damaged	4	3	6	8	5	4	5	3	4	3	5	3	53
Property - Special Handling - Damaged	8	4	6	5	4	10	8	6	7	4	8	11	81
Property - Special Handling - Missing I	7	8	6	2	15	3	6	3	6	5	7	8	76
Property - Special Handling - Missing I	16	9	11	14	6	16	18	18	18	13	13	18	170
Request for Assistance							1						2
Request for Assistance - Other							1						2
Screening	18	16	14	5	4	15	21	17	11	16	21	12	170
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency	1	2										2	6
Screening - Lengthy Lines	2	3	2			1	2		1	1	1	1	14
Screening - Procedures/Process	15	10	12	4	4	12	17	16	9	11	15	6	131
Screening - Retrieving Abandoned/Confiscated Items				1			1				3	1	6
Screening - Security Breach				1		2		1		4	2	1	11
Screening - Traveling with Cash							1						1
<b>2020</b>	<b>165</b>	<b>138</b>	<b>180</b>	<b>164</b>	<b>157</b>	<b>80</b>	<b>11</b>	<b>12</b>	<b>37</b>	<b>60</b>	<b>54</b>	<b>77</b>	<b>1,135</b>
Civil Rights	5	4	11	2	6	1	1	1	4	1	2	1	39
Civil Rights - Age		1	1										2
Civil Rights - National Origin		1	2			1							4
Civil Rights - Racial Profiling or Discrin	5	1	6	1	3	1	1	1	4	1	2	1	27
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1	2	1	1									5
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service	34	42	49	37	33	24	2	3	8	9	11	21	273
Customer Service - Others	4	13	17	8	6	1	1		1	1	2	3	57
Customer Service - TSO	30	29	32	29	27	23	1	3	7	8	9	18	216
Locks	3	5	12	10	7	1			1		1	2	42
Locks - General				1									1
Locks - Missing or Damaged Lock	3	5	12	9	7	1			1		1	2	41
Lost and Found		1	2	1	2	2				1	1	2	12
Lost and Found - Airport/TSA		1	2	1	2	2				1	1	2	12
Mishandling of Passenger Property	36	25	38	36	38	19	4	1	10	9	11	9	236
Mishandling of Passenger Property - D	4	6	9	8	9	7	2		3	3	3	3	54
Mishandling of Passenger Property - D	22	15	25	26	27	11	2	1	6	6	7	7	155
Mishandling of Passenger Property - D	1	1											2
Mishandling of Passenger Property - D	9	3	4	2	2	1			1		1	2	25
Patdown	3	2	4	5	2	1				1		3	21
Patdown - Flyer	2	2	4	5	1	1				1		2	18
Patdown - Flyer as Observer	1				1							1	3
Persons w/ Disabilities (PWD)	12	5	6	10	14	1				4	2	6	60
Persons w/ Disabilities (PWD) - Autism Spectrum												2	2
Persons w/ Disabilities (PWD) - Cognitive /Develo	1					1							2
Persons w/ Disabilities (PWD) - Diabetes	1					1							2
Persons w/ Disabilities (PWD) - Hearing	1				1	1							3
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices -			1										1
Persons w/ Disabilities (PWD) - Medic	3	1		1	5					1	1		12
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability	1	2		4	3							1	11
Persons w/ Disabilities (PWD) - Ostom	1												1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1		1							1	3
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch	1		1		1					1	1		5
Persons w/ Disabilities (PWD) - Wheel	6		2	1	2				2		1		14
Property - Special Handling	50	42	34	44	40	19	2	2	9	25	15	26	308
Property - Special Handling - Damaged	7	8	10	14	9	7			2	1	3	61	
Property - Special Handling - Damaged	9	6	5	9	4	1	1	1	3	8	1	4	52
Property - Special Handling - Missing I	20	13	11	3	13	4	1	1	2	9	2	9	88
Property - Special Handling - Missing I	14	15	8	18	14	7			4	6	11	10	107
Screening	22	12	24	19	15	12	2	5	5	10	11	7	144
Screening - Crew Member or Airline E	1	1		1									3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency	1		1		1	1				2	1		7
Screening - Lengthy Lines	4	2	2	2	1	2		1					14
Screening - Procedures/Process	14	7	21	14	11	9	2	4	5	9	9	5	110
Screening - Retrieving Abandoned/Confiscated Ite	2												2
Screening - Security Breach	2			2	2					1		1	8
<b>2021</b>	<b>83</b>	<b>63</b>	<b>37</b>	<b>45</b>	<b>41</b>	<b>74</b>	<b>78</b>	<b>79</b>	<b>118</b>				<b>618</b>
Additional Information Required/Insufficient Information					1			1					2
Additional Information Required/Insufficient Information - EMAIL ONLY					1			1					2
Civil Rights	3	3	2		1	3	5	1	3				21
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights									1				1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrin	1	3	2			1	3		2				12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1	1						3
Civil Rights - Transgender Screening	2						1						3
Claims			3	1			1						5
Claims - General			3	1			1						5
Current Topic					2								2
Current Topic - Current Topic					2								2
Customer Service	26	20	11	12	13	18	15	20	32				167
Customer Service - CSM						1							1
Customer Service - Others	3	4	1	1									9
Customer Service - TSO	23	16	10	11	13	18	14	20	32				157
Expedited Passenger Screening Program			3	5	5	11	20	19	36				99
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - TSA Application Program					1	2	5	2	2				12
Expedited Passenger Screening Program - TSA PreCheck	3	4	5		8	15	17	33					85
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Identification (ID) Requirements	1		1										2
Identification (ID) Requirements - Dom	1												1
Identification (ID) Requirements - ID Matching Ticket and Boa			1										1
Locks	1	2				1		3	1				8
Locks - General									1				1
Locks - Missing or Damaged Lock	1	2				1		3					7
Lost and Found	1	1	1	1									4
Lost and Found - Airport/TSA	1	1	1	1									4
Mishandling of Passenger Property	10	12	3	9	4	9	13	3	2				65
Mishandling of Passenger Property - D	3	1		6	1	3	8						22
Mishandling of Passenger Property - D	7	10	2	3	3	4	5	3	2				39
Mishandling of Passenger Property - Disarrayed It	1	1				2							4
No Jurisdiction					1		1						3
No Jurisdiction - Refer to FAA									1				1
No Jurisdiction - Refer to Other					1		1						2
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown		3	1		1	2	1	3					11
Patdown - Flyer	2	1				2	1	2					8
Patdown - Flyer as Observer									1				1
Patdown - General					1								1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	6	4	3			3	5	3	6				30
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabet	1	1	1				1	1					5
Persons w/ Disabilities (PWD) - Gener	2												2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necess	1						2		1				4
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobil	2					1							3
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service Animals						1	1	1					3
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheel	1	1	1			1		1	1				6
Prohibited & Permitted Items	2						1		3				6
Prohibited & Permitted Items - Electronic Devices	1												1
Prohibited & Permitted Items - Firearm/Ammunition	1								1				2
Prohibited & Permitted Items - General							1						1
Prohibited & Permitted Items - Lighters/Matches									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	22	13	3	7	6	14	8	17	25				115
Property - Special Handling - Damaged	3	3	1	2	1	6	3	5	10				34
Property - Special Handling - Damaged	3	1	1	1	2		2	7	4				21
Property - Special Handling - Missing I	4	4	1	2		3		3	6				23
Property - Special Handling - Missing I	12	5		2	3	5	3	2	5				37
Screening	13	3	6	9	8	12	9	7	10				77
Screening - Inconsistency				2	5	1	1	1					11
Screening - Lengthy Lines	1	2	3	1	1	1	1	1	2				12
Screening - Procedures/Process	12	3	4	4	2	9	7	4	7				52
Screening - Traveling with Cash						1		1					2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAW		1	1	1	1			2	3	1	3	1	1
2018									1	1	2	1	6
Customer Service									1			1	2
Customer Service - TSO									1			1	2
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
Patdown										1			1
Patdown - Flyer										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2019		1								1		1	3
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Tra		1											1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Screening										1			1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2020							1		1	1			3
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Screening								1					1
Screening - Procedures/Process								1					1
2021		1		1						1			3
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service						1				1			2
Customer Service - TCC						1							1
Customer Service - TSO									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAX	468	398	526	660	537	612	530	546	645	511	492	355	6,280
2018				258	200	210	206	208	231	247	218	155	1,933
Civil Rights				7	6	7	6	9	7	7	10	7	66
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns							1					1	2
Civil Rights - Headwear								1		1			2
Civil Rights - National Origin				1	1							2	4
Civil Rights - Perceived Religion					1							1	1
Civil Rights - Racial Profiling or Discrimination				5	1	5	4	7	6	3	6	4	41
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1					1	1		3
Civil Rights - Sexual Orientation - Not Transgender					1					1			2
Civil Rights - Transgender Screening							1	1		2	1	1	7
Customer Service				31	30	35	43	38	28	38	34	8	285
Customer Service - Others					2		1		1				4
Customer Service - TSO				31	28	35	42	38	27	38	34	8	281
Locks				14	12	9	10	12	18	19	13	10	117
Locks - General						1							1
Locks - Missing or Damaged Lock				14	11	9	10	12	18	19	13	10	116
Lost and Found				9	11	10	2	5	11	7	6	5	66
Lost and Found - Airport/TSA				9	11	10	2	5	11	7	6	5	66
Mishandling of Passenger Property				88	58	63	60	67	64	77	64	59	600
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				4	5	5	7	4	2	9	8	3	47
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				71	41	50	49	45	53	58	50	48	465
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				2	3		2	1		2	1	11	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				13	10	5	4	16	8	10	4	7	77
Patdown				4	8	9	5	5	11	11	2	6	61
Patdown - Flyer				4	8	6	5	4	11	10	2	6	56
Patdown - Flyer as Observer						1							1
Patdown - General									1				1
Patdown - Non-Flyer						2				1			3
Persons w/ Disabilities (PWD)				9	4	7	12	7	9	10	10	3	71
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1		1	2	2		7
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Diabetes						2	1		1	1	1		6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1				1	2
Persons w/ Disabilities (PWD) - General				3			1	1		1	1		7
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2	2	2	3	1	2			12
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1			2				1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				2	2	1		2	2	1		1	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Service Animals							1	1		1		1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	1	1				1	1		5
Persons w/ Disabilities (PWD) - Visual Impairment						1	1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1			1		1	2	1		6
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Property - Special Handling				77	45	37	45	40	58	53	52	39	446
Property - Special Handling - Damaged Items - Carry-On				3		3	8	2		2	4	4	26
Property - Special Handling - Damaged Items - Checked				29	15	14	13	10	16	16	19	9	141
Property - Special Handling - Missing Items - Carry-On				8	9	8	7	7	8	9	9	7	72
Property - Special Handling - Missing Items - Checked				37	21	12	17	21	34	26	20	19	207
Request for Assistance				1	1	1	1	1	1		1		7
Request for Assistance - Other				1	1	1	1	1	1		1		7
Screening				17	25	32	22	24	24	25	26	18	213
Screening - Children					1					1			2
Screening - Crew Member or Airline Employee					1	1						1	3
Screening - Inconsistency				2	3	1		3			2	1	12
Screening - Lengthy Lines				1		2	2	1		1	1	1	9
Screening - Procedures/Process				13	18	27	19	19	22	21	21	15	175
Screening - Retrieving Abandoned/Confiscated Items						1		2					3
Screening - Security Breach				1	2	1		1		2	2		9
2019	200	198	237	165	131	229	213	175	221	200	208	154	2,331
Advanced Imaging Technology (AIT)				1				2					3
Advanced Imaging Technology (AIT) - Flyer				1				1					2
Advanced Imaging Technology (AIT) - Non-Flyer								1					1
Civil Rights	7	9	10	7	4	7	5	6	4	2	8	5	74
Civil Rights - Age	1	1	1										3
Civil Rights - Constitutional Rights						1							1
Civil Rights - Headwear				1									1
Civil Rights - National Origin	1				1			1	1				4
Civil Rights - Perceived Religion							1	1					3
Civil Rights - Racial Profiling or Discrimin	3	3	6	4	3	4	2	3	1		5	1	35
Civil Rights - Screening of Religious Cultural and Ceremonial Items												1	1
Civil Rights - Sex/Gender/Gender Ident	2	5	1	2	1	1	1	2	1	1	1	4	22
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening					1					1	1		3
Customer Service	23	28	36	15	15	37	34	24	25	26	21	23	307
Customer Service - CSM		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others	2	1		2	2	3	1	2					13
Customer Service - TSO	23	25	35	15	13	35	31	23	25	24	21	23	293
Identification (ID) Requirements											1	1	
Identification (ID) Requirements - Domestic											1	1	
Locks	7	12	12	9	9	14	16	13	17	13	20	13	155
Locks - General	1								2				3
Locks - Missing or Damaged Lock	6	12	12	9	9	14	16	13	15	13	20	13	152
Lost and Found	7	11	9	13	10	14	16	6	13	22	13	9	143
Lost and Found - Airport/TSA	7	11	9	13	10	14	16	6	13	22	13	9	143
Mishandling of Passenger Property	61	36	72	58	36	62	54	40	58	51	48	39	615
Mishandling of Passenger Property - D	2	3	4	4	4	5	6	4	7	3	3	5	50
Mishandling of Passenger Property - D	47	29	60	47	27	45	40	29	42	43	39	30	478
Mishandling of Passenger Property - Damaged/Mis	1	2				2	1	2					8
Mishandling of Passenger Property - D	12	3	6	7	5	10	7	5	9	5	6	4	79
Patdown	8	7	4	4	8	7	6	3	5	9	11	3	75
Patdown - Flyer	8	5	3	4	8	5	6	3	4	8	11	3	68
Patdown - Flyer as Observer	1	1							1				2
Patdown - General													1
Patdown - Non-Flyer				1		2				1			4
Persons w/ Disabilities (PWD)	13	5	9	5	3	7	10	4	18	9	8	6	97
Persons w/ Disabilities (PWD) - Autism Spectrum			1			1		1					3
Persons w/ Disabilities (PWD) - Breast Cancer													1
Persons w/ Disabilities (PWD) - Cancer	1					1		1					4
Persons w/ Disabilities (PWD) - Cognitive /Develo	1	1				1	1		1	1	1	1	9
Persons w/ Disabilities (PWD) - Diabetes	1				1				2	1	1	1	7
Persons w/ Disabilities (PWD) - Gener	4		2							1			7
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medic	1												1
Persons w/ Disabilities (PWD) - Medic	1	1				1	1		5	3		2	14
Persons w/ Disabilities (PWD) - Metal	2	1	1						1				5
Persons w/ Disabilities (PWD) - Mobility	2	2	2	4			2	1	1		1	2	17
Persons w/ Disabilities (PWD) - Ostomy/Ostomates	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Servic	1		1			1	1	1	1	1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1	1	1	1	1			6
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheel	1				1	2	3	1	5	1	2		16
Prohibited & Permitted Items													1
Prohibited & Permitted Items - General													1
Property - Special Handling	61	68	63	40	30	53	53	56	57	51	52	44	628
Property - Special Handling - Damaged	9	11	6	3	2	5		2	6	5	4	5	58
Property - Special Handling - Damaged	14	15	13	10	9	6	14	8	13	11	19	14	146
Property - Special Handling - Missing I	14	15	15	10	3	12	14	15	8	9	13	5	133
Property - Special Handling - Missing I	24	27	29	17	16	30	25	31	30	26	16	20	291
Request for Assistance	1	1				1	1	1					5
Request for Assistance - Other	1	1						1	1				4
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening	12	20	21	14	16	27	18	20	24	17	27	10	226
Screening - Crew Member or Airline Empl	1										1		2
Screening - Inconsistency	1	1	1							1	1		5
Screening - Lengthy Lines	1		1			1		2		1		1	7
Screening - Procedures/Process	8	14	16	12	16	24	16	14	21	13	22	6	182
Screening - Retrieving Abandoned/Confiscated Ite	3	1					2	2	2	1	2	1	12
Screening - Security Breach	1	2	1	2		2	2	2	1	1	2	1	17
Screening - Shoe Screening			1										1
TSA Contact Information	1												1
TSA Contact Information - General	1												1
<b>2020</b>	<b>194</b>	<b>141</b>	<b>239</b>	<b>201</b>	<b>165</b>	<b>101</b>	<b>21</b>	<b>26</b>	<b>42</b>	<b>64</b>	<b>66</b>	<b>46</b>	<b>1,306</b>
Civil Rights	6	5	8	7	6	2		1			6	1	42
Civil Rights - Age	1	1	1	1		1		1					6
Civil Rights - National Origin			2	1									3
Civil Rights - Perceived Religion	1	1											2
Civil Rights - Racial Profiling or Discrimin	3		1	2	4	1					4		15
Civil Rights - Screening of Religious or Cultural Gr	1												1
Civil Rights - Sex/Gender/Gender Identit	1	1	3	3	2					2	1	1	13
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	27	18	32	29	25	14	4	5	4	9	8	6	181
Customer Service - Others	1		2		1	2		1	1	2			10
Customer Service - TSO	26	18	30	29	24	12	4	4	3	7	8	6	171
Identification (ID) Requirements										1	1		2
Identification (ID) Requirements - Domestic										1	1		2
Locks	9	16	21	13	14	9			2		2	5	91
Locks - General					1								1
Locks - Missing or Damaged Lock	9	16	21	13	13	9			2		2	5	90
Lost and Found	12	6	6	7	12	4			1	2	3		53
Lost and Found - Airport/TSA	12	6	6	7	12	4			1	2	3		53
Mishandling of Passenger Property	61	33	78	49	39	26	3	7	11	10	8	10	335
Mishandling of Passenger Property - D	3	3	5	2	4	1			1	1			20
Mishandling of Passenger Property - D	52	27	63	38	26	19	3	7	8	8	6	8	265
Mishandling of Passenger Property - D	6	3	10	9	9	6			2	1	2	2	50
Patdown	7	10	9	5	4	2	1		2	3		1	44
Patdown - Children									1	1			2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	7	10	9	5	4	2	1		1	2	1	1	42
Persons w/ Disabilities (PWD)	4	5	3	10	7	5		1	1	4	2	1	43
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive	1	1	1	1			1						5
Persons w/ Disabilities (PWD) - Diabetes	1						1			1	1		4
Persons w/ Disabilities (PWD) - General	1			1	1	1				2			6
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Condition	1					1							2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment					1	2		1		1		1	6
Persons w/ Disabilities (PWD) - Mobility Disability	1			2	1	1							5
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Calluses	1	1											2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (Physical Sensitivity)	1				1				1				3
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1		1	1							1		4
Property - Special Handling	46	40	60	57	40	30	7	8	13	24	26	17	368
Property - Special Handling - Damaged	2	6	6	8	2	1	2				1	2	30
Property - Special Handling - Damaged/Lost	13	14	23	9	11	8		1	4	9	9	5	106
Property - Special Handling - Missing Item	4	6	11	13	10	8	2	2	3	2	3	2	66
Property - Special Handling - Missing Item/Not Found	27	14	20	27	17	13	3	5	6	13	13	8	166
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	22	8	22	24	18	9	6	4	8	10	10	5	146
Screening - Inconsistency	1										1		2
Screening - International Screening		1											1
Screening - Lengthy Lines					1		1						2
Screening - Procedures/Process	19	7	18	22	17	9	4	4	6	10	9	4	129
Screening - Retrieving Abandoned/Corporal Items	1		1						1		1		4
Screening - Security Breach	1		3	2			1		1				8
<b>2021</b>	<b>74</b>	<b>59</b>	<b>50</b>	<b>36</b>	<b>41</b>	<b>72</b>	<b>90</b>	<b>137</b>	<b>151</b>				<b>710</b>
Airline						2	2		2				6
Airline - Lost Baggage							1						1
Airline - Policy/Regulations/Service							1	2					5
Civil Rights	2	6	1	1	3	3	7	7					30
Civil Rights - Civil Rights Violation (TSA Employee)							1	1					2
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination	1	3	1	1	2	2	2	2					18
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1	1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1	3						2					6
Civil Rights - Sexual Orientation - Not Transgender								1					1
Claims		1											1
Claims - General		1											1
Customer Service	6	9	13	10	11	4	12	26	17				108
Customer Service - Others		1		1			1						3
Customer Service - TCC				1									1
Customer Service - TSO	6	8	13	8	11	4	11	26	17				104
DHS TRIP		1							1				2
DHS TRIP - General		1							1				2
Expedited Passenger Screening Program		2	3	7	17	26	43	55					153
Expedited Passenger Screening Program - DoD						1							3
Expedited Passenger Screening Program - TSA Application Program						2	4	5	6				17
Expedited Passenger Screening Program - TSA PreCheck	2	3	7	14	22	37	46						131
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1	1					2
General Aviation			1										1
General Aviation - General			1										1
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements	1	1	1			1	1		1				6
Identification (ID) Requirements - Domestic	1	1	1			1	1		1				6
Locks	3	4	2		2	2	1	3	1				18
Locks - Missing or Damaged Lock	3	4	2		2	2	1	3	1				18
Lost and Found	2		2		1	1		2	2				10
Lost and Found - Airport/TSA	2		2		1	1		2	2				10
Mishandling of Passenger Property	12	15	13	10	6	9	4	10	5				84
Mishandling of Passenger Property - Damaged/Missing Items	1	6	4		4			2					17
Mishandling of Passenger Property - Damage	10	12	7	6	5	4	4	6	4				58
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Domestic	2	2				1		2	1				8
No Jurisdiction					1		1		2				4
No Jurisdiction - Refer to CBP									1				1
No Jurisdiction - Refer to Other					1		1		1				3
No Subject						1							1
No Subject - General						1							1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1	2	2			3	5	1	4				18
Patdown - Children						1			1				2
Patdown - Flyer	1	2	2			2	5	1	3				16
Persons w/ Disabilities (PWD)	7	2	1	3		4	7	4	7				35
Persons w/ Disabilities (PWD) - Cognitive	1	1	1			1							4
Persons w/ Disabilities (PWD) - Diabetes				1				1	2				4
Persons w/ Disabilities (PWD) - General						1		2					3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medical Devices	3	1				1	1						6
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Devices	3			1				1					5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1				1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals									1	1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2				3			5
Prohibited & Permitted Items		1	1			1	2	1	1				7
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Breast Milk/Baby Formula		1											1
Prohibited & Permitted Items - Food/Beverages						1							1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Prohibited & Permitted Items - Marijuana							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1					1
Prohibited & Permitted Items - Remains									1				1
Property - Special Handling	29	18	2	4	6	14	12	25	38				148
Property - Special Handling - Damaged	4	2		1			1	4	5				17
Property - Special Handling - Damaged	7	1	1	2	3	5	3	5	13				40
Property - Special Handling - Missing Item	5	3		1		2	4	6	11				32
Property - Special Handling - Missing Item	13	12	1		3	7	4	10	9				59
Screening	13	5	3	2	6	10	14	15	7				75
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1	1	1		3	1	2					9
Screening - Lengthy Lines						1		1	3	1			6
Screening - Procedures/Process	12	4	2	1	5	6	11	10	6				57
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach		1											1
Transfer to Security Specialist									1				1
Transfer to Security Specialist - Reportable Communication									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBB	10	6	13	7	6	2	5	15	16	8	6	12	106
2018				1	3	2	1	5	6	3	2	1	24
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights								2		1			3
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service					1		1	1		1	1	1	6
Customer Service - TSO					1		1	1		1	1	1	6
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)						1				1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling							1	1		2			5
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked						1	1		1		1		4
Screening						1				4			5
Screening - Inconsistency										1			1
Screening - Procedures/Process						1			3				4
2019	4	2	7	3				4	5	2	5	2	42
Customer Service			2	1				1	3	1	1	4	13
Customer Service - Others									2				2
Customer Service - TSO			2	1				1	1	1	1	4	11
Mishandling of Passenger Property			1						2		1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items			1										1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked								2			1		3
Patdown		1								2			3
Patdown - Flyer		1								1			2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medical	1												1
Property - Special Handling			1	1					2		1	1	6
Property - Special Handling - Damaged Items - Checked		1						2					3
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked			1								1		2
Screening	2	2	3	1				1		1	1	1	14
Screening - Inconsistency	1												1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	2	1	1				1		1	1	2	10
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach		1											1
2020	4	4	4	2	2				3		2	3	24
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights											1	1	2
Civil Rights - Racial Profiling or Discrimination											1	1	2
Customer Service	2	2		1					1			2	8
Customer Service - TSO	2	2		1					1			2	8
Mishandling of Passenger Property	1	1							1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Mi:		1									1		2
Mishandling of Passenger Property - D	1												1
Patdown		1			1								2
Patdown - Flyer				1									1
Patdown - Non-Flyer		1											1
Property - Special Handling			2										2
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Checked		1											1
Screening	1	1			2				1				5
Screening - Procedures/Process	1	1		2				1					5
2021	2	2	1	1					2	8			16
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1									3			4
Customer Service - CSM										1			1
Customer Service - TSO	1									2			3
Expedited Passenger Screening Program				1					1				2
Expedited Passenger Screening Program - TSA PreCheck				1					1				2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Screening				2						3			5
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				1						3			4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LBE</b>				<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>1</b>			<b>21</b>
<b>2018</b>				<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>			<b>1</b>			<b>8</b>
Customer Service					<b>1</b>		<b>1</b>		<b>1</b>				<b>3</b>
Customer Service - 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>
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<b>1</b>		<b>1</b>	<b>1</b>						<b>3</b>
Property - Special Handling								<b>1</b>					<b>1</b>
Property - Special Handling - Missing Items - Checked								<b>1</b>					<b>1</b>
Screening					<b>1</b>								<b>1</b>
Screening - Procedures/Process					<b>1</b>								<b>1</b>
<b>2019</b>			<b>2</b>			<b>1</b>	<b>2</b>				<b>1</b>		<b>6</b>
Civil Rights											<b>1</b>		<b>1</b>
Civil Rights - Racial Profiling or Discrimination											<b>1</b>		<b>1</b>
Customer Service						<b>1</b>							<b>1</b>
Customer Service - TSO						<b>1</b>							<b>1</b>
Locks						<b>1</b>							<b>1</b>
Locks - Missing or Damaged Lock						<b>1</b>							<b>1</b>
Property - Special Handling			<b>1</b>										<b>1</b>
Property - Special Handling - Missing Items - Checked			<b>1</b>										<b>1</b>
Screening			<b>1</b>			<b>1</b>							<b>2</b>
Screening - Inconsistency			<b>1</b>										<b>1</b>
Screening - Retrieving Abandoned/Confiscated Items				<b>1</b>									<b>1</b>
<b>2020</b>				<b>1</b>	<b>1</b>					<b>1</b>			<b>3</b>
Mishandling of Passenger Property					<b>1</b>								<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					<b>1</b>								<b>1</b>
Property - Special Handling								<b>1</b>					<b>1</b>
Property - Special Handling - Damaged Items - Checked								<b>1</b>					<b>1</b>
Screening					<b>1</b>								<b>1</b>
Screening - Procedures/Process					<b>1</b>								<b>1</b>
<b>2021</b>							<b>1</b>	<b>3</b>					<b>4</b>
Expedited Passenger Screening Program							<b>1</b>	<b>2</b>					<b>3</b>
Expedited Passenger Screening Program - TSA PreCheck							<b>1</b>	<b>2</b>					<b>3</b>
Mishandling of Passenger Property								<b>1</b>					<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								<b>1</b>					<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LBF</b>				1	1			1			1	2	<b>6</b>
<b>2018</b>								1			1		<b>2</b>
Customer Service											1		1
Customer Service - TSO											1		1
Screening									1				1
Screening - Inconsistency									1				1
<b>2019</b>											1		<b>1</b>
Patdown											1		1
Patdown - Flyer											1		1
<b>2020</b>							1					1	<b>2</b>
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked							1						1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
<b>2021</b>							1						<b>1</b>
Customer Service							1						1
Customer Service - TSO							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBL	2					1			3				6
2018									2				2
Mishandling of Passenger Property									2				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2				2
2019									1				1
Patdown									1				1
Patdown - Flyer									1				1
2020	2					1							3
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCH	2	1		3	1		2	5	3	3	2		22
2018				1					2		2		5
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown				1							1		2
Patdown - Flyer				1							1		2
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening									1				1
Screening - Procedures/Process									1				1
2019		1					2	4		2			9
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Property - Special Handling								2					2
Property - Special Handling - Missing Items - Checked							2						2
Screening		1					2			2			5
Screening - Lengthy Lines							1			1			2
Screening - Procedures/Process		1					1			1			3
2020								1		1			2
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Screening							1						1
Screening - Procedures/Process							1						1
2021	2			2		1				1			6
Customer Service				1									1
Customer Service - TSO				1									1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Food/Beverages				1									1
Property - Special Handling		1							1				2
Property - Special Handling - Missing Items - Checked		1							1				2
Screening	1					1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCK	3	2	3	1	2	4	4	4	4	3	6	2	34
2018				1			3	1	2	1	5		13
Civil Rights							1						1
Civil Rights - Age							1						1
Customer Service				1			1		2				4
Customer Service - TSO				1			1		2				4
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling											3		3
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Checked											1		1
Screening							1				1		2
Screening - Procedures/Process							1				1		2
2019	2	1					1	3	1	2	1	1	12
Civil Rights							1	1					2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Mishandling of Passenger Property		1									1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items-	1												1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	1							1	1		1		4
Property - Special Handling - Damaged Items - Carry-On								1	1				1
Property - Special Handling - Missing Items - Carr	1										1		2
Property - Special Handling - Missing Items - Checked								1					1
2020	1	1	1				1					1	5
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling	1	1					1						3
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Carr	1	1											2
Screening					1								1
Screening - Procedures/Process				1									1
2021				1	1	1					1		4
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				1									1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Breast Cancer							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LEB</b>				2	1								3
<b>2018</b>					1								1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
<b>2019</b>				1									1
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
<b>2020</b>				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LEX</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>6</b>	<b>13</b>	<b>7</b>	<b>15</b>	<b>5</b>	<b>10</b>	<b>9</b>	<b>95</b>
<b>2018</b>													
Customer Service						2		2	2	3	2	1	12
Customer Service - Others							1	1	2				4
Customer Service - TSO						2		1	1	1	2	1	8
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1		2			1		1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1		2			1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown				1			1	1				1	5
Patdown - Flyer				1			1	1				1	5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling						2	1		1		1	1	6
Property - Special Handling - Damaged Items - Checked						1	1					1	3
Property - Special Handling - Missing Items - Checked						1			1		1		3
Screening					2	1						1	4
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency											1		1
Screening - Procedures/Process					1								1
Screening - Retrieving Abandoned/Confiscated Items					1								1
<b>2019</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>45</b>
Civil Rights	1				1								2
Civil Rights - Constitutional Rights					1								1
Civil Rights - Sex/Gender/Gender Ident	1												1
Customer Service	2		1			1		4	1	2	1	2	14
Customer Service - Others				1				1		1			3
Customer Service - TSO	2					1		3	1	1	1	2	11
Locks		1			1								2
Locks - Missing or Damaged Lock		1			1								2
Mishandling of Passenger Property	1		1					1		2		3	8
Mishandling of Passenger Property - D	1		1					1		2		3	8
Patdown									1		1	2	4
Patdown - Flyer									1		1	2	4
Property - Special Handling	1	1						1	1		2		6
Property - Special Handling - Damaged Items - Ch	1												1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked		1							1		2		4
Request for Assistance						1							1
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening		1	1					2	1	1	1	1	8
Screening - Inconsistency								1					1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1							1	1	1	1	1	6
<b>2020</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>				1		<b>3</b>	<b>12</b>
Customer Service	2											2	4
Customer Service - TSO	2											2	4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items-			1										1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Chec		1											1
Screening					2	1					1		4
Screening - Procedures/Process					2	1					1		4
<b>2021</b>	<b>1</b>							<b>1</b>	<b>1</b>	<b>1</b>			<b>4</b>
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Screening		1											1
Screening - Procedures/Process		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LFT	8	8	5	4	6	7	6	13	13	5	7	4	86
2018				4	1	5	3	11	6	3	6	2	41
Customer Service				1	1	1				2	1	6	
Customer Service - TSO				1	1	1				2	1	6	
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling				1		1							2
Property - Special Handling - Missing Items - Checked				1		1							2
Screening				1		2	3	11	6	3	4	1	31
Screening - Inconsistency										1			1
Screening - Lengthy Lines							3	4	2	1	4	1	15
Screening - Procedures/Process					1	2		7	3	1			14
Screening - Security Breach									1				1
2019	8	4	3		3	1	2	1	3	2	1	2	30
Customer Service	1		2			1	1		1	1			7
Customer Service - TSO	1		2			1	1		1	1			7
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening	7	4	1			3		1	1	1			19
Screening - Inconsistency						1							1
Screening - Lengthy Lines	6	3	1			2			1	1			14
Screening - Procedures/Process	1	1						1			1		4
2020		4	1		1								6
Customer Service		2				1							3
Customer Service - TSO		2				1							3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items-			1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Chec		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2021			1			1	1	1	1	4			9
Customer Service			1			1			1				3
Customer Service - Others						1							1
Customer Service - TSO			1						1				2
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1			1
Patdown - Flyer										1			1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening									1				1
Screening - Procedures/Process									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGA	191	167	190	203	179	217	222	230	284	217	213	161	2,474
2018				79	46	84	94	83	82	92	88	47	695
Advanced Imaging Technology (AIT)						1				1			2
Advanced Imaging Technology (AIT) - Flyer						1				1			2
Civil Rights				2	1	3	3	9	2	3	5	3	31
Civil Rights - Constitutional Rights						1					1		1
Civil Rights - Hair Patdowns						1				1			2
Civil Rights - Headwear								1	1	1			3
Civil Rights - National Origin							1				1		2
Civil Rights - Racial Profiling or Discrimination				1		2	2	4	1	2	3	1	16
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1			2				2	6
Civil Rights - Transgender Screening								1					1
Customer Service				24	15	18	34	29	28	27	28	22	225
Customer Service - Others				1	2	8	9	2	7	2	3	1	35
Customer Service - TSO				23	13	10	25	27	21	25	25	21	190
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks				1	3			4	3	8	4	1	24
Locks - Missing or Damaged Lock					1	3		4	3	8	4	1	24
Lost and Found				1	1	5	3	2	4	4	9	1	30
Lost and Found - Airport/TSA				1	1	5	3	2	4	4	9	1	30
Mishandling of Passenger Property				19	8	15	14	6	12	16	13	8	111
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				5	1	2	3	1		2			14
Mishandling of Passenger Property - Damaged/Missing Items--Checked				12	7	12	9	4	11	10	11	8	84
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1			1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2		1	1	1	1	3	2		11
Patdown				5	2	5	6	4	8	7	1		38
Patdown - Flyer				4	2	5	6	3	7	7	1		35
Patdown - Flyer as Observer								1	1				2
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				5	3	1	10	5	3	2	7	3	39
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi				1							1		2
Persons w/ Disabilities (PWD) - Diabetes				1									2
Persons w/ Disabilities (PWD) - General				1							1		2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli				1			1	1		1			4
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1			3		1	1	2	1	9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1			1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	4	1	2		1	1	11
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Property - Special Handling				13	13	13	11	13	10	17	11	4	105
Property - Special Handling - Damaged Items - Carry-On				3	2	1	3				2		11
Property - Special Handling - Damaged Items - Checked				1	2	3		4	2	3	3	1	19
Property - Special Handling - Missing Items - Carry-On				2	4	3	6	4	3	6	2	1	31
Property - Special Handling - Missing Items - Checked				7	5	6	2	5	5	8	4	2	44
Screening				10	2	19	13	11	12	7	10	5	89
Screening - Inconsistency						1	1	1	1				4
Screening - Lengthy Lines				2	1	6	3	2	2	1	2		19
Screening - Procedures/Process				8	1	9	9	8	9	6	8	4	62
Screening - Retrieving Abandoned/Confiscated Items						3							3
Screening - Security Breach											1		1
2019	80	75	80	52	52	75	95	89	97	97	97	86	975
Civil Rights	6	5	6	2	4	3	1	2	3	5	7	6	50
Civil Rights - Age	1	1											2
Civil Rights - Constitutional Rights			2		1								5
Civil Rights - Headwear			1										1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimin	3	3	2	1	2	3	1	1		3	5	3	27
Civil Rights - Sex/Gender/Gender Identity	2			1	1				3	1	1	3	12
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening				1									1
Customer Service	23	20	26	14	10	21	28	23	28	32	30	26	281
Customer Service - Others	1	3	4	1		2		2	1	4	4	3	25
Customer Service - TSO	22	17	22	13	10	19	28	21	27	28	26	23	256
Locks	1	1	3	5	1	2	7	3	3	2	5	5	38
Locks - Missing or Damaged Lock	1	1	3	5	1	2	7	3	3	2	5	5	38
Lost and Found	4	5	1	4	5	6	10	3	7	7	8	9	69
Lost and Found - Airport/TSA	4	5	1	4	5	6	10	3	7	7	8	9	69
Mishandling of Passenger Property	11	14	14	5	6	10	11	11	14	13	8	14	131
Mishandling of Passenger Property - D	1	4	2	1	3	3	1		1	2		2	20
Mishandling of Passenger Property - D	8	8	11	3	2	6	9	8	10	10	8	8	91
Mishandling of Passenger Property - D	2	2	1	1	1	1	3	3	1		4	2	20
Patdown	4	6		1	2	7	6	4	5	5	5	2	47
Patdown - Children					1				1	1			3
Patdown - Flyer	3	6		1		6	6	4	3	4	5	2	40
Patdown - Flyer as Observer	1					1							2
Patdown - Non-Flyer					1				1				2
Persons w/ Disabilities (PWD)	5	6	6	3	3	5	7	7	8	8	8	5	71
Persons w/ Disabilities (PWD) - Autism Spectrum								2			1		3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Persons w/ Disabilities (PWD) - Breast Cancer										1			1	
Persons w/ Disabilities (PWD) - Cancer	2												2	
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1	
Persons w/ Disabilities (PWD) - Diabetes									1				1	
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1	
Persons w/ Disabilities (PWD) - General	1	2		1			1			1			6	
Persons w/ Disabilities (PWD) - Hearing Impairment	1	1		1				1	1		1		4	
Persons w/ Disabilities (PWD) - Internal Medical Devices										1	1		2	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1	1					2	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1		1	1		2	3	9	
Persons w/ Disabilities (PWD) - Metal	1	1		1				2			1		6	
Persons w/ Disabilities (PWD) - Mobility Disability	2			1		2	1		1	3	3		13	
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1	
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Ca	2	1											3	
Persons w/ Disabilities (PWD) - Service Animals									1				1	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1												1	
Persons w/ Disabilities (PWD) - Visual Impairment	1									1			2	
Persons w/ Disabilities (PWD) - Wheel	1	2						4	2	1	1	1	12	
Prohibited & Permitted Items													1	
Prohibited & Permitted Items - Chemical/Household Products													1	
Property - Special Handling	13	9	11	12	9	10	16	20	11	9	15	12	147	
Property - Special Handling - Damaged	3	3		1	1	2	4	3	2	2		1	22	
Property - Special Handling - Damaged	2	3	2		2	4	2	4	4	2	3	2	30	
Property - Special Handling - Missing I	4	1	2	6	2	2	7	5	3	3	8	6	49	
Property - Special Handling - Missing I	4	2	7	5	4	2	3	8	2	2	4	3	46	
Request for Assistance										1			1	
Request for Assistance - Other										1			1	
Screening	13	9	13	6	12	11	9	16	18	15	11	6	139	
Screening - Crew Member or Airline Employee										1	1		2	
Screening - Inconsistency	1	1		1		1					1		6	
Screening - Lengthy Lines	1	2	5		1	1	2	3	2	3	3	1	24	
Screening - Procedures/Process	11	6	8	5	10	8	7	13	14	10	7	3	102	
Screening - Retrieving Abandoned/Confiscated Items									1				1	
Screening - Security Breach						1	1			2			4	
<b>2020</b>	<b>76</b>	<b>76</b>	<b>82</b>	<b>51</b>	<b>60</b>	<b>34</b>	<b>2</b>	<b>5</b>	<b>22</b>	<b>28</b>	<b>28</b>	<b>28</b>	<b>492</b>	
Advanced Imaging Technology (AIT)	1												1	
Advanced Imaging Technology (AIT) - Flyer	1												1	
Civil Rights	4	3	4	3	1	4				2	1	1	24	
Civil Rights - Headwear	1												1	
Civil Rights - National Origin			1			1							2	
Civil Rights - Perceived Religion			1							1			2	
Civil Rights - Racial Profiling or Discrin	1	1	1	1	1	3			1		1		9	
Civil Rights - Screening of Religious Cultural and Ceremonial Items			1										1	
Civil Rights - Sex/Gender/Gender Iden	1	1	1	1	1				1		1		7	
Civil Rights - Sexual Orientation - Not Transgender			1										1	
Civil Rights - Transgender Screening			1										1	
Customer Service	26	24	25	10	18	9	2	3	1	3	9	6	136	
Customer Service - Others	5	1	4		1								11	
Customer Service - TSO	21	23	21	10	17	9	2	3	1	3	9	6	125	
Identification (ID) Requirements												1	1	
Identification (ID) Requirements - Domestic												1	1	
Locks	6	2	8			1		1	1	1			20	
Locks - Missing or Damaged Lock	6	2	8		1		1	1	1				20	
Lost and Found	2	4	4	3	2				2	2	1		20	
Lost and Found - Airport/TSA	2	4	4	3	2				2	2	1		20	
Mishandling of Passenger Property	7	17	11	5	16				4	7	5	6	78	
Mishandling of Passenger Property - Damaged/Mis	2	1		1					1	1	3		9	
Mishandling of Passenger Property - D	4	13	9	4	13				4	3	3	3	56	
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1										1	
Mishandling of Passenger Property - D	3	2	1	1	1				3	1			12	
Patdown	2	2	1	3	2	2							12	
Patdown - Flyer	2	2	1	3	1	2							11	
Patdown - Flyer as Observer						1							1	
Persons w/ Disabilities (PWD)	6	6	4	5	8	3				2		2	36	
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2	
Persons w/ Disabilities (PWD) - Cancel	1			1									2	
Persons w/ Disabilities (PWD) - Cognit	1				1								2	
Persons w/ Disabilities (PWD) - Diabetes		1											1	
Persons w/ Disabilities (PWD) - Diaper	1				1								2	
Persons w/ Disabilities (PWD) - General			2							1			3	
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1										1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1									1	
Persons w/ Disabilities (PWD) - Metal	1			1	1								3	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				4	1					1			6	
Persons w/ Disabilities (PWD) - Ostomy/Ostomate			1										1	
Persons w/ Disabilities (PWD) - Respiratory and Ir	1			1									2	
Persons w/ Disabilities (PWD) - Service Animals	1												3	
Persons w/ Disabilities (PWD) - Visual Impairment			1										1	
Persons w/ Disabilities (PWD) - Wheel	2	1	1			1							5	
Property - Special Handling	12	10	13	11	5	6				5	6	9	9	86
Property - Special Handling - Damaged Items - Ca	1	4	2	2						1			10	
Property - Special Handling - Damaged	3	3	1	1	1				2	2	6	1	19	
Property - Special Handling - Missing I	4	6	3	2	1	3			1	1	1	1	23	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	5	3	3	6	1	3			2	3	2	6	34
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	11	7	12	10	8	9		1	9	6	2	2	77
Screening - Crew Member or Airline Employee						1	1			1			1
Screening - Inconsistency							1	1					2
Screening - Lengthy Lines	1	1		1	1								4
Screening - Procedures/Process	9	6	10	7	5	8		1	9	5	2	2	64
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach	1		1	2	1								5
<b>2021</b>	<b>35</b>	<b>16</b>	<b>28</b>	<b>21</b>	<b>21</b>	<b>24</b>	<b>31</b>	<b>53</b>	<b>83</b>				<b>312</b>
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights		1	1		1	4	2	1	1				11
Civil Rights - Civil Rights Violation (TSA Employee)					1								1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination			1			2	1	1	1				6
Civil Rights - Sex/Gender/Gender Identity- Not Tra		1				2							3
Customer Service	9	3	12	6	3		4	10	19				66
Customer Service - CSM			1										1
Customer Service - Others	2		1						1				4
Customer Service - TSO	7	3	10	6	3		4	10	18				61
Expedited Passenger Screening Program			5		1	7	6	19	38				76
Expedited Passenger Screening Program - TSA Application Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck		5		1	7	6	18	37					74
General Aviation				1									1
General Aviation - General				1									1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks							1	1	1				3
Locks - Missing or Damaged Lock							1	1	1				3
Lost and Found		1		1		1				1			4
Lost and Found - Airport/TSA		1		1		1				1			4
Mishandling of Passenger Property	11	2	1	1	3		1		2				21
Mishandling of Passenger Property - D	2	1	1										4
Mishandling of Passenger Property - D	8	1		1	3				2				15
Mishandling of Passenger Property - D	1						1						2
No Jurisdiction				1						1			2
No Jurisdiction - No Referral										1			1
No Jurisdiction - Refer to Other				1									1
Patdown					1		1	1					3
Patdown - Flyer					1		1	1					3
Persons w/ Disabilities (PWD)	1		2	1	1	1	2		3				11
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General			1				1						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Service Animal	1				1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items				1	2			1	1	2			7
Prohibited & Permitted Items - Electronic Devices									1				1
Prohibited & Permitted Items - General				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1					1				2
Prohibited & Permitted Items - Medication/Prescription/Medically Necess				1									1
Prohibited & Permitted Items - Remains								1	1				2
Property - Special Handling	13	7	1	2	8	7	9	8	9				64
Property - Special Handling - Damaged Items - Carry-On					1			1	2				4
Property - Special Handling - Damaged Items - Hand Luggage	5	2		1	4	2	1	2	1				18
Property - Special Handling - Missing Item	3	2			1	3	8	3	5				25
Property - Special Handling - Missing Item - Hand Luggage	5	3	1	1	2	2		2	1				17
Screening	1	2	4	4	4	4	4	4	12	5			40
Screening - Inconsistency					2			1	1				4
Screening - Lengthy Lines		1	1		1			1					4
Screening - Procedures/Process	1	1	2	4	1	4	4	10	4				31
Screening - Retrieving Abandoned/Confiscated Items			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGB	11	15	21	10	22	25	19	19	16	20	12	16	206
2018				3	9	12	9	8	10	12	6	9	78
Civil Rights					1			1			1		3
Civil Rights - Racial Profiling or Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service				1	2	3	5	1	1	2		2	17
Customer Service - TSO				1	2	3	5	1	1	2		2	17
Locks										3			3
Locks - Missing or Damaged Lock										3			3
Lost and Found					1	1			1	1		1	5
Lost and Found - Airport/TSA					1	1			1	1		1	5
Mishandling of Passenger Property					2	4	1	1	3	2		3	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	4	1	1	2	1		3	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown				1	1		2	2	2	2			10
Patdown - Flyer				1			2	2	2	2			9
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)					1	1	1				2		5
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				1	1	2		2	2	1	2	2	13
Property - Special Handling - Damaged Items - Carry-On						1		1					2
Property - Special Handling - Damaged Items - Checked						1		1	1			1	4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked				1	1					1	2	1	6
Screening						1		1	1	1	1	1	6
Screening - Inconsistency											1		1
Screening - Procedures/Process								1	1	1		1	4
Screening - Security Breach						1							1
2019	9	7	10	3	5	6	5	6	3	6	5	6	71
Civil Rights	1			1			1			1	2	2	8
Civil Rights - Headwear											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrin	1			1			1				1	1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1			5		2		1		1	3	2	15
Customer Service - TSO	1			5		2		1		1	3	2	15
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Lost and Found									1			2	3
Lost and Found - Airport/TSA								1				2	3
Mishandling of Passenger Property		4		1	2		1	1					10
Mishandling of Passenger Property - Damaged/Mi:		1											1
Mishandling of Passenger Property - Damaged/Mi:		3		1	2		1						8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown	1	2				1	1						5
Patdown - Flyer	1	1				1	1						4
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	2	1	2					3				1	9
Persons w/ Disabilities (PWD) - Cognitive /Develo	1							1					2
Persons w/ Disabilities (PWD) - Diabet	1			1									2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility	1												1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling		2	1			2		1			1	1	8
Property - Special Handling - Damaged Items - Checked	1	1											2
Property - Special Handling - Missing Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Checked		1				2						1	4
Screening	4		1			3	2		2				12
Screening - Inconsistency							1						1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3		1			3	1		1				9
Screening - Retrieving Abandoned/Confiscated Items									1				1
2020	2	7	9	4	5	4				2	1	1	35
Customer Service	1	2	4	2						1		1	11
Customer Service - TSO	1	2	4	2						1		1	11
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1	2					1			4
Mishandling of Passenger Property - Damaged/Missing Items-		1	2							1			4
Patdown	3					1							4
Patdown - Flyer	3					1							4
Persons w/ Disabilities (PWD)	1	1	2		1	1							6
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Hearing Impairme	1	1											2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Servic	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	1	1			2	1					1		6
Property - Special Handling - Damaged Items - Checked					1						1		2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked		1				1	1						3
Screening				1		1	1						3
Screening - Inconsistency						1							1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process							1						1
<b>2021</b>	<b>1</b>	<b>2</b>			<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>3</b>				<b>22</b>
Civil Rights								2					2
Civil Rights - Racial Profiling or Discrimination							2						2
Customer Service				1		2	1			1	1		6
Customer Service - TSO				1		2	1			1	1		6
Expedited Passenger Screening Program								1	4				5
Expedited Passenger Screening Program - TSA PreCheck							1	4					5
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Mis				1									1
No Subject				1									1
No Subject - General				1									1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Firearm/Ammunition						1							1
Property - Special Handling							1	2					3
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked							1	1					2
Screening							1			2			3
Screening - Procedures/Process							1			2			3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIH	26	24	15	31	41	33	26	30	28	31	12	18	315
2018				11	12	12	12	12	8	9	6	7	89
Customer Service				2	3	1	1	1	1	1	3		13
Customer Service - Others											1		1
Customer Service - TSO				2	3	1	1	1	1	1	2		12
Locks				1	1	1	1	1	2			1	6
Locks - Missing or Damaged Lock				1	1	1	1	1	2			1	6
Mishandling of Passenger Property				3	1	4	6	5	1	5	2	1	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				3	1	3	6	2	1	5	2		23
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		3					4
Patdown						2	1	2	1			1	7
Patdown - Flyer						2	1	1	1			1	6
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)				1	1			1	1			1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1				1				3
Property - Special Handling				2	3	2	1		1	2	1	2	14
Property - Special Handling - Damaged Items - Carry-On					1						1		2
Property - Special Handling - Damaged Items - Checked				1	1		1						3
Property - Special Handling - Missing Items - Carry-On				1	1					2	1	1	5
Property - Special Handling - Missing Items - Checked						2		1			1		4
Screening				3	3	2	2	3	1	1		1	16
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines					2	1		1					4
Screening - Procedures/Process				3		1	2	2	1				9
Screening - Retrieving Abandoned/Confiscated Items										1			1
2019	12	12	6	7	10	11	10	12	9	17	6	10	122
Civil Rights				1	1			1		1		1	5
Civil Rights - Constitutional Rights								1					2
Civil Rights - Racial Profiling or Discrimination				1	1								1
Customer Service	4	3	2		3	4	1		3	2	2	3	27
Customer Service - Others		2			1	1					1	5	
Customer Service - TSO	4	1	2		2	3	1		3	2	2	2	22
Locks	1		1	1			1	4		1	1		10
Locks - Missing or Damaged Lock	1		1	1			1	4		1	1		10
Mishandling of Passenger Property	1	1		4	3	3	2	4	2	4		3	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Damaged/Mi:	1		4	2	2			2	2	4		2	19
Mishandling of Passenger Property - D	1			1	1	1	1	2					6
Patdown	1	1				1	1	1					6
Patdown - Flyer	1	1					1	1					4
Patdown - Flyer as Observer						1				1			2
Persons w/ Disabilities (PWD)		1	1							1	2		5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	2	4			2	1	3	1	1	3	3		20
Property - Special Handling - Damaged Items - Ca	1												1
Property - Special Handling - Damaged Items - Ch	1				1	1				1	1		5
Property - Special Handling - Missing Items - Carry-On				2			1	1			1		5
Property - Special Handling - Missing I	2	2				2	1	1		2	1		9
Screening	3	2	2	1	1	2	2	1	2	3		3	22
Screening - Lengthy Lines	2	1											3
Screening - Procedures/Process	1	1	2	1	1	2	2	1	2	3		3	19
2020	13	9	6	13	19	7	1		2	5		1	76
Civil Rights				1			1						3
Civil Rights - Racial Profiling or Discrimination							1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	4	4	1	4	2	1							16
Customer Service - TSO	4	4	1	4	2	1							16
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2	2	1	4	3	1				2			15
Mishandling of Passenger Property - Damaged/Mi:	1												1
Mishandling of Passenger Property - D	2	1	1	3	3	1				2			13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec			1										1
Patdown	1	2				1						1	5
Patdown - Flyer	1	2				1						1	5
Persons w/ Disabilities (PWD)	2			1	1				1				5
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobil	2								1				3
Property - Special Handling		2	2	3	1	1	1			2			11
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On		2		1	1	1	1						5
Property - Special Handling - Missing Items - Checked				1	2					1			4
Screening	4	1	1	2	10	1			1				20
Screening - Lengthy Lines				1	7	1							9
Screening - Procedures/Process	4	1	1	1	3				1				11
2021	1	3	3			3	3	6	9				28

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights						1	1						2
Civil Rights - Racial Profiling or Discrimination						1	1						2
Customer Service		1					1	1	3				6
Customer Service - TSO		1					1	1	3				6
Expedited Passenger Screening Program			1				1	1	3				6
Expedited Passenger Screening Program - TSA PreCheck			1				1	1	3				6
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items-			1										1
Mishandling of Passenger Property - Damaged/Missing Items-			1										1
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling			1							2			3
Property - Special Handling - Damaged Items - Ca			1							1			2
Property - Special Handling - Damaged Items - Checked										1			1
Screening	1	1				2		3					7
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency							1						1
Screening - Procedures/Process	1	1					1		2				5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIT	21	12	18	21	18	21	14	11	25	22	13	21	217
2018				9	7		5	2	6	9	6	10	54
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights				1			1		1	1	1		5
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimination				1			1		1				3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				1	1				2		1	1	6
Customer Service - TSO				1	1				2		1	1	6
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Mishandling of Passenger Property				3	1		2			3	1	3	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	1		1				1	2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1			3		1	6
Patdown				1			1	1	1	1		1	6
Patdown - Flyer				1			1	1	1			1	5
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1	1				1	1			4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				1	1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				2	2			1		3		3	11
Property - Special Handling - Damaged Items - Checked				1						3		1	5
Property - Special Handling - Missing Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked						1		1				2	4
Screening						2			1		2	1	6
Screening - Procedures/Process						2			1		2	1	6
2019	8	7	8	6	3	6	3	6	6	8	5	8	74
Civil Rights				1						1			2
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1	1	1		1			2		6
Customer Service - TSO				1	1	1		1			2		6
Locks				1	1						1		3
Locks - Missing or Damaged Lock				1	1						1		3
Mishandling of Passenger Property		2	1	2	2		3	1	2	2	3		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked		2	1	2	2		3	1	2	1	1		20
Patdown				2	1				1	3	2		10
Patdown - Flyer				1	1				1	3	2		9
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)		2			2		1		1			1	8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility		2											3
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1	1	2
Property - Special Handling	2	1	1			2	2	1	1		1	2	14
Property - Special Handling - Damaged Items - Carry-On						1	1						3
Property - Special Handling - Damaged Items - Checked	2	1			1	1	1	1					6
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked		1								1	2		4
Screening	2	2	2					1			1		8
Screening - Inconsistency		1											1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1	1	2					1			1	1	6
2020	7	3	5	5	5	8	1		1	5	2	3	45
Customer Service			2			1	2						5
Customer Service - Others			1										1
Customer Service - TSO			1			1	2						4
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1	1	1				4			3	1	1	12
Mishandling of Passenger Property - Damaged/Mis		1					1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1				2			3	1		8	
Patdown						1	1						2
Patdown - Flyer						1	1						2
Persons w/ Disabilities (PWD)		1	1										2
Persons w/ Disabilities (PWD) - Medically Necessary Medicat			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sc			1										1
Property - Special Handling	3	1	1	2	2				1	1	1	1	13
Property - Special Handling - Damaged Items - Carry-On						1						1	2
Property - Special Handling - Damaged Items - Checked	1	1	1	1	1								5
Property - Special Handling - Missing Items - Carry-On	1	1										1	2
Property - Special Handling - Missing Items - Checked	1	1							1				4
Screening	3	1			2	1	1			1		1	10
Screening - Lengthy Lines		1				1							2
Screening - Procedures/Process	2	1			1	1	1			1		1	8
2021	6	2	5	1	3	7	5	3	12				44
Civil Rights						2	1						3
Civil Rights - Hair Patdowns							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2							2
Customer Service	2		3		1	1		1		6			14
Customer Service - TSO	2		3		1	1		1		6			14
Expedited Passenger Screening Program				1	1		2	2	2				8
Expedited Passenger Screening Program - TSA Application Program								2					2
Expedited Passenger Screening Program - TSA PreCheck				1	1		2		2				6
Mishandling of Passenger Property	2									1			3
Mishandling of Passenger Property - D	2										2		
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
No Subject				1									1
No Subject - General				1									1
Patdown						1				1			2
Patdown - Flyer						1				1			2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Property - Special Handling	2	1				1							4
Property - Special Handling - Damaged Items - Ca	1												1
Property - Special Handling - Damaged Items - Ch	1					1							2
Property - Special Handling - Missing Items - Carry-On		1											1
Screening	2				1	2	2			1			8
Screening - Inconsistency						1							1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	2				1	1	1						5
Screening - Retrieving Abandoned/Confiscated Items									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LNK</b>	2	3	3	3	3	3	5	1	3	2	4		<b>29</b>
<b>2018</b>				1	1	2	3		1		2		<b>10</b>
Customer Service				1							1		2
Customer Service - TSO				1							1		2
Mishandling of Passenger Property					1	1	1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1						3
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked						1	1		1				1
Property - Special Handling							1	2					3
Property - Special Handling - Damaged Items - Checked							1	1					2
Property - Special Handling - Missing Items - Checked								1					1
Screening											1		1
Screening - Inconsistency											1		1
<b>2019</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>12</b>						
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1		1		1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1		1		1			1		4
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)	1												1
Persons w/ Disabilities (PWD) - Service Animals	1												1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked						1							1
Screening					1			1		1			3
Screening - Procedures/Process					1			1		1			3
<b>2020</b>	<b>1</b>	<b>1</b>		<b>1</b>							<b>2</b>		<b>5</b>
Customer Service	1				1						2		4
Customer Service - TSO	1					1					2		4
Screening		1											1
Screening - Procedures/Process		1											1
<b>2021</b>								1		1			<b>2</b>
Customer Service							1						1
Customer Service - TSO								1					1
Patdown										1			1
Patdown - Flyer										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNS	1							1	1		1		4
2019								1			1		2
Civil Rights								1					1
Civil Rights - Transgender Screening								1					1
Screening										1			1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2021	1								1				2
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling	1												1
Property - Special Handling - Missing	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LNY</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>10</b>
<b>2018</b>				<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>5</b>
Customer Service							<b>1</b>				<b>1</b>		<b>2</b>
Customer Service - TSO							<b>1</b>				<b>1</b>		<b>2</b>
Mishandling of Passenger Property				<b>1</b>				<b>1</b>					<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<b>1</b>			<b>1</b>						<b>2</b>
Screening									<b>1</b>				<b>1</b>
Screening - Inconsistency									<b>1</b>				<b>1</b>
<b>2019</b>						<b>1</b>		<b>1</b>		<b>1</b>			<b>3</b>
Customer Service										<b>1</b>			<b>1</b>
Customer Service - TSO										<b>1</b>			<b>1</b>
Patdown									<b>1</b>				<b>1</b>
Patdown - Flyer									<b>1</b>				<b>1</b>
Property - Special Handling						<b>1</b>							<b>1</b>
Property - Special Handling - Damaged Items - Checked						<b>1</b>							<b>1</b>
<b>2020</b>	<b>1</b>												<b>1</b>
Customer Service	<b>1</b>												<b>1</b>
Customer Service - TSO	<b>1</b>												<b>1</b>
<b>2021</b>							<b>1</b>						<b>1</b>
Customer Service							<b>1</b>						<b>1</b>
Customer Service - TSO							<b>1</b>						<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LRD	3			1		3		1	1			3	12
2018						3							3
Patdown						1							1
Patdown - Flyer						1							1
Screening						2							2
Screening - Procedures/Process						2							2
2019	1							1	1			2	5
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property									1			2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1			2	3
Screening	1												1
Screening - Crew Member or Airline Employee	1												1
2020	2					1						1	4
Mishandling of Passenger Property	2					1							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2					1							3
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LSE	1	1	2	1	1	2	1	5	2	5	3	3	27
2018													9
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked											1		1
Screening									2	1	1		4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process									2				2
Screening - Security Breach											1		1
2019	1			1				2		1	2	1	8
Customer Service	1												1
Customer Service - TSO		1											1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1			2
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Screening										1	1		2
Screening - Procedures/Process										1	1		2
2020			2							1			3
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Screening			1										1
Screening - Lengthy Lines			1										1
2021	1					1	1		3	1			7
Civil Rights									1				1
Civil Rights - Constitutional Rights									1				1
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown										1			1
Patdown - Flyer									1				1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening									2				2
Screening - Procedures/Process									2				2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWB	1			1				1			1		4
2019	1							1			1		3
Civil Rights	1												1
Civil Rights - Sexual Orientation - Not	1												1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2021				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWS	2	2	1	2	1	2			2	2	1	2	17
2018					1	1			2	1	1		6
Customer Service					1				1				2
Customer Service - TSO					1				1				2
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Screening									1	1			2
Screening - Procedures/Process									1	1			2
2019		1			1					1		1	4
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1								1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Screening										1			1
Screening - Procedures/Process										1			1
2020	2		1									1	4
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown		1											1
Patdown - Flyer as Observer		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged		1											1
2021		1			1			1					3
Customer Service					1								1
Customer Service - TSO					1								1
Screening					1			1					2
Screening - Procedures/Process					1			1					2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>LYH</b>	<b>5</b>	<b>2</b>		<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>41</b>
<b>2018</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>17</b>
Customer Service											1		1
Customer Service - TSO											1		1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>12</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<b>1</b>			<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>		<b>8</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				<b>1</b>	<b>2</b>			<b>1</b>					<b>4</b>
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening						<b>1</b>							1
Screening - Procedures/Process						<b>1</b>							1
<b>2019</b>	<b>3</b>	<b>2</b>					<b>2</b>	<b>2</b>		<b>3</b>	<b>1</b>		<b>13</b>
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity		1											1
Customer Service			1								1		2
Customer Service - TSO			1								1		2
Mishandling of Passenger Property		2						1	2			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked		2						1	2				5
Property - Special Handling								1			1		2
Property - Special Handling - Missing Items - Checked								1			1		2
Screening			1								1		2
Screening - Procedures/Process			1								1		2
<b>2020</b>	<b>2</b>			<b>1</b>		<b>1</b>					<b>1</b>	<b>1</b>	<b>6</b>
Customer Service	2										1		3
Customer Service - Others	1												1
Customer Service - TSO	1										1		2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2021</b>							<b>1</b>	<b>1</b>	<b>3</b>				<b>5</b>
Customer Service											2		2
Customer Service - TSO											2		2
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - General								1					1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MAF	7	8	7	8	6	10	9	9	11	10	7	7	99
2018					3	3	5	2	4	3	6	2	32
Customer Service					1	2	2			1	2	1	9
Customer Service - Others					1	1	2						4
Customer Service - TSO						1				1	2	1	5
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property					1	1				2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				2			3
Patdown								1		2		1	4
Patdown - Flyer								1		2		1	4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Property - Special Handling					2								2
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked					1								1
Screening						1	3	2	3	1		1	11
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process							3	1	3	1		1	9
2019	3	3	3		1	3	2	2	3	3	3	2	28
Customer Service					1		1			2			4
Customer Service - TSO					1		1			2			4
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property		1							2		1	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1		1	1	1	5
Patdown						1	1						2
Patdown - Flyer						1	1						2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	1	1	2					1		1	1		7
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items	1	1	1									1	4
Screening	1	1	1					1					4
Screening - Procedures/Process	1		1					1					3
Screening - Security Breach			1										1
2020	3	5	4	5	2	1		1	1	1	2	1	26
Civil Rights		1	1	1						1			4
Civil Rights - Racial Profiling or Discrimination				1						1			2
Civil Rights - Sex/Gender/Gender Identity- Not Tra		1		1									2
Customer Service					1				1			1	3
Customer Service - TSO					1			1				1	3
Mishandling of Passenger Property	2	2	1			1	1			1	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Disarrayed It	2	1	1			1	1					1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	2
Patdown					1								1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)		1		2									3
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling	1	1	1				1						4
Property - Special Handling - Damaged Items - Checked	1		1										2
Property - Special Handling - Missing Items - Checked	1			1									2
Screening					1			1					1
Screening - Procedures/Process					1			1					1
2021	1						1	5	2	4			13
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program							2		1				3
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck						2							2
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown								1		1			2
Patdown - Flyer							1						1
Patdown - Flyer as Observer										1			1
Screening						1	1	1	2				5
Screening - Lengthy Lines									1				1
Screening - Procedures/Process						1	1	1	1				4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MBS</b>	2	2	1	3	3	2		2			5	2	22
<b>2018</b>						1					3		4
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown											1		1
Patdown - Flyer											1		1
<b>2019</b>	1	1	1	2	1	2		1			2	2	13
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property		1			1	1	1						5
Mishandling of Passenger Property - Damaged/Mi:		1			1	1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling											1	1	2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked												1	1
Screening	1				1			1					3
Screening - Procedures/Process	1				1			1					3
<b>2020</b>	1	1				1							3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - D	1	1											2
<b>2021</b>					1				1				2
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MCE</b>		1						2					3
<b>2019</b>		1						1					2
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed It		1											1
<b>2021</b>								1					1
Screening								1					1
Screening - Procedures/Process								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>MCI</b>	<b>43</b>	<b>39</b>	<b>24</b>	<b>53</b>	<b>34</b>	<b>52</b>	<b>37</b>	<b>50</b>	<b>66</b>	<b>45</b>	<b>38</b>	<b>35</b>	<b>516</b>	
<b>2018</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>160</b>	
Civil Rights				1		1	2	1	1	1	2		9	
Civil Rights - Age				1									1	
Civil Rights - Hair Patdowns													1	
Civil Rights - Perceived Religion						1							1	
Civil Rights - Racial Profiling or Discrimination						1	1		1			1	4	
Civil Rights - Transgender Screening								1		1			2	
Customer Service				6	1	4	2	4	7	8	4	1	37	
Customer Service - CSM								1					1	
Customer Service - Others								1	1				2	
Customer Service - TSO				6	1	4	2	2	6	8	4	1	34	
Locks				1	1	2						2	6	
Locks - Missing or Damaged Lock				1	1	2					2		6	
Mishandling of Passenger Property				2	5	2		1	2	4	4	4	24	
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1		2	1	4		
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	4	2		1	1	4	1	2	17	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1						1		2	
Patdown				4	2	4	3	1	3		1	1	19	
Patdown - Flyer				2	2	4	2	1	3		1		15	
Patdown - Flyer as Observer							1					1	2	
Patdown - Non-Flyer				2									2	
Persons w/ Disabilities (PWD)				1		1	2	3	2		1	1	11	
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1				1	2	
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts									1				1	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1	
Persons w/ Disabilities (PWD) - Visual Impairment				1							1		2	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2	2					4	
Property - Special Handling				2	1	2	4	2	3	2	3		19	
Property - Special Handling - Damaged Items - Carry-On								3			2		5	
Property - Special Handling - Damaged Items - Checked							1	1					3	
Property - Special Handling - Missing Items - Carry-On				1	1	1							3	
Property - Special Handling - Missing Items - Checked				2		1	2	1		1	1		8	
Screening				3	2	4	4	4	5	7	5	1	35	
Screening - Children						1							1	
Screening - Inconsistency						1				1	1	1	4	
Screening - Lengthy Lines								1	3	2	2		8	
Screening - Procedures/Process				3	2	1	4	3	2	3	2		20	
Screening - Security Breach						1							1	
Screening - Shoe Screening										1			1	
<b>2019</b>	<b>20</b>	<b>17</b>	<b>6</b>	<b>17</b>	<b>6</b>	<b>15</b>	<b>8</b>	<b>19</b>	<b>16</b>	<b>18</b>	<b>16</b>	<b>15</b>	<b>173</b>	
Civil Rights	2	3	2	2	1	1		1			1		13	
Civil Rights - Perceived Religion		1											1	
Civil Rights - Racial Profiling or Discrimination	1		1	1	1								5	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	3	1						1					5	
Civil Rights - Sexual Orientation - Not Transgender				1									1	
Civil Rights - Transgender Screening						1							1	
Customer Service	5	5	1	3	1	5	1	5	3	3	5	4	41	
Customer Service - Others								1			1	1	3	
Customer Service - TSO	5	5	1	3	1	5	1	4	3	3	4	3	38	
Locks						1		2		1		1	5	
Locks - Missing or Damaged Lock						1		2		1		1	5	
Lost and Found						1							1	
Lost and Found - Airport/TSA						1							1	
Mishandling of Passenger Property	3	2	1	3	1		3	3	4		2	2	24	
Mishandling of Passenger Property - Damaged Items - Carry-On	2		2				1	1	1				7	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1								1	2	
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2	1	1				1	2	3		1	1	12	
Mishandling of Passenger Property - Damaged/Missing Items - Checked	1					1		1				1	3	
Patdown	3	1		4		1	2		3	3	3	2	22	
Patdown - Flyer	2	1		4		1	2		3	3	3	2	21	
Patdown - General		1											1	
Persons w/ Disabilities (PWD)	2	2	1		1	1		2	1	4			14	
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1	
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1	
Persons w/ Disabilities (PWD) - Diabetes	1	1											2	
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to Body				1									1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										2			2	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1						2			3	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1				1			1					3	
Property - Special Handling	1	1	1	1	1	2	2	2	3	4	2	4	24	
Property - Special Handling - Damaged Items - Carry-On									1				1	
Property - Special Handling - Damaged Items - Checked	1					1			1	1	1	2	7	
Property - Special Handling - Missing Items - Carry-On							1	2		2			7	
Property - Special Handling - Missing Items - Checked	1					1		1	1	1	1	2	9	
Screening	4	3		4	1	3		4	2	3	3	2	29	
Screening - Inconsistency		1				1				1			3	
Screening - Lengthy Lines		1						1					2	
Screening - Procedures/Process	3	2		4	1	2		3	2	1	2	2	22	
Screening - Security Breach								1		1	1		2	
<b>2020</b>	<b>16</b>	<b>17</b>	<b>16</b>	<b>9</b>	<b>11</b>	<b>11</b>				<b>1</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>98</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	4	1	1									1	7
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination	2			1								1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	4	1	3	1		1				1	2	1	15
Customer Service - Others			1									1	2
Customer Service - TSO	4	1	2	1		1			1	2	1		13
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property	3	2	5	1	2	1					1	2	17
Mishandling of Passenger Property - D	1	1	2	1		1					1		7
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - Damaged/Mis	1		3		1						1	1	7
Mishandling of Passenger Property - D	1				1								2
Patdown		1	2		1	3							1
Patdown - Flyer	1	2		1	3								7
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)		2	1		1								4
Persons w/ Disabilities (PWD) - Mobility Disability	2				1								3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)		1											1
Property - Special Handling	2	4	3	4	1	4				2	1	2	23
Property - Special Handling - Damaged	1		1			1				1			4
Property - Special Handling - Missing Items - Carr	3	1	2	1							1		8
Property - Special Handling - Missing I	1	1	1	2		3				1	2		11
Screening	6	2	2	1	3	5				1	1	1	22
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4	1	2	1	1	5				1	1	1	17
Screening - Retrieving Abandoned/Confiscated Ite	1												1
Screening - Security Breach	1				1								2
<b>2021</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>8</b>	<b>5</b>	<b>7</b>	<b>12</b>	<b>13</b>	<b>26</b>				<b>85</b>
Civil Rights		1		1		1							4
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination						1							2
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1												1
Customer Service				1	2	1	1	1	1				12
Customer Service - TSO				1	2	1	1	1	1				12
Expedited Passenger Screening Program			1		3	7	6	6	12				29
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program							2		3				5
Expedited Passenger Screening Program - TSA PreCheck			1		3	4	6	6	9				23
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1	1	1	2									7
Mishandling of Passenger Property - Damaged/Mi	1	1	2										6
Mishandling of Passenger Property - D	1												1
Patdown	1						1		1				3
Patdown - Flyer	1						1		1				3
Persons w/ Disabilities (PWD)	2							2	3				7
Persons w/ Disabilities (PWD) - Diabet	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1					2
Persons w/ Disabilities (PWD) - Mobil	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Property - Special Handling	2			2	1	2	1		3				11
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged	2			1	1								4
Property - Special Handling - Missing Items - Carry-On	1				1	1	1		1				4
Property - Special Handling - Missing Items - Checked						1			1				2
Screening		3	1		2		1	2					9
Screening - Inconsistency			1				1						2
Screening - Procedures/Process	3				2			2					7

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCK	2		1		1			3					7
2020	2		1		1								4
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity		1											1
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Patdown			1										1
Patdown - Flyer			1										1
2021								3					3
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service							2						2
Customer Service - TSO							2						2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>MCN</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>		<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>22</b>
<b>2018</b>				<b>1</b>			<b>2</b>	<b>2</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>9</b>	
Customer Service								<b>1</b>					<b>1</b>	
Customer Service - TSO								<b>1</b>					<b>1</b>	
Mishandling of Passenger Property				<b>1</b>			<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>5</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<b>1</b>			<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>4</b>	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>	
Screening							<b>1</b>			<b>1</b>		<b>1</b>	<b>3</b>	
Screening - Procedures/Process							<b>1</b>			<b>1</b>		<b>1</b>	<b>2</b>	
Screening - Shoe Screening												<b>1</b>	<b>1</b>	
<b>2019</b>	<b>1</b>	<b>1</b>					<b>1</b>	<b>2</b>				<b>1</b>	<b>6</b>	
Mishandling of Passenger Property	<b>1</b>	<b>1</b>					<b>1</b>					<b>1</b>	<b>4</b>	
Mishandling of Passenger Property - D	<b>1</b>	<b>1</b>					<b>1</b>					<b>1</b>	<b>3</b>	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												<b>1</b>	<b>1</b>	
Property - Special Handling								<b>1</b>					<b>1</b>	
Property - Special Handling - Missing Items - Checked								<b>1</b>					<b>1</b>	
Screening							<b>1</b>						<b>1</b>	
Screening - Procedures/Process							<b>1</b>						<b>1</b>	
<b>2020</b>				<b>2</b>								<b>2</b>	<b>4</b>	
Locks				<b>1</b>									<b>1</b>	
Locks - Missing or Damaged Lock				<b>1</b>									<b>1</b>	
Mishandling of Passenger Property				<b>1</b>								<b>1</b>	<b>2</b>	
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor												<b>1</b>	<b>1</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				<b>1</b>									<b>1</b>	
Patdown													<b>1</b>	<b>1</b>
Patdown - Flyer													<b>1</b>	<b>1</b>
<b>2021</b>	<b>1</b>	<b>1</b>									<b>1</b>		<b>3</b>	
Locks		<b>1</b>											<b>1</b>	
Locks - Missing or Damaged Lock		<b>1</b>											<b>1</b>	
Patdown					<b>2</b>						<b>1</b>		<b>1</b>	
Patdown - Flyer											<b>1</b>		<b>1</b>	
Screening		<b>1</b>											<b>1</b>	
Screening - Inconsistency		<b>1</b>											<b>1</b>	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MCO</b>	<b>412</b>	<b>398</b>	<b>432</b>	<b>606</b>	<b>608</b>	<b>588</b>	<b>528</b>	<b>534</b>	<b>499</b>	<b>388</b>	<b>396</b>	<b>304</b>	<b>5,693</b>
<b>2018</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>1,667</b>
Advanced Imaging Technology (AIT)								2		2	1	1	5
Advanced Imaging Technology (AIT) - Flyer								2		2	1	1	5
Civil Rights				3	1	3	6	5	10	7	6	6	47
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights								2	1	1	1	1	5
Civil Rights - Hair Patdowns							1	1	2		1	1	6
Civil Rights - Headwear								1					1
Civil Rights - National Origin				1		1		1	1	1			5
Civil Rights - Perceived Religion				1						1			2
Civil Rights - Racial Profiling or Discrimination				1	1	1	1	2	2	3	3	2	16
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	1	2		1	2	8
Civil Rights - Sexual Orientation - Not Transgender							2						2
Customer Service				36	27	27	27	21	24	35	24	14	235
Customer Service - CSM											1	1	2
Customer Service - Others						3	2	1	2				8
Customer Service - TSO				36	27	24	25	20	22	35	23	13	225
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks				11	4	17	14	17	17	12	7	7	106
Locks - General					1	1				1	1	1	5
Locks - Missing or Damaged Lock				11	3	16	14	17	17	11	6	6	101
Lost and Found				6	6	3	8	3	4		2		32
Lost and Found - Airport/TSA				6	6	3	8	3	4		2		32
Mishandling of Passenger Property				74	59	53	63	45	47	41	53	36	471
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				4	2	5	6	2	2	4	6	1	32
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				65	45	35	48	29	39	33	41	30	365
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Chec				5	12	13	8	14	6	4	5	5	72
Patdown				5	4	5	7	4	3	6	10	3	47
Patdown - Children											1		1
Patdown - Flyer				5	3	5	6	4	3	4	6	3	39
Patdown - Flyer as Observer					1		1			1	1		4
Patdown - Non-Flyer										1	2		3
Persons w/ Disabilities (PWD)				14	6	12	17	10	16	16	17	8	116
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1		2		1		5
Persons w/ Disabilities (PWD) - Breast Cancer						1			1				2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1			1		1	4
Persons w/ Disabilities (PWD) - Diabetes				1	1	2	2			1	3	1	11
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General				2	1	1	1			2	3	1	11
Persons w/ Disabilities (PWD) - Hearing Impairment							1	1			1	1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1		1		1	1	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1		1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				4	3	1	1	1	3	2			14
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1		3	2	2	1	1	3		13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1			1						2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	2		1						4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1				2		1		4
Persons w/ Disabilities (PWD) - Service Animals								1	1	1			3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1				1					2
Persons w/ Disabilities (PWD) - Visual Impairment						1			1	2			4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				7	1		2	1	4	4	2	3	24
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Property - Special Handling				45	53	51	30	46	39	39	24	34	361
Property - Special Handling - Damaged Items - Carry-On				5	5	6	2	4	3	4	2	2	33
Property - Special Handling - Damaged Items - Checked				10	7	18	8	13	12	8	5	8	89
Property - Special Handling - Missing Items - Carry-On				8	14	10	4	8	8	11	3	8	74
Property - Special Handling - Missing Items - Checked				22	27	17	16	21	16	16	14	16	165
Request for Assistance						1	1	2		2			6
Request for Assistance - Other						1	1	2		2			6
Screening				30	37	33	27	26	22	24	27	14	240
Screening - Children						1				1			2
Screening - Inconsistency				2	1	1	1	2	1		3		11
Screening - Lengthy Lines				8	11	8	9	6	3	3	2	2	52
Screening - Procedures/Process				19	24	23	16	16	16	20	20	10	164
Screening - Retrieving Abandoned/Confiscated Items				1	1		1	1	1		1		6
Screening - Security Breach							1	1	1	1	2	5	5
<b>2019</b>	<b>178</b>	<b>178</b>	<b>187</b>	<b>147</b>	<b>168</b>	<b>180</b>	<b>208</b>	<b>163</b>	<b>162</b>	<b>161</b>	<b>179</b>	<b>132</b>	<b>2,043</b>
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights	8	4	11	6		4	8	2	8	3	5	1	60
Civil Rights - Age											1		1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns				1				1					3
Civil Rights - National Origin				1						1	1		3
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination	4	1	6	4		3	4	2	4	2	2	1	33
Civil Rights - Screening of Religious or Cultural G	1								1				2
Civil Rights - Sex/Gender/Gender Ident	2	1	2	2			2		3		1		13

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Transgender Screening			2			1							3
Customer Service	27	23	30	20	29	35	37	29	23	20	18	12	303
Customer Service - Others	2	1	1	3	2	3	1	1	2	1			17
Customer Service - TSO	25	22	29	17	27	32	36	28	21	19	18	12	286
Locks	10	14	19	9	10	19	13	11	5	8	13	8	139
Locks - General						2				1	1	1	5
Locks - Missing or Damaged Lock	10	14	19	9	10	17	13	11	5	7	12	7	134
Lost and Found	3	2	2	1	7	6	3	4	1	3	1	4	37
Lost and Found - Airport/TSA	3	2	2	1	7	6	3	4	1	3	1	4	37
Mishandling of Passenger Property	52	49	46	48	47	34	49	36	44	43	53	37	538
Mishandling of Passenger Property - D	5	3	7	2	4	1	3	2	2	3	5	3	40
Mishandling of Passenger Property - D	41	40	36	42	38	31	39	29	29	37	44	31	437
Mishandling of Passenger Property - D	1			1				1			1	1	5
Mishandling of Passenger Property - D	5	6	3	3	5	2	7	4	13	3	3	2	56
Patdown	5	6	4	2	2	9	6	3	9	10	7	6	69
Patdown - Children				1									1
Patdown - Flyer	5	1	3	2	2	8	4	3	9	8	6	5	56
Patdown - Flyer as Observer	3	1				1	2			1	1	1	10
Patdown - General				1									1
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)	10	11	14	6	8	9	15	13	12	23	10	13	144
Persons w/ Disabilities (PWD) - Assistive Technol			1										1
Persons w/ Disabilities (PWD) - Autism Spectrum	3				1		1	2	1	1	2		11
Persons w/ Disabilities (PWD) - Breast Cancer						1	1					1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1	1				1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1		2	2			1		6
Persons w/ Disabilities (PWD) - Diabet	2	3		1		1		2	2	5			16
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/			1				1						1
Persons w/ Disabilities (PWD) - Gener	1	1	1	1	1	2	1			2		1	11
Persons w/ Disabilities (PWD) - Hearin	1		1	1	1								4
Persons w/ Disabilities (PWD) - Internal Medical Devices							1				1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1			1			2
Persons w/ Disabilities (PWD) - Medically Necess:	1	3			1	1	1	1	4	3	2	2	19
Persons w/ Disabilities (PWD) - Metal	1	1	1										3
Persons w/ Disabilities (PWD) - Mobil	1		2		1	1	1	2	1	5	1	2	17
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment			1									1	2
Persons w/ Disabilities (PWD) - Servic	1						1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Visual	1						1	1					3
Persons w/ Disabilities (PWD) - Wheel	2	1	5	2	1	2	2	3	3	3	4	5	33
Prohibited & Permitted Items			1				1			1			3
Prohibited & Permitted Items - Alcohol and Tobacc			1							1			2
Prohibited & Permitted Items - Ice/Gel Packs							1						1
Property - Special Handling	35	43	37	35	43	43	46	41	39	34	47	34	477
Property - Special Handling - Damaged	2	2	1	4	2	4	6	9	2	2	6	3	43
Property - Special Handling - Damaged	6	10	9	9	12	9	6	10	10	6	9	7	103
Property - Special Handling - Missing I	9	11	8	6	13	10	13	7	8	10	8	7	110
Property - Special Handling - Missing I	18	20	19	16	16	20	21	15	19	16	24	17	221
Request for Assistance	1	1	1	1		2	2	1		1	1	1	12
Request for Assistance - Other	1	1	1	1		2	2	1		1	1		11
Request for Assistance - Wounded Warrior (MSIJSOC)												1	1
Screening	27	24	22	19	22	19	27	23	20	16	24	16	259
Screening - Children	1												1
Screening - Inconsistency	3	2	1	1		1		1		1	1		11
Screening - Lengthy Lines	2	3	4	2	1	6	11	7	1	1	3	1	42
Screening - Procedures/Process	20	18	16	16	18	12	16	15	18	13	18	15	195
Screening - Retrieving Abandoned/Cor	1	1	1		1				1	1	1		7
Screening - Security Breach					2						1		3
TSA Contact Information			1										1
TSA Contact Information - General			1										1
<b>2020</b>	<b>176</b>	<b>158</b>	<b>196</b>	<b>194</b>	<b>178</b>	<b>118</b>	<b>17</b>	<b>28</b>	<b>24</b>	<b>45</b>	<b>45</b>	<b>49</b>	<b>1,228</b>
Advanced Imaging Technology (AIT)	1				1								2
Advanced Imaging Technology (AIT) - Flyer					1								1
Advanced Imaging Technology (AIT) -			1										1
Civil Rights	5	2	4	5	8	5	1	1		3	3	2	39
Civil Rights - Age					1						1		2
Civil Rights - Constitutional Rights					1								1
Civil Rights - Hair Patdowns	1											1	2
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrin	2	2	3	3	5	3		1		3		2	24
Civil Rights - Sex/Gender/Gender Iden	2				2								4
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening						2	1				1		4
Customer Service	25	20	45	33	28	26	1	9	1	3	3	11	205
Customer Service - CSM							1						1
Customer Service - Others	7	4	6	3	3	4		4					31
Customer Service - TSO	18	16	39	30	25	22	1	4	1	3	3	11	173
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks	19	10	9	9	14	5			2	4	2	2	76
Locks - Missing or Damaged Lock	19	10	9	9	14	5			2	4	2	2	76
Lost and Found	1	3	1	13	1	1							20

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA	1	3	1	13	1	1							20
Mishandling of Passenger Property	44	42	49	44	36	31	6	6	2	13	10	9	292
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				3	2	4	1			1	1	1	13
Mishandling of Passenger Property - D	40	39	43	32	29	23	3	6	2	8	9	6	240
Mishandling of Passenger Property - Damaged/Mi:				1			1						2
Mishandling of Passenger Property - D	4	2	6	9	5	4	1			4		2	37
Patdown	12	6	4	3	5	3							33
Patdown - Flyer	12	5	4	3	4	2							30
Patdown - Flyer as Observer						1							2
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	8	9	14	13	14	3		1		2	4	4	72
Persons w/ Disabilities (PWD) - Autism Spectrum	1	1	1							1		1	5
Persons w/ Disabilities (PWD) - Cancer (general) I	1	1			1								3
Persons w/ Disabilities (PWD) - Cognit	1		3	1	1							1	7
Persons w/ Disabilities (PWD) - Diabet	2	4	2	3	3								14
Persons w/ Disabilities (PWD) - Diaper	1												1
Persons w/ Disabilities (PWD) - General			2										2
Persons w/ Disabilities (PWD) - Hearing Impairment					1	1							2
Persons w/ Disabilities (PWD) - Internal Medical D	1												1
Persons w/ Disabilities (PWD) - Medic	2	1	1	1	4	2					1	1	13
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel	1		2								2		5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amput	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					2		1						3
Persons w/ Disabilities (PWD) - Service Animals				2						1		1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	2		1										3
Persons w/ Disabilities (PWD) - Wheel	2		1	1	1	1							6
Property - Special Handling	46	43	50	46	41	24	4	4	14	10	16	15	313
Property - Special Handling - Damaged	8	7	3	8	6				1		3		36
Property - Special Handling - Damaged	6	6	14	10	6	7	1	1	4	4	4	9	72
Property - Special Handling - Missing I	13	8	11	5	6	5	1		2		2	1	54
Property - Special Handling - Missing I	19	22	22	23	23	12	2	3	7	6	7	5	151
Request for Assistance				3		1			1				5
Request for Assistance - Other				3		1			1				5
Screening	15	23	17	27	30	20	5	7	4	10	7	5	170
Screening - Children				1									1
Screening - Crew Member or Airline Employee									1	1		1	3
Screening - Inconsistency	1	1		1	2				1				6
Screening - Lengthy Lines	1	2	1	3	5	2							14
Screening - Procedures/Process	11	16	16	22	21	17	5	4	3	10	6	5	136
Screening - Retrieving Abandoned/Confiscated Ite	2				2								4
Screening - Security Breach	2	2				1		1					6
<b>2021</b>	<b>58</b>	<b>62</b>	<b>49</b>	<b>41</b>	<b>65</b>	<b>84</b>	<b>103</b>	<b>162</b>	<b>131</b>				<b>755</b>
Airline						1		1	1				3
Airline - Policy/Regulations/Service						1		1	1				3
Civil Rights	3	1	3	4	2	4	3	11	5				36
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA Employee)									1				1
Civil Rights - Constitutional Rights							1	1					2
Civil Rights - Hostile Work Environment (TSA Employee)			1										1
Civil Rights - National Origin									2	1			3
Civil Rights - Racial Profiling or Discrimin	2	1	1	1	2	2	2	7	3				21
Civil Rights - Sex/Gender/Gender Ident	1			3		2		1					7
Claims				1	1				1				3
Claims - General				1	1				1				3
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	12	11	20	15	22	18	21	25	20				164
Customer Service - CSM					1			1					2
Customer Service - Others	1				1		1	1					4
Customer Service - TCC				2									2
Customer Service - TSO	11	11	18	14	21	17	20	24	20				156
DHS TRIP									1				1
DHS TRIP - General									1				1
Expedited Passenger Screening Program		6	2	6	11	27	51	43					146
Expedited Passenger Screening Program - TSA Application P	1					7	4	5					17
Expedited Passenger Screening Program - TSA PreCheck	5	2	6	11	20	47	38						129
General Aviation				2									2
General Aviation - General				2									2
Identification (ID) Requirements				1									1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass				1									1
Locks	3	1			1	2		1					8
Locks - Missing or Damaged Lock	3	1			1	2		1					8
Lost and Found	1			3			2	3					9
Lost and Found - Airport/TSA	1			3			2	3					9
Mishandling of Passenger Property	10	16	8	4	4	8	9	5	7				71
Mishandling of Passenger Property - D	2	2	2	1	2	2	3	1	1				16
Mishandling of Passenger Property - D	7	14	5	2	2	3	6	3	4				46
Mishandling of Passenger Property - D	1		1	1		3		1	2				9
No Jurisdiction				1				1	1				3
No Jurisdiction - No Referral				1				1					2
No Jurisdiction - Refer to Other									1				1
No Subject				1									1
No Subject - General				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	2	4				1	2	2	6				17
Patdown - Flyer	1	2				1	2	1	4				11
Patdown - Flyer as Observer	1	1						1	1				4
Patdown - Non-Flyer		1							1				2
Persons w/ Disabilities (PWD)	5	2	3	3	3	2	5	13	8				44
Persons w/ Disabilities (PWD) - Autism	1		1	1			1	1					5
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes		2	1					2					5
Persons w/ Disabilities (PWD) - General					1		1	2	1				5
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices						2		3					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1	1	3				5
Persons w/ Disabilities (PWD) - Medic	2									3			7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amput	1							1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1			1			2
Persons w/ Disabilities (PWD) - Servic	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (p	1					1				1			2
Persons w/ Disabilities (PWD) - Wheel	1							1	1				4
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Prohibited & Permitted Items		1			1		1	2		1			6
Prohibited & Permitted Items - Firearm/Ammunition					1			1					2
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - Ice/Gel	1						1						2
Prohibited & Permitted Items - Liquids/Gels/Aerosols								1					1
Property - Special Handling	17	11	3	1	6	17	14	29	26				124
Property - Special Handling - Damaged Items - Carry-On						2	1	8	6				17
Property - Special Handling - Damaged	3	3	1		4	5	4	5	6				31
Property - Special Handling - Missing I	3	2		1		3	3	7	9				28
Property - Special Handling - Missing I	11	6	2		2	7	6	9	5				48
Request for Assistance										1			1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening	7	14	4	2	21	18	18	18	12				114
Screening - Children		1				1							3
Screening - Crew Member or Airline Employee	1		1										2
Screening - Inconsistency		1				8	1	1	5	3			19
Screening - Lengthy Lines								3	3	1			7
Screening - Procedures/Process	6	11	3	2	13	16	13	9	8				81
Screening - Retrieving Abandoned/Cor	1							1					2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCW	1												1
2020	1												1
Patdown		1											1
Patdown - Flyer		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MDT</b>	<b>17</b>	<b>13</b>	<b>20</b>	<b>14</b>	<b>26</b>	<b>16</b>	<b>21</b>	<b>19</b>	<b>16</b>	<b>17</b>	<b>16</b>	<b>23</b>	<b>218</b>
<b>2018</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>71</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				3	6	1	1	3		1	1	1	17
Customer Service - Others								1					1
Customer Service - TSO				3	6	1	1	2		1	1	1	16
Locks					1			1		1	1	1	5
Locks - Missing or Damaged Lock					1			1		1	1	1	5
Mishandling of Passenger Property						1	2	1	3	1	2	10	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	1	3	1	1	2	9	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown							1	1	1				3
Patdown - Flyer							1	1	1				3
Persons w/ Disabilities (PWD)							1				2		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling				1	3	2	2	1	1	3		1	14
Property - Special Handling - Damaged Items - Carry-On					2		1	1					4
Property - Special Handling - Damaged Items - Checked				1	1	1	1						5
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked						1			1	1	1		4
Screening					1	4	5	2		2	2	1	17
Screening - Inconsistency											1		1
Screening - Lengthy Lines					2	2	1			1			6
Screening - Procedures/Process				1	2	3	1			1	1	1	10
<b>2019</b>	<b>9</b>	<b>6</b>	<b>10</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>79</b>
Civil Rights								2					2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service		2	2	2		2	1		2	3	2	3	24
Customer Service - Others		2	1			1			1	1			6
Customer Service - TSO		1	2		1	1		1	2	2	3	5	18
Locks				1		1		1			1		5
Locks - Missing or Damaged Lock				1		1		1			1		5
Mishandling of Passenger Property		1	1	1				1		1		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1					1		1	3
Mishandling of Passenger Property - Disarrayed It				1	1			1					3
Patdown				1			2				1		4
Patdown - Flyer				1			2				1		4
Persons w/ Disabilities (PWD)		1						1					2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal		1											1
Property - Special Handling		2	1	5	2	2		1		2	2		18
Property - Special Handling - Damaged Items - Carry-On				1		1				1			3
Property - Special Handling - Damaged		2	1					1		1	1		6
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked				3	2	1			1		1		8
Screening		4	1	1		1		1	2	3	1	2	18
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency						1							1
Screening - Procedures/Process		4		1			1	2	3	1	1	1	15
Screening - Retrieving Abandoned/Confiscated Items										1			1
<b>2020</b>	<b>7</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>45</b>
Civil Rights			1	2							1		4
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination			1								1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service		1		2	1		1						6
Customer Service - TSO		1		2	1		1						6
Locks													1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property		1		1		1					2		7
Mishandling of Passenger Property - D		1		1		1				1	2		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown		1		1		1				1	1		5
Patdown - Flyer		1		1		1				1	1		5
Persons w/ Disabilities (PWD)		1		1							1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel				1									1
Persons w/ Disabilities (PWD) - Wheel		1											1
Property - Special Handling					3	1					1		5
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked					2	1							3
Screening		3	3	1	1	1	2		1		1	1	14
Screening - Inconsistency		1				1			1				3
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		2	3	1	1		1				1	1	10
<b>2021</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>4</b>				<b>23</b>
Civil Rights		1	1										3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination			1					1					2
Customer Service					1	1			1	3			6
Customer Service - TSO					1	1			1	3			6
Expedited Passenger Screening Program							1	1		1			3
Expedited Passenger Screening Program - TSA PreCheck							1	1		1			3
Mishandling of Passenger Property	2	1			1								4
Mishandling of Passenger Property - Damaged/Missing Items		1			1								2
Mishandling of Passenger Property - Damaged/Misplaced		1											1
Mishandling of Passenger Property - Disarrayed Items		1											1
Property - Special Handling	1							2					3
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked Bag	1							1					2
Screening							2	2					4
Screening - Inconsistency							1	2					3
Screening - Procedures/Process							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MDW</b>	<b>97</b>	<b>96</b>	<b>111</b>	<b>106</b>	<b>96</b>	<b>107</b>	<b>122</b>	<b>122</b>	<b>124</b>	<b>117</b>	<b>87</b>	<b>71</b>	<b>1,256</b>
<b>2018</b>				<b>44</b>	<b>26</b>	<b>52</b>	<b>50</b>	<b>46</b>	<b>41</b>	<b>64</b>	<b>42</b>	<b>24</b>	<b>389</b>
Civil Rights				1	2		1	3		2	2	2	13
Civil Rights - Hair Patdowns										1	1		2
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination					2		1	3		1	1		8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service				7	6	11	15	7	12	11	10	3	82
Customer Service - Others				1		2	1			3			7
Customer Service - TSO				6	6	9	14	7	12	8	10	3	75
Identification (ID) Requirements				1						1			2
Identification (ID) Requirements - Domestic				1						1			2
Locks				2	1	3	3		1	2	1	1	14
Locks - Missing or Damaged Lock				2	1	3	3		1	2	1	1	14
Lost and Found				1		3			3	3	1	1	12
Lost and Found - Airport/TSA				1		3			3	3	1	1	12
Mishandling of Passenger Property				13	9	9	5	11	3	9	9	9	77
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				2	1	1	2	1		1	2	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				10	8	8	2	8	2	6	5	7	56
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				1				1	2		1	2	8
Patdown					1	4	2	5	5	7	5		29
Patdown - Flyer					1	4	2	5	5	6	3		26
Patdown - Flyer as Observer											2		2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				1	2	4	6	2	5	2		1	23
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes					1	1	1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General							2		1				3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1					2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1				1				2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts							1			1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		1	2			1	5
Property - Special Handling				7	2	5	8	10	9	15	9	3	68
Property - Special Handling - Damaged Items - Carry-On						1				1			2
Property - Special Handling - Damaged Items - Checked				1		1		1	1	3	1	1	9
Property - Special Handling - Missing Items - Carry-On				3	1		2	5	4	8	2	1	26
Property - Special Handling - Missing Items - Checked				3	1	3	6	4	4	3	6	1	31
Request for Assistance				1				1					2
Request for Assistance - Other					1								1
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1
Screening				10	3	13	10	7	3	12	5	4	67
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency							1	1		1	1	1	5
Screening - Lengthy Lines				2		5	1		2	3	3		16
Screening - Procedures/Process				7	3	6	8	5	1	6	1	3	40
Screening - Retrieving Abandoned/Confiscated Items						2				1			3
Screening - Security Breach				1				1					2
<b>2019</b>	<b>37</b>	<b>39</b>	<b>52</b>	<b>28</b>	<b>21</b>	<b>31</b>	<b>45</b>	<b>36</b>	<b>38</b>	<b>38</b>	<b>32</b>	<b>32</b>	<b>429</b>
Advanced Imaging Technology (AIT)	1										1		2
Advanced Imaging Technology (AIT) -	1										1		2
Civil Rights	4	1	2				3	2	2	3		1	18
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns									2				2
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination	1	1					1		1	1			5
Civil Rights - Sex/Gender/Gender Ident	4						2		1		1		8
Customer Service	12	9	14	2	5	11	9	7	6	2	7	6	90
Customer Service - Others	2					3							5
Customer Service - TSO	10	9	14	2	5	11	6	7	6	2	7	6	85
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks	1					1	1			2	2	1	8
Locks - Missing or Damaged Lock	1					1	1			2	2	1	8
Lost and Found	1	1	1	3	1			1	2	1	1		12
Lost and Found - Airport/TSA	1	1	1	3	1			1	2	1	1		12
Mishandling of Passenger Property	6	3	7	7	4	4	10	6	5	6	7	5	70
Mishandling of Passenger Property - D	2	1		3		1	1			2	2		12
Mishandling of Passenger Property - D	4	2	5	4	4	2	7	6	5	4	5	5	53
Mishandling of Passenger Property - Disarrayed Items--Carry-	2					1	2						5
Patdown	1	1	1	2	2	1	1	2	1	2	2	2	16
Patdown - Flyer	1	1	1	2	2	1	1	2	1	2	2	2	16
Persons w/ Disabilities (PWD)	1	6	4	3	2	1	2	1	4	3	4	3	34
Persons w/ Disabilities (PWD) - Breast Cancer							1				1		2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											2		2
Persons w/ Disabilities (PWD) - Cognitive /Develo				1									1
Persons w/ Disabilities (PWD) - Diabetes											1		1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1	1							1		1		4
Persons w/ Disabilities (PWD) - Metal Implants (joints)	1												1
Persons w/ Disabilities (PWD) - Mobility Disability	2	1						1		2	1	1	8
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals	1			1								1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair	1		1	1	2	1				1	1		8
Property - Special Handling	6	13	19	10	4	6	16	15	10	17	8	9	133
Property - Special Handling - Damaged Items - Carry-On		2	1	1			2	2	1			1	10
Property - Special Handling - Damaged Items - Checked	1	1	2	2		1	2	4	3	5	1		22
Property - Special Handling - Missing Items - Checked	3	4	5	3	3	3	4	6	2	4	3	4	44
Property - Special Handling - Missing Items - Carry-On	2	8	10	4		2	8	3	4	8	4	4	57
Request for Assistance				2								1	3
Request for Assistance - Other				2								1	3
Screening	5	4	2	2	2	6	4	3	5	3	2	4	42
Screening - Lengthy Lines	2							1					3
Screening - Procedures/Process	2	4	1	1	1	6	3	3	5	2	2	4	34
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach	1		1	1							1		4
<b>2020</b>	<b>42</b>	<b>47</b>	<b>52</b>	<b>24</b>	<b>38</b>	<b>11</b>	<b>4</b>	<b>8</b>	<b>13</b>	<b>15</b>	<b>13</b>	<b>15</b>	<b>282</b>
Civil Rights	1		1	1							1	1	5
Civil Rights - Hair Patdowns			1									1	2
Civil Rights - Racial Profiling or Discrimination	1			1								1	3
Customer Service	9	8	12	3	12	4		4	2	2	2	2	60
Customer Service - Others	2	1			1			1	1				6
Customer Service - TSO	7	7	12	3	11	4		3	1	2	2	2	54
Locks	2	1	1	2	1					1	1		9
Locks - Missing or Damaged Lock	2	1	1	2	1					1	1		9
Lost and Found	3	3	1	2	1			1			1		12
Lost and Found - Airport/TSA	3	3	1	2	1			1			1		12
Mishandling of Passenger Property	9	10	10	5	8	2	1	2	3	1	5	5	61
Mishandling of Passenger Property - Domestic	1	1	2		2					1		1	8
Mishandling of Passenger Property - Domestic - Checked	8	9	8	5	4	1	1	2	1	1	5	3	48
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	1			1			1	5
Patdown	3	2	2	2							1		10
Patdown - Flyer	3	2	2	2								1	9
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	3	4	1	1	1					1	2	1	15
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical	2				1							1	4
Persons w/ Disabilities (PWD) - Mobility	1		1	1							1		4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1												1
Property - Special Handling	11	13	19	7	10	3	1	1	4	4	3	5	81
Property - Special Handling - Damaged Items - Checked	1	1			1	1						1	5
Property - Special Handling - Damaged Items - Carry-On	1	4	5	3	2	1			2	2	1	1	22
Property - Special Handling - Missing Items - Checked	6	8	7	2	1		1		1	1	2	2	31
Property - Special Handling - Missing Items - Carry-On	3		7	2	6	1	1	1	1	1	1	1	23
Screening	3	5	5	2	4	1	1	1	3	3		1	29
Screening - Inconsistency									1				1
Screening - Lengthy Lines		1			1						1		3
Screening - Procedures/Process	3	4	5		2	1	1	1	2	2		1	22
Screening - Security Breach				2	1								3
<b>2021</b>	<b>18</b>	<b>10</b>	<b>7</b>	<b>10</b>	<b>11</b>	<b>13</b>	<b>23</b>	<b>32</b>	<b>32</b>				<b>156</b>
Civil Rights	1					1	1	1					5
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										2			2
Civil Rights - Transgender Screening							1						1
Claims			1										1
Claims - General			1										1
Current Topic					1								1
Current Topic - Current Topic					1								1
Customer Service	2	3	6	2	3	8	12	5					41
Customer Service - Others	1				1		1						3
Customer Service - TSO	2	2	6	2	2	8	11	5					38
Duplicate E-mail									1				1
Duplicate E-mail - General									1				1
Expedited Passenger Screening Program					2	6	6	10	15				39
Expedited Passenger Screening Program - TSA Application Program							1	4	1				6
Expedited Passenger Screening Program - TSA PreCheck					2	6	5	6	14				33
Locks	1	1							1				3
Locks - Missing or Damaged Lock	1	1							1				3
Lost and Found	2				1								3
Lost and Found - Airport/TSA	2				1								3
Mishandling of Passenger Property	5	4	2	2			2	2					17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Domestic	5	4	2	2			1	2					16

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown						1		1	2	1			5
Patdown - Flyer						1		1	2	1			5
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing	1												1
Prohibited & Permitted Items						1				1			2
Prohibited & Permitted Items - Alcohol and Tobacco										1			1
Prohibited & Permitted Items - Food/Beverages						1							1
Property - Special Handling	5	2		1	4	2	1	3	5				23
Property - Special Handling - Damaged Items - Ca	1					1							5
Property - Special Handling - Damaged	1					3	1		1	2			8
Property - Special Handling - Missing I	1							1					2
Property - Special Handling - Missing I	3	1		1	1				2				8
Screening	2	1		1		1	4	1	2				12
Screening - Inconsistency				1					1				2
Screening - Procedures/Process	2	1				1	4			2			10

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MEI</b>													
<b>2018</b>	2	1	1	2	1	1	3	4	2	2	3	1	20
Mishandling of Passenger Property					1		1		2				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		2				3
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling							1				1		2
Property - Special Handling - Missing Items - Carry-On							1				1		2
Screening							1						1
Screening - Crew Member or Airline Employee							1						1
<b>2019</b>									2	1	1	1	5
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service											1		1
Customer Service - TSO											1		1
Property - Special Handling								2	1				3
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked								1					1
<b>2020</b>	2	1	1							1	1		6
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Mi:			1										1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening				1							1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process				1									1
<b>2021</b>							1	1					2
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MEM</b>	<b>35</b>	<b>19</b>	<b>40</b>	<b>31</b>	<b>32</b>	<b>43</b>	<b>32</b>	<b>41</b>	<b>42</b>	<b>40</b>	<b>33</b>	<b>36</b>	<b>424</b>
<b>2018</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>101</b>
Civil Rights								<b>1</b>	<b>1</b>	<b>2</b>			<b>4</b>
Civil Rights - Racial Profiling or Discrimination								<b>1</b>		<b>1</b>			<b>2</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									<b>1</b>				<b>1</b>
Civil Rights - Transgender Screening										<b>1</b>			<b>1</b>
Customer Service				<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>25</b>
Customer Service - Others							<b>1</b>						<b>1</b>
Customer Service - TSO				<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>24</b>
Locks										<b>1</b>	<b>1</b>		<b>2</b>
Locks - Missing or Damaged Lock										<b>1</b>	<b>1</b>		<b>2</b>
Lost and Found											<b>1</b>	<b>1</b>	
Lost and Found - Airport/TSA											<b>1</b>	<b>1</b>	
Mishandling of Passenger Property				<b>4</b>	<b>3</b>	<b>2</b>		<b>5</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>21</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>5</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<b>4</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>11</b>
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							<b>1</b>						<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							<b>2</b>		<b>1</b>		<b>1</b>		<b>4</b>
Patdown					<b>1</b>								<b>2</b>
Patdown - Children												<b>1</b>	<b>1</b>
Patdown - Flyer				<b>1</b>								<b>1</b>	<b>2</b>
Persons w/ Disabilities (PWD)										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										<b>1</b>			<b>1</b>
Property - Special Handling				<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>26</b>
Property - Special Handling - Damaged Items - Carry-On					<b>1</b>	<b>1</b>				<b>1</b>			<b>3</b>
Property - Special Handling - Damaged Items - Checked								<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>	<b>5</b>
Property - Special Handling - Missing Items - Carry-On				<b>1</b>			<b>1</b>			<b>2</b>	<b>1</b>		<b>5</b>
Property - Special Handling - Missing Items - Checked						<b>3</b>		<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>13</b>
Screening				<b>2</b>	<b>2</b>	<b>2</b>		<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>18</b>
Screening - Inconsistency				<b>1</b>		<b>1</b>		<b>1</b>					<b>4</b>
Screening - Lengthy Lines						<b>1</b>		<b>1</b>				<b>1</b>	<b>3</b>
Screening - Procedures/Process				<b>1</b>	<b>2</b>			<b>2</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>10</b>
Screening - Security Breach												<b>1</b>	<b>1</b>
<b>2019</b>	<b>15</b>	<b>10</b>	<b>15</b>	<b>5</b>	<b>10</b>	<b>16</b>	<b>14</b>	<b>8</b>	<b>12</b>	<b>16</b>	<b>11</b>	<b>17</b>	<b>149</b>
Advanced Imaging Technology (AIT)						<b>1</b>							<b>1</b>
Advanced Imaging Technology (AIT) - Flyer						<b>1</b>							<b>1</b>
Civil Rights						<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>	<b>5</b>
Civil Rights - Hair Patdowns											<b>1</b>		<b>1</b>
Civil Rights - Racial Profiling or Discrimination						<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>4</b>
Customer Service	<b>4</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>46</b>
Customer Service - Others							<b>1</b>			<b>1</b>			<b>3</b>
Customer Service - TSO	<b>4</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>4</b>		<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>43</b>
Locks	<b>1</b>					<b>1</b>	<b>1</b>					<b>2</b>	<b>5</b>
Locks - Missing or Damaged Lock	<b>1</b>					<b>1</b>	<b>1</b>					<b>2</b>	<b>5</b>
Mishandling of Passenger Property	<b>4</b>		<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>4</b>		<b>4</b>	<b>31</b>
Mishandling of Passenger Property - Damaged/Missing Items-				<b>1</b>							<b>1</b>		<b>2</b>
Mishandling of Passenger Property - Disarrayed Items-Carry-	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>3</b>		<b>4</b>	<b>25</b>
Patdown	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>9</b>
Patdown - Flyer	<b>1</b>	<b>1</b>	<b>1</b>			<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>8</b>
Patdown - Flyer as Observer												<b>1</b>	<b>1</b>
Persons w/ Disabilities (PWD)	<b>2</b>							<b>2</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>8</b>
Persons w/ Disabilities (PWD) - Autism Spectrum								<b>1</b>					<b>1</b>
Persons w/ Disabilities (PWD) - Breast Cancer											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Diabetes	<b>1</b>												<b>1</b>
Persons w/ Disabilities (PWD) - Internal Medical Devices								<b>1</b>					<b>1</b>
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Touch	<b>1</b>												<b>1</b>
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											<b>2</b>		<b>2</b>
Property - Special Handling	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>23</b>
Property - Special Handling - Damaged Items - Carry-On					<b>1</b>				<b>2</b>	<b>1</b>	<b>1</b>		<b>5</b>
Property - Special Handling - Damaged	<b>1</b>	<b>2</b>	<b>1</b>									<b>1</b>	<b>5</b>
Property - Special Handling - Missing Items - Carr	<b>1</b>	<b>1</b>					<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>6</b>
Property - Special Handling - Missing Items - Chec	<b>1</b>	<b>1</b>				<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>
Screening	<b>2</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>20</b>
Screening - Inconsistency	<b>1</b>												<b>1</b>
Screening - Lengthy Lines		<b>1</b>				<b>1</b>	<b>1</b>						<b>3</b>
Screening - Procedures/Process	<b>1</b>	<b>1</b>		<b>1</b>		<b>3</b>			<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>14</b>
Screening - Retrieving Abandoned/Confiscated Ite	<b>1</b>				<b>1</b>								<b>2</b>
TSA Contact Information							<b>1</b>						<b>1</b>
TSA Contact Information - General							<b>1</b>						<b>1</b>
<b>2020</b>	<b>7</b>	<b>8</b>	<b>21</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>4</b>	<b>8</b>	<b>13</b>	<b>9</b>	<b>8</b>	<b>101</b>
Civil Rights				<b>1</b>	<b>1</b>				<b>1</b>		<b>1</b>	<b>1</b>	<b>5</b>
Civil Rights - Hair Patdowns						<b>1</b>							<b>1</b>
Civil Rights - Racial Profiling or Discrimination											<b>1</b>	<b>1</b>	<b>3</b>
Civil Rights - Screening of Religious Cultural and Ceremonial Items				<b>1</b>									<b>1</b>
Customer Service	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>1</b>			<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>22</b>
Customer Service - Others												<b>1</b>	<b>1</b>
Customer Service - TSO	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>1</b>			<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>21</b>
Locks						<b>1</b>							<b>1</b>
Locks - Missing or Damaged Lock						<b>1</b>							<b>1</b>
Mishandling of Passenger Property	<b>2</b>	<b>4</b>	<b>6</b>	<b>2</b>		<b>1</b>			<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>21</b>
Mishandling of Passenger Property - Damaged/Missing Items-		<b>1</b>										<b>1</b>	<b>2</b>
Mishandling of Passenger Property - D	<b>1</b>		<b>3</b>	<b>2</b>		<b>1</b>			<b>2</b>	<b>1</b>		<b>1</b>	<b>11</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	1	4	2							1			8
Patdown				1							1	1	6
Patdown - Flyer				1			1				1	1	6
Persons w/ Disabilities (PWD)	1			1			1				1	1	5
Persons w/ Disabilities (PWD) - Cancer	1												1
Persons w/ Disabilities (PWD) - General											1	1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Property - Special Handling		2	8	1	2	3	2	1	4	8	3	2	36
Property - Special Handling - Damaged Items - Carry-On			1			1			1				3
Property - Special Handling - Damaged Items - Checked		2		1	2	1	1	1	1	1		2	12
Property - Special Handling - Missing Items - Carry-On	1					1							3
Property - Special Handling - Missing Items - Checked	1	4					1		2	7	3		18
Screening	1	1		1				1			1		5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1	1	1								1		4
<b>2021</b>	<b>13</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>10</b>				<b>73</b>
Civil Rights						1							1
Civil Rights - Age						1							1
Customer Service	4		2	4	3		3	3	3				22
Customer Service - TSO	4		2	4	3		3	3	3				22
Expedited Passenger Screening Program						2	1	3	4				10
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck						2	1	2	4				9
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Locks	1							1	1				3
Locks - General									1				1
Locks - Missing or Damaged Lock	1						1						2
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3		1	1	1	2	2						10
Mishandling of Passenger Property - Damaged/Missing Items			1										1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	3			1	1	1	2						8
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked							1						1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)	1			1		2			1				5
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthetic Limb	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	4	1	1					2	1	3			12
Property - Special Handling - Damaged Items	2		1						1				4
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked	2	1						2		2			7
Screening				1		4	1	1					7
Screening - Inconsistency						1							1
Screening - Procedures/Process				1		3	1	1					6

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MFE</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>43</b>
<b>2018</b>													
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property					1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1								2
Patdown							1				1	1	3
Patdown - Flyer							1				1	1	3
Property - Special Handling										1	1		2
Property - Special Handling - Missing Items - Checked										1	1		2
Screening								1			1		2
Screening - Procedures/Process								1			1		2
<b>2019</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>3</b>	<b>1</b>			<b>17</b>
Civil Rights											1		2
Civil Rights - Racial Profiling or Discrimination											1		2
Customer Service									1				2
Customer Service - TSO									1				2
Mishandling of Passenger Property			1	1	1						1		4
Mishandling of Passenger Property - D			1	1	1						1		4
Patdown						1				1	1		3
Patdown - Flyer						1				1	1		3
Property - Special Handling					1	1							3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Chec					1	1							2
Screening					1	1					1		3
Screening - Procedures/Process					1	1					1		3
<b>2020</b>	<b>2</b>			<b>1</b>			<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>10</b>
Customer Service				1									1
Customer Service - TSO				1									1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property						1						2	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items						1						1	2
Patdown												1	1
Patdown - Flyer											1		1
Property - Special Handling								1				1	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked							1						2
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>	<b>1</b>	<b>1</b>						<b>2</b>	<b>1</b>				<b>5</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - D			1						1				2
Screening					1								1
Screening - Procedures/Process					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFR	8	5	14	5	5	10	6	6	4	6	7	6	82
2018				2	1	5	3	2	2	2	6	2	25
Civil Rights							1				1	2	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1	1	
Civil Rights - Transgender Screening							1						1
Customer Service						2				1	1		4
Customer Service - Others						1				1		2	
Customer Service - TSO						1					1		2
Mishandling of Passenger Property								1		2		3	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1		2	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1		1	
Persons w/ Disabilities (PWD)											1	1	
Persons w/ Disabilities (PWD) - Diabetes											1		
Property - Special Handling						1	1	1	1	1	2		7
Property - Special Handling - Damaged Items - Carry-On										1		1	
Property - Special Handling - Damaged Items - Checked							1					1	
Property - Special Handling - Missing Items - Carry-On									1			1	
Property - Special Handling - Missing Items - Checked					1		1	1			1		4
Screening						1	1	2	1	1	1	1	8
Screening - Lengthy Lines							1			1	1		4
Screening - Procedures/Process						1		2	1			1	4
2019	1	2	9		1	3	2	3	1			3	25
Civil Rights					1							1	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Locks					1				1				2
Locks - Missing or Damaged Lock					1				1				2
Mishandling of Passenger Property					1			1	1	1		1	5
Mishandling of Passenger Property - Damaged/Missing Items-					1			1	1	1		1	5
Patdown					1				1				2
Patdown - Flyer					1				1				2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Property - Special Handling	1	2	2				1					1	7
Property - Special Handling - Damaged Items - Checked					1			1					2
Property - Special Handling - Missing Items - Carr					1								1
Property - Special Handling - Missing I	1	1	1									1	4
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening					1			1	1				3
Screening - Inconsistency								1					1
Screening - Procedures/Process					1			1					2
2020	6	2	2	3	2	1				4	1	1	22
Civil Rights						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service					1								1
Customer Service - TSO					1								1
Locks			2										2
Locks - Missing or Damaged Lock			2										2
Mishandling of Passenger Property			2		1	1		1				1	6
Mishandling of Passenger Property - D			1		1	1		1				1	5
Mishandling of Passenger Property - D			1										1
Patdown			1				1						2
Patdown - Flyer							1						1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cancer (general) I				1									1
Property - Special Handling			1			1				2	1	1	6
Property - Special Handling - Damaged			1			1				1			3
Property - Special Handling - Missing Items - Checked									2		1		3
Screening				1		1					1		3
Screening - Procedures/Process				1		1					1		3
2021	1	1	3		1	1	1	1	1				10
Customer Service				2			1						3
Customer Service - TSO				2				1					3
Expedited Passenger Screening Program						1				1			2
Expedited Passenger Screening Program - TSA PreCheck						1		1		1			2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - D				1									1
Property - Special Handling						1			1				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked							1						1
Screening					1								1
Screening - Procedures/Process					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	1		2	5	1	3		2	4	3	2	3	26
2018						1		1	1	1	1		4
Customer Service									1				1
Customer Service - TSO										1			1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening								1		1			2
Screening - Procedures/Process								1		1			2
2019		1	3			3		1	2	2	1	2	15
Civil Rights					1		1						2
Civil Rights - Age							1						1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service									1		1		2
Customer Service - Others											1		1
Customer Service - TSO									1				1
Mishandling of Passenger Property				2		1					1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2		1					1		4
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1				1	2	1		5
Screening - Lengthy Lines									2	1			3
Screening - Procedures/Process					1				1				2
2020			2							1		1	4
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1							1	2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2021	1		1							1			3
Customer Service					1								1
Customer Service - TSO					1								1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening		1											1
Screening - Procedures/Process		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MGW</b>				2			1						3
<b>2020</b>				1									1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2021</b>				1			1						2
Screening				1			1						2
Screening - Procedures/Process				1			1						2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHK	3	4	4	2	5	2	3	2	4	3	2	4	38
2018													
Locks					1	3		2	1	3	1	2	14
Locks - Missing or Damaged Lock						1					1		2
Mishandling of Passenger Property				1	1		1		1	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1	1		1						3
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked									1	1			2
Property - Special Handling						1		1	1	1	1	1	6
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked						1		1	1		1	1	5
Screening										1			1
Screening - Procedures/Process										1			1
2019	1	2	1	1	1				1	1	3		11
Mishandling of Passenger Property	1	1		1	1				1		1		6
Mishandling of Passenger Property - Damaged/Mi:	1			1	1				1				4
Mishandling of Passenger Property - D	1										1		2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling					1					1			2
Property - Special Handling - Missing Items - Checked					1					1			2
Screening				1							1		2
Screening - Procedures/Process				1							1		2
2020	1	2	3				1				1		8
Mishandling of Passenger Property	1	1	1										3
Mishandling of Passenger Property - Damaged/Missing Items-			1										1
Mishandling of Passenger Property - D	1	1											2
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling				1			1						2
Property - Special Handling - Damaged Items - Checked				1			1						1
Property - Special Handling - Missing Items - Chec				1									1
Screening					2								2
Screening - Inconsistency					1								1
Screening - Procedures/Process					1								1
2021	1					1	1	1	1				5
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Touch		1											1
Property - Special Handling							1	1					2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked								1					1
Screening						1							1
Screening - Procedures/Process						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
MHT	17	11	9	21	16	13	9	18	23	22	10	10	179	
2018				11	7	3	3	8	8	8	5	3	56	
Civil Rights								1	1				2	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1	
Civil Rights - Transgender Screening									1				1	
Customer Service					2		1	1	1				6	
Customer Service - Others							1	1					3	
Customer Service - TSO					2				1				3	
Locks										2			2	
Locks - Missing or Damaged Lock										2			2	
Mishandling of Passenger Property				4	4	1	1	1	4	5	2	2	24	
Mishandling of Passenger Property - Damaged/Missing Items--Checked				3	4			1	4	5	2	1	20	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1	1					1	4	
Patdown								1					1	
Patdown - Flyer								1					1	
Persons w/ Disabilities (PWD)											2		2	
Persons w/ Disabilities (PWD) - Diabetes											1		1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1	
Property - Special Handling				3	1			5					9	
Property - Special Handling - Damaged Items - Carry-On				1									1	
Property - Special Handling - Damaged Items - Checked								2					2	
Property - Special Handling - Missing Items - Checked				2	1			3					6	
Screening				2	2	1			3		1	1	10	
Screening - Inconsistency						1							1	
Screening - Lengthy Lines				1					1				2	
Screening - Procedures/Process				1	1	1		2		1	1	1	7	
2019	4	7	7	5	3	7	4	9	9	11	5	5	76	
Civil Rights				1									1	
Civil Rights - Sex/Gender/Gender Identity- Not Tra				1									1	
Customer Service				2			2			4		1	10	
Customer Service - Others				1			1			2			4	
Customer Service - TSO				1			1			2		1	6	
Locks					1								2	
Locks - Missing or Damaged Lock					1							1	2	
Mishandling of Passenger Property	1	2	4	3	1	2		4	4	3	2	2	28	
Mishandling of Passenger Property - Damaged/Missing Items			1										1	
Mishandling of Passenger Property - Damaged/Mi:	2	2	3		2			3	3	2	1	2	20	
Mishandling of Passenger Property - D	1	1		1			1	1	1	1			7	
Patdown				2			1	1			1		5	
Patdown - Children											1		1	
Patdown - Flyer				1			1	1					3	
Patdown - Non-Flyer				1									1	
Persons w/ Disabilities (PWD)				1			1				1		3	
Persons w/ Disabilities (PWD) - Breast Cancer											1		1	
Persons w/ Disabilities (PWD) - General							1						1	
Persons w/ Disabilities (PWD) - Medical Devices -				1									1	
Property - Special Handling	1	3	1	1	1	2	2	3	1	5	2	1	23	
Property - Special Handling - Damaged	1	3				2	1			2			9	
Property - Special Handling - Missing Items - Carry-On										1			1	
Property - Special Handling - Missing Items - Checked				1	1	1		1	3	3	2	1	13	
Screening								1	2		1		4	
Screening - Procedures/Process								1	2		1		4	
2020	9	3	2	4	5	1				2	3		2	31
Customer Service	2	1		1		1								5
Customer Service - TSO	2	1		1		1								5
Locks	2				1									3
Locks - Missing or Damaged Lock	2				1									3
Mishandling of Passenger Property	1	1	2		3					1	2			10
Mishandling of Passenger Property - D	1	1	1		3					1	2			9
Mishandling of Passenger Property - Disarrayed Items--Carry-			1											1
Patdown				1										1
Patdown - Flyer				1										1
Property - Special Handling		3								1	1		2	7
Property - Special Handling - Damaged Items - Carry-On										1				1
Property - Special Handling - Damaged Items - Checked											1		2	
Property - Special Handling - Missing Items - Checked		3									1		1	4
Screening		1			2	2								5
Screening - Lengthy Lines						1								1
Screening - Procedures/Process		1			2	1								4
2021	4	1		1	1	2	2	1	4					16
Customer Service	1						1							2
Customer Service - TSO	1						1							2
Expedited Passenger Screening Program					1	2			2					5
Expedited Passenger Screening Program - TSA PreCheck					1	2			2					5
Identification (ID) Requirements										1				1
Identification (ID) Requirements - Real ID										1				1
Mishandling of Passenger Property				1		1		1						3
Mishandling of Passenger Property - Damaged/Mi:				1		1		1						3
Patdown				2										2
Patdown - Flyer				1										1
Patdown - Flyer as Observer				1										1
Prohibited & Permitted Items								1						1
Prohibited & Permitted Items - Sporting Goods								1						1
Property - Special Handling				1					1					2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged	1								1				2
<b>MIA 2018</b>	<b>267</b>	<b>292</b>	<b>316</b>	<b>491</b>	<b>439</b>	<b>455</b>	<b>346</b>	<b>409</b>	<b>355</b>	<b>287</b>	<b>303</b>	<b>240</b>	<b>4,200</b>
Advanced Imaging Technology (AIT)				145	139	156	143	157	114	120	125	101	1,200
Advanced Imaging Technology (AIT) - Flyer													1
Civil Rights				10	1	2	6	5	2	6	2	2	36
Civil Rights - Hair Patdowns								1					1
Civil Rights - Headwear													1
Civil Rights - National Origin				1			1						4
Civil Rights - Racial Profiling or Discrimination				7	1	2	4	2	1	4	1	2	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				2					3
Civil Rights - Transgender Screening				1			1						3
Customer Service				21	22	29	31	34	17	17	18	13	202
Customer Service - Others				3	8	9	3	6	5	3	2		39
Customer Service - TSO				18	14	20	28	28	12	14	16	13	163
Locks				10	18	14	17	20	12	10	14	6	121
Locks - General						1							1
Locks - Missing or Damaged Lock				10	17	14	17	20	12	10	14	6	120
Lost and Found				1	1			1	1	2	1		7
Lost and Found - Airport/TSA				1	1			1	1	2	1		7
Mishandling of Passenger Property				66	52	62	49	53	43	48	41	48	462
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on L				1	4	2			3	3		3	16
Mishandling of Passenger Property - Damaged/Missing Items-Checked E				59	41	49	45	49	40	41	39	40	403
Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage				1			1			2	1	2	7
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Chec				6	6	11	3	4		2	1	3	36
Patdown				2		1		2	5		4	2	16
Patdown - Flyer				2				2	4		3	2	13
Patdown - Flyer as Observer								1			1		2
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)				3	5	6	3	6		2	1	2	28
Persons w/ Disabilities (PWD) - Diabetes				1		1	2	1				1	6
Persons w/ Disabilities (PWD) - General				2				1		1		1	5
Persons w/ Disabilities (PWD) - Hearing Impairment						2					1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1	1	1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	2	1	3			1			9
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Property - Special Handling				27	23	32	22	24	22	23	30	22	225
Property - Special Handling - Damaged Items - Carry-On				4	3	3	1		1	4		2	18
Property - Special Handling - Damaged Items - Checked				3	6	14	5	4	4	2	3	3	44
Property - Special Handling - Missing Items - Carry-On				2	2	3	3	4	2	4	1	3	24
Property - Special Handling - Missing Items - Checked				18	12	12	13	16	15	13	26	14	139
Request for Assistance						1					1		2
Request for Assistance - Other						1					1		2
Screening				5	17	9	15	12	12	12	11	6	99
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency					1	1				1			3
Screening - International Screening								1					1
Screening - Lengthy Lines					6	2	1	5	2	2	2	4	24
Screening - Procedures/Process				5	10	5	14	6	8	9	9	1	67
Screening - 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>137</b>	<b>132</b>	<b>137</b>	<b>122</b>	<b>136</b>	<b>158</b>	<b>99</b>	<b>1,575</b>
Civil Rights	6	8	2	2	1	4	1	3	9	3	3	2	44
Civil Rights - Age				1	1	1						1	1
Civil Rights - Constitutional Rights													3
Civil Rights - Hair Patdowns									2				2
Civil Rights - Headwear									1				1
Civil Rights - Perceived Religion				4	4	1	1	3	1		1		1
Civil Rights - Racial Profiling or Discrimin								1					27
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identit	1	3	1	1					1			1	8
Customer Service	21	24	16	23	19	17	19	24	14	13	24	19	233
Customer Service - CSM											1		1
Customer Service - Others	4	2	2	1	3	2	3	5		1	3		26
Customer Service - TSO	17	22	14	22	16	15	16	19	14	12	20	19	206
Locks	11	17	7	14	7	19	14	17	10	12	15	4	147
Locks - General						1							1
Locks - Missing or Damaged Lock	11	17	7	14	6	19	14	17	10	12	15	4	146
Lost and Found	2	1	1	1	1	2			2	2	1	1	12
Lost and Found - Airport/TSA	2	1	1	1	1	2			2	2	1		12
Mishandling of Passenger Property	42	30	47	50	37	45	41	42	32	54	60	40	520
Mishandling of Passenger Property - D	1	1	4	2	2	2	2	1		4	2	3	24
Mishandling of Passenger Property - D	36	27	43	45	29	35	38	38	26	46	52	32	447
Mishandling of Passenger Property - D	2	1		1		1				3	1		9
Mishandling of Passenger Property - D	3	1		2	6	7	1	3	6	4	3	4	40
Patdown	4	5	5	1	2	2	1		2	5	3	4	34
Patdown - Flyer	4	5	4	1	2	1	1		2	5	3	4	32
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)	1	3	4	3	6	2	4	6	5	5	3	3	45
Persons w/ Disabilities (PWD) - Autism Spectrum							1				1		2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabilities				1									1
Persons w/ Disabilities (PWD) - Diabetes	1							1		2	1	1	6
Persons w/ Disabilities (PWD) - General					2							1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices	1											1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1				1			1	1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability	2			1	1			1		2		1	8
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Calluses	1				1								2
Persons w/ Disabilities (PWD) - Service Animals								2					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1	2			1	1	1	3	1				10
Property - Special Handling	23	42	30	41	30	30	44	30	30	38	37	20	395
Property - Special Handling - Damaged	2	2	5	1	2	2	2	4	3	4	4	4	35
Property - Special Handling - Damaged Luggage	6	8	6	9	4	9	7	5	8	10	7	6	85
Property - Special Handling - Missing Luggage	1	8	6	3	10	3	8	5	10	1	2	5	62
Property - Special Handling - Missing Items	14	24	13	28	14	16	27	16	9	23	24	5	213
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	11	13	17	13	11	16	8	15	17	4	13	6	144
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	2												2
Screening - International Screening									1	1			2
Screening - Lengthy Lines	2	3	3		4	4	1	4	2	1	2	1	27
Screening - Procedures/Process	7	8	12	13	6	11	6	10	14	2	9	5	103
Screening - Retrieving Abandoned/Confiscated Items			2			1		1					5
Screening - Security Breach				1			1				1		3
Screening - Shoe Screening					1								1
2020	116	116	157	155	149	98	15	18	23	31	20	40	938
Civil Rights	4	1	7	2	1	6			1		2		24
Civil Rights - Age			2										2
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination	2	1	2	1		5			1		2		14
Civil Rights - Sex/Gender/Gender Identity	2		2		1	1							6
Customer Service	13	15	29	14	22	17	2	4	3	4	2	6	131
Customer Service - Others	1	1	2	1			1	1					7
Customer Service - TSO	13	14	28	12	21	17	2	3	2	4	2	6	124
Locks	10	14	21	14	16	10		1	2	1		3	92
Locks - General		1			1								2
Locks - Missing or Damaged Lock	10	13	21	14	15	10		1	2	1		3	90
Lost and Found	2		1		1	1				1			6
Lost and Found - Airport/TSA	2		1		1	1				1			6
Mishandling of Passenger Property	41	39	41	52	47	30	8	4	7	10	3	12	294
Mishandling of Passenger Property - Domestic	1			2	2				1				6
Mishandling of Passenger Property - Domestic	37	34	35	41	38	26	5	2	5	9	3	11	246
Mishandling of Passenger Property - Domestic	1	1		1				2					5
Mishandling of Passenger Property - Domestic	2	4	6	8	7	4	3		1	1		1	37
Patdown	4	4	2	4									14
Patdown - Flyer	4	4	1	4									13
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1	10	8	7	5	3				1	3		38
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabilities				1									1
Persons w/ Disabilities (PWD) - Diabetes	4				1								5
Persons w/ Disabilities (PWD) - Diapers/Garments	1					1							2
Persons w/ Disabilities (PWD) - General	1	1							1				3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1	1									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	2	1											3
Persons w/ Disabilities (PWD) - Metal Implants (joint)		2											2
Persons w/ Disabilities (PWD) - Mobility Disability	1			1	1								3
Persons w/ Disabilities (PWD) - Ostomy	1				1								2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Calluses		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1					1				1
Persons w/ Disabilities (PWD) - Visual Impairment	1	1											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1	2	1		1				1				6
Property - Special Handling	29	24	31	43	41	24	4	7	9	7	9	14	242
Property - Special Handling - Damaged	1	2	7	6	3	1		1	1		2		24
Property - Special Handling - Damaged Luggage	6	11	7	6	6	7	1	2	2	1		3	52
Property - Special Handling - Missing Luggage	6	2	3	5	5	5	1	1	1	1	3	2	35
Property - Special Handling - Missing Items	16	9	14	26	27	11	2	3	5	5	4	9	131
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	12	9	17	19	15	7	1	2		5	4	5	96
Screening - Lengthy Lines	3	1	2	2	1	1					1		11
Screening - Procedures/Process	7	8	15	17	10	5		2		5	4	4	77
Screening - Retrieving Abandoned/Confiscated Items	1				2	1							4
Screening - Security Breach	1				2	1							4
2021	30	33	30	43	38	64	56	97	96				487
Airline						1	1	1					3
Airline - Policy/Regulations/Service						1	1	1					3
Animals						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Animals - Carry-On						1							1
Civil Rights			1	2		3	1	1		3			11
Civil Rights - Racial Profiling or Discrimination				1		2	1	1		3			8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1	1											2
Civil Rights - Sexual Orientation - Not Transgender						1							1
Claims			1		1	1				1			4
Claims - General			1		1	1				1			4
Customer Service		1	13	11	9	12	10	20	25				101
Customer Service - CSM			1										1
Customer Service - Others							1						1
Customer Service - TCC			1										1
Customer Service - TSO	1	11	11	9	12	9	20	25					98
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program			2	2	11	14	19	25					73
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program - Known Crew Member								1					1
Expedited Passenger Screening Program - TSA Application Program						1	2	3	1				7
Expedited Passenger Screening Program - TSA PreCheck			2	2	9	12	16	23					64
Hazardous Materials Safety			2		1								3
Hazardous Materials Safety - General			2		1								3
Identification (ID) Requirements						1	1	2					4
Identification (ID) Requirements - Domestic						1	1	1					3
Identification (ID) Requirements - Real ID							1						1
Locks	2	2		2	1	2	1	1	1				12
Locks - Missing or Damaged Lock	2	2		2	1	2	1	1	1				12
Lost and Found		1		1			1	1					4
Lost and Found - Airport/TSA		1		1			1	1					4
Mishandling of Passenger Property	11	9	5	11	10	4	4	12	4				70
Mishandling of Passenger Property - D	1	1	1	1	2	1	1	2	2				12
Mishandling of Passenger Property - D	8	8	3	10	7	3	3	9	1				52
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - D	1		1		1			1	1				5
No Jurisdiction				1		2		3	4				10
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP				1		1	1	1	3				6
No Jurisdiction - Refer to Other						1	1	1	1				3
Patdown		1				1	1	2	2				7
Patdown - Flyer		1				1		2					4
Patdown - Flyer as Observer							1		1				2
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	1	1				2	3	5	3				15
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - General						1		1					2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices							2						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medical Devices	1	1				1	1						4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		1				2
Prohibited & Permitted Items			1	3				1	3				8
Prohibited & Permitted Items - Alcohol and Tobacco				3					2				5
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols								1					1
Prohibited & Permitted Items - Sporting Goods									1				1
Property - Special Handling	11	14	5	7	11	15	6	13	15				97
Property - Special Handling - Damaged Items - Ca	2				2		1	1	3				9
Property - Special Handling - Damaged Items	1	1		1	4	8	2	4	4				25
Property - Special Handling - Missing Items	1				1	1	2	2	2				9
Property - Special Handling - Missing Items - Ca	9	11	5	6	4	6	1	6	6				54
Screening	4	5	1	3	4	7	13	16	9				62
Screening - Inconsistency						1	1	2	2				10
Screening - Lengthy Lines			1			1	2	2	6	1			13
Screening - Procedures/Process	4	4	1	3	2	4	9	7	4				38
Screening - Retrieving Abandoned/Confiscated Items								1					1
Transfer to Security Specialist									1				1
Transfer to Security Specialist - Reportable Communication									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKE	29	37	42	45	34	38	35	44	50	43	49	54	500
2018				21	17	17	12	12	19	23	16	18	155
Civil Rights				1					1				2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service				4	2	2	2	1	1	4	2	4	22
Customer Service - Others												1	1
Customer Service - TSO				4	2	2	2	1	1	4	2	3	21
Locks					1				1			1	3
Locks - General												1	1
Locks - Missing or Damaged Lock					1				1			2	
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				6	5	1	2	4	6	8	4	7	43
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1		2	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked				6	5		2	3	5	5	3	6	35
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1	1		1	4
Patdown				2	2	3			3	3	3	1	17
Patdown - Children					1								1
Patdown - Flyer				2	1	3			3	3	3	1	16
Persons w/ Disabilities (PWD)							1	1	1		2		5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1				1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1			2	
Property - Special Handling				6	5	10	4	4	3	7	4	4	47
Property - Special Handling - Damaged Items - Carry-On						2				1			3
Property - Special Handling - Damaged Items - Checked				2	2	2	1		1	1	1		10
Property - Special Handling - Missing Items - Carry-On				1	1	2			1	1	1	1	8
Property - Special Handling - Missing Items - Checked				3	2	4	3	4	1	4	2	3	26
Request for Assistance									1	1	1		3
Request for Assistance - Other										1	1		2
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1
Screening				1	2	1	3	2	2			1	12
Screening - Children						1							1
Screening - Inconsistency					1								1
Screening - Procedures/Process					1		3	2	2			1	9
Screening - Security Breach				1									1
2019	12	21	21	8	9	12	14	15	14	14	23	26	189
Civil Rights	1	1	1					3	1		1	3	11
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination								3	1		1	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1			1								1	3
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service	3	3	1				1	4	1	1	1	1	17
Customer Service - TSO	3	3	1				1	4	1	1	1	1	17
Locks	1	1							1	1	5	3	12
Locks - Missing or Damaged Lock	1	1							1	1	5	3	12
Lost and Found	1				1				1		2		5
Lost and Found - Airport/TSA	1				1				1		2		5
Mishandling of Passenger Property	7	7	7	1	1	4	6	4	9	5	5	7	63
Mishandling of Passenger Property - Damaged/Mi:	1				1			1			2		4
Mishandling of Passenger Property - D	6	4	7	1		3	4	3	9	5	5	5	52
Mishandling of Passenger Property - D	1	2			1	1	2					7	
Patdown					1	2	1				1		5
Patdown - Flyer					1	1	1				1		4
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	2	3							1	1	1	1	9
Persons w/ Disabilities (PWD) - Breast Cancer									1			1	
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Gener	1											1	
Persons w/ Disabilities (PWD) - Medical Devices -	1											1	
Persons w/ Disabilities (PWD) - Medically Necess	2											2	
Persons w/ Disabilities (PWD) - Metal	1											1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1	1	
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1			1	
Property - Special Handling	1	5	5	4	3	5	4	2		3	5	5	42
Property - Special Handling - Damaged Items - Ca	1	1			1							3	
Property - Special Handling - Damaged Items - Ch	1	1	1	1	1	1				2	4	11	
Property - Special Handling - Missing Items - Carry-On	2				1	1	1	1		1		6	
Property - Special Handling - Missing I	1	3	1	3	1	3	3	1	2	2	3	1	22
Screening	1	1	4		2	2	3	2		2	5	3	25
Screening - Inconsistency	1				1					1		3	
Screening - Procedures/Process	1	3			1	1	2	2		2	4	3	19
Screening - Retrieving Abandoned/Confiscated Items	1											1	
Screening - Security Breach						1	1					2	
2020	13	13	14	14	7	5	3	2	5	6	10	10	102
Civil Rights	1				1					1	1	1	4
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Ident	1				1							1	3
Customer Service	1		1	1		1	1	2	1		1	1	10
Customer Service - TSO	1		1	1		1	1	2	1		1	1	10
Locks	1									1	1	2	5
Locks - Missing or Damaged Lock	1								1	1	1	2	5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found	1						1						2
Lost and Found - Airport/TSA	1						1						2
Mishandling of Passenger Property	5	6	9	4	2	1	1			2	6	3	39
Mishandling of Passenger Property - Damaged/Missing	1	1											2
Mishandling of Passenger Property - Damaged/Missing - Airline	4	5	6	3	2	1	1			2	5	3	32
Mishandling of Passenger Property - Damaged/Missing - TSA	1		2	1							1		5
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Property - Special Handling	2	4	3	7	1	2			3	3	1	2	28
Property - Special Handling - Damaged Items - Carry-On								2					2
Property - Special Handling - Damaged Items - Checked	3			2					1	1		1	8
Property - Special Handling - Missing Items - Carry-On	1	1				2							4
Property - Special Handling - Missing Items - Checked	2	2	5	1					2	1	1		14
Screening	2	3	1	1	2	1			1				11
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	2	1	1	1	1							8
Screening - Retrieving Abandoned/Confiscated Items	1							1					2
<b>2021</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>15</b>	<b>12</b>				<b>54</b>
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1			2									3
Civil Rights - Racial Profiling or Discrimination	1		1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1			1									1
Customer Service		1			1			2	1	1			6
Customer Service - Others							1						1
Customer Service - TSO	1		1				1	1	1				5
Expedited Passenger Screening Program			1			1	2	11	8				23
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck	1					1	2	10	8				22
Mishandling of Passenger Property		1	1			1	1		1				5
Mishandling of Passenger Property - Damaged/Missing	1	1				1	1		1				5
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	3	1		1		1	1	1	2	1			10
Property - Special Handling - Damaged	1					1		1	1	1			4
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items - TSA	1	1		1				1	1				5
Screening				2		1			1				4
Screening - Procedures/Process				2		1			1				4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKG	1			1	2			1	2	5	2	1	15
2018								1	2	2	1	1	7
Customer Service								1					1
Customer Service - TSO								1					1
Locks									1				1
Locks - General									1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling								1	1	1	1		4
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked								1	1	1			3
2019				1						3	1		5
Property - Special Handling				1						2			3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked									2				2
Screening									1	1			2
Screening - Procedures/Process									1	1			2
2020	1				2								3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKK				1				1					2
2018				1									1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked E					1								1
2019								1					1
Customer Service								1					1
Customer Service - TSO								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MLB</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>70</b>
<b>2018</b>													
Civil Rights													1
Civil Rights - Screening of Religious Cultural and Ceremonial Items													1
Customer Service													4
Customer Service - Others													1
Customer Service - TSO													3
Locks													2
Locks - Missing or Damaged Lock													2
Mishandling of Passenger Property													11
Mishandling of Passenger Property - Damaged/Missing Items--Checked													10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Property - Special Handling													4
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Checked													3
Screening													3
Screening - Procedures/Process													2
Screening - Retrieving Abandoned/Confiscated Items													1
<b>2019</b>	<b>3</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>28</b>
Civil Rights													3
Civil Rights - Racial Profiling or Discrimination													2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service													4
Customer Service - Others													2
Customer Service - TSO													2
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked													5
Patdown													2
Patdown - Flyer													2
Property - Special Handling													9
Property - Special Handling - Damaged													3
Property - Special Handling - Missing Items - Carry-On													1
Property - Special Handling - Missing I													5
Screening													2
Screening - Procedures/Process													2
<b>2020</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>		<b>1</b>			<b>1</b>		<b>2</b>	<b>1</b>	<b>13</b>
Customer Service													3
Customer Service - Others													1
Customer Service - TSO													2
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown													1
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Diabetes													1
Property - Special Handling													4
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Checked													2
Screening													3
Screening - Inconsistency													1
Screening - Procedures/Process													2
<b>2021</b>						<b>1</b>	<b>2</b>	<b>1</b>					<b>4</b>
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA Application Program													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>MLI</b>														
<b>2018</b>	4	3	7	6	3	7	4	4	7	4	3	4	52	
Civil Rights				4	4	2	4	1	2	2	1		20	
Civil Rights - Racial Profiling or Discrimination							1			1			2	
Customer Service							1			1			2	
Customer Service - TSO							1			1			2	
Locks						2							2	
Locks - Missing or Damaged Lock						2							2	
Mishandling of Passenger Property				1						1			3	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1					1				3	
Patdown				1			1			1			3	
Patdown - Flyer				1			1			1			3	
Persons w/ Disabilities (PWD)						1							1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1	
Property - Special Handling						1							1	
Property - Special Handling - Missing Items - Carry-On						1							1	
Screening				2	2		1	1					6	
Screening - Inconsistency								1					1	
Screening - Lengthy Lines				1	1			1					3	
Screening - Procedures/Process				1	1								2	
<b>2019</b>							1		3	3	1	3	11	
Civil Rights										1			1	
Civil Rights - Racial Profiling or Discrimination										1			1	
Customer Service									1			1	2	
Customer Service - TSO									1			1	2	
Locks												1	1	
Locks - Missing or Damaged Lock												1	1	
Mishandling of Passenger Property									1	1		1	3	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1			1	3	
Persons w/ Disabilities (PWD)									1				1	
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts									1				1	
Property - Special Handling									1				1	
Property - Special Handling - Missing Items - Checked								1					1	
Screening						1		1					2	
Screening - Procedures/Process						1		1					2	
<b>2020</b>	1	2	2	1						1	1	2	1	11
Civil Rights											1		1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1	
Mishandling of Passenger Property		1									1		2	
Mishandling of Passenger Property - Damaged/Missing Items-		1									1		2	
Patdown		1				1							2	
Patdown - Flyer		1				1							2	
Property - Special Handling			2						1		1	1	5	
Property - Special Handling - Damaged Items - Checked											1		1	
Property - Special Handling - Missing Items - Carry-On											1		1	
Property - Special Handling - Missing Items - Checked			2								1		3	
Screening			1										1	
Screening - Inconsistency			1										1	
<b>2021</b>	3	1	1	1			3		1				10	
Civil Rights								1					1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1	
Customer Service			1										1	
Customer Service - TSO			1										1	
Expedited Passenger Screening Program				1			1			1			3	
Expedited Passenger Screening Program - TSA PreCheck				1			1			1			3	
Locks		1											1	
Locks - Missing or Damaged Lock		1											1	
Mishandling of Passenger Property		1				1							2	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1	
Mishandling of Passenger Property - Disarrayed It		1											1	
Property - Special Handling								1					1	
Property - Special Handling - Damaged Items - Checked							1						1	
Screening			1										1	
Screening - Procedures/Process			1										1	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MLU</b>	2	7		7	1	4	3	4	13		4	2	47
<b>2018</b>						2	3	3	7		1	1	17
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Mishandling of Passenger Property									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1			1	1
Patdown								1	1				2
Patdown - Flyer								1	1				2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked								1	1				1
Screening							1	3	2	4		1	11
Screening - Lengthy Lines							1	2	2	2		1	4
Screening - Procedures/Process							1	3	2	2		1	7
<b>2019</b>	<b>5</b>		<b>2</b>	<b>1</b>					<b>4</b>		<b>2</b>	<b>1</b>	<b>15</b>
Civil Rights		1											1
Civil Rights - National Origin		1											1
Customer Service	2				1				1				4
Customer Service - TSO	2				1				1				4
Mishandling of Passenger Property	1								2		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Mi:	1								2				3
Property - Special Handling				2								1	3
Property - Special Handling - Damaged Items - Checked				2								2	
Property - Special Handling - Missing Items - Checked											1		1
Screening		1							1		1		3
Screening - Lengthy Lines		1									1		2
Screening - Procedures/Process										1			1
<b>2020</b>	<b>2</b>	<b>2</b>		<b>3</b>						<b>1</b>		<b>1</b>	<b>9</b>
Customer Service	1												1
Customer Service - TSO	1												1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling				1					1		1		3
Property - Special Handling - Damaged Items - Checked				1					1		1		2
Property - Special Handling - Missing Items - Checked				1									1
Screening	1	1		2									4
Screening - Children				1									1
Screening - Inconsistency				1									1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		1											1
<b>2021</b>				<b>2</b>		<b>2</b>		<b>1</b>		<b>1</b>			<b>6</b>
Airline								1			1		1
Airline - Lost Baggage									1				1
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening				1									1
Screening - Procedures/Process				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MMH</b>	<b>1</b>			<b>2</b>			<b>2</b>						<b>6</b>
<b>2018</b>				<b>1</b>			<b>1</b>						<b>3</b>
Customer Service					<b>1</b>								<b>1</b>
Customer Service - TSO					<b>1</b>								<b>1</b>
Mishandling of Passenger Property							<b>1</b>						<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							<b>1</b>						<b>1</b>
<b>2019</b>							<b>1</b>						<b>1</b>
Patdown							<b>1</b>						<b>1</b>
Patdown - Flyer							<b>1</b>						<b>1</b>
<b>2020</b>	<b>1</b>			<b>1</b>									<b>2</b>
Customer Service					<b>1</b>								<b>1</b>
Customer Service - TSO					<b>1</b>								<b>1</b>
Property - Special Handling	<b>1</b>												<b>1</b>
Property - Special Handling - Missing I	<b>1</b>												<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MOB</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>9</b>	<b>12</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>79</b>
<b>2018</b>													<b>19</b>
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													4
Mishandling of Passenger Property - Damaged/Missing Items--Checked													3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown													1
Patdown - Flyer as Observer													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - General													1
Property - Special Handling													6
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Checked													1
Screening													5
Screening - Procedures/Process													4
Screening - Security Breach													1
<b>2019</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>35</b>
Civil Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service													8
Customer Service - Others													2
Customer Service - TSO													6
Locks													3
Locks - Missing or Damaged Lock													3
Mishandling of Passenger Property													15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items-													11
Mishandling of Passenger Property - Disarrayed Items--Carry-													3
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)													1
Property - Special Handling													3
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing I													2
Screening													4
Screening - Procedures/Process													4
<b>2020</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>		<b>2</b>				<b>1</b>	<b>2</b>	<b>3</b>	<b>19</b>
Customer Service													3
Customer Service - TSO													3
Locks													2
Locks - Missing or Damaged Lock													2
Mishandling of Passenger Property													1
Mishandling of Passenger Property - D													1
Notice of Violation/Civil Penalties													1
Notice of Violation/Civil Penalties - General													1
Patdown													5
Patdown - Children													1
Patdown - Flyer													4
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer													1
Property - Special Handling													5
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing I													4
Screening													1
Screening - Children													1
<b>2021</b>	<b>1</b>	<b>1</b>								<b>2</b>	<b>2</b>		<b>6</b>
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - TSA PreCheck													3
Locks													1
Locks - Missing or Damaged Lock													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOT	2	4	2	4	3	5	2	2	3	3	3	3	34
2018					2	1	1			2	1		7
Customer Service					1								1
Customer Service - TSO					1								1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property					1		1			1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening						1							1
Screening - Procedures/Process						1							1
2019	3	1	3						1	1	1	2	12
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Mishandling of Passenger Property			1						1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1						1		1		3
Property - Special Handling	1									1	1	1	4
Property - Special Handling - Damaged Items - Checked	1										1		2
Property - Special Handling - Missing Items - Checked										1	1		2
Screening		1	1	1									3
Screening - Inconsistency					1								1
Screening - Procedures/Process					1								1
Screening - Retrieving Abandoned/Confiscated Items		1											1
2020	1		1	1	1	3			1		1	1	10
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property	1			1		1					1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1			1		1					1		4
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Checked		1											1
Property - Special Handling - Missing Items - Checked						1							1
Screening									1				1
Screening - Procedures/Process									1				1
2021	1	1				1	1		1				5
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1							1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked		1							1				2
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MQT</b>				<b>1</b>		<b>2</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>2018</b>					<b>1</b>								<b>13</b>
Mishandling of Passenger Property						<b>1</b>							<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>							<b>1</b>
<b>2019</b>					<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>
Civil Rights						<b>1</b>							<b>1</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						<b>1</b>							<b>1</b>
Customer Service								<b>1</b>					<b>1</b>
Customer Service - TSO									<b>1</b>				<b>1</b>
Mishandling of Passenger Property							<b>1</b>				<b>1</b>		<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							<b>1</b>				<b>1</b>		<b>2</b>
Patdown										<b>1</b>			<b>1</b>
Patdown - Flyer										<b>1</b>			<b>1</b>
Property - Special Handling										<b>1</b>			<b>1</b>
Property - Special Handling - Damaged Items - Checked										<b>1</b>			<b>1</b>
Screening										<b>1</b>			<b>1</b>
Screening - Procedures/Process										<b>1</b>			<b>1</b>
<b>2020</b>			<b>1</b>				<b>1</b>				<b>1</b>		<b>3</b>
Property - Special Handling							<b>1</b>						<b>1</b>
Property - Special Handling - Missing Items - Carry-On								<b>1</b>					<b>1</b>
Screening				<b>1</b>							<b>1</b>		<b>2</b>
Screening - Procedures/Process				<b>1</b>							<b>1</b>		<b>2</b>
<b>2021</b>									<b>2</b>				<b>2</b>
Customer Service								<b>1</b>					<b>1</b>
Customer Service - TSO								<b>1</b>					<b>1</b>
Mishandling of Passenger Property								<b>1</b>					<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								<b>1</b>					<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MRY</b>	4	2	3	2	2	2	2	5	4	2	2	3	33
<b>2018</b>													7
Mishandling of Passenger Property						1							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
Patdown													1
Patdown - Flyer													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
Screening							1						2
Screening - Lengthy Lines													1
Screening - Procedures/Process						1							1
<b>2019</b>	1	1	1	1				2	1	2		3	12
Customer Service								1					1
Customer Service - TSO								1					1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1			1								1	3
Mishandling of Passenger Property - Damaged/Missing Items-				1									1
Mishandling of Passenger Property - D		1										1	2
Screening					1	1			1		2		7
Screening - Lengthy Lines												2	2
Screening - Procedures/Process					1	1			1		2		5
<b>2020</b>	2		1										3
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - D		1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1											1
Screening - Procedures/Process		1											1
<b>2021</b>	1	1	1	1	1	2			4				11
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service		1			1								2
Customer Service - TSO		1			1								2
Expedited Passenger Screening Program								2					2
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - D		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling					1								2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked					1								1
Screening						1			1				2
Screening - Inconsistency									1				1
Screening - Procedures/Process						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSL</b>								<b>2</b>				<b>1</b>	<b>3</b>
<b>2018</b>												<b>1</b>	<b>1</b>
Civil Rights												<b>1</b>	<b>1</b>
Civil Rights - Racial Profiling or Discrimination												<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>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								<b>1</b>					<b>1</b>
<b>2021</b>								<b>1</b>					<b>1</b>
Customer Service								<b>1</b>					<b>1</b>
Customer Service - TSO								<b>1</b>					<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSN</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>19</b>	<b>12</b>	<b>14</b>	<b>15</b>	<b>9</b>	<b>17</b>	<b>11</b>	<b>19</b>	<b>12</b>	<b>162</b>
<b>2018</b>				<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>43</b>
Civil Rights								<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>5</b>
Civil Rights - Age													
Civil Rights - National Origin								<b>1</b>					<b>1</b>
Civil Rights - Racial Profiling or Discrimination									<b>1</b>				<b>1</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							<b>1</b>			<b>1</b>			<b>2</b>
Customer Service						<b>1</b>	<b>1</b>					<b>3</b>	<b>5</b>
Customer Service - TSO						<b>1</b>	<b>1</b>					<b>3</b>	<b>5</b>
Locks						<b>1</b>			<b>1</b>			<b>1</b>	<b>3</b>
Locks - Missing or Damaged Lock						<b>1</b>			<b>1</b>			<b>1</b>	<b>3</b>
Mishandling of Passenger Property				<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>				<b>10</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<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 - Damaged/Missing Items--Unspecified Luggage					<b>1</b>								<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					<b>1</b>		<b>1</b>						<b>2</b>
Patdown							<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>
Patdown - Flyer							<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>2</b>
Persons w/ Disabilities (PWD)					<b>1</b>							<b>1</b>	<b>2</b>
Persons w/ Disabilities (PWD) - Autism Spectrum												<b>1</b>	<b>1</b>
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					<b>1</b>							<b>1</b>	<b>1</b>
Property - Special Handling						<b>1</b>		<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>7</b>
Property - Special Handling - Damaged Items - Checked						<b>1</b>		<b>1</b>		<b>1</b>	<b>1</b>		<b>4</b>
Property - Special Handling - Missing Items - Checked										<b>2</b>		<b>1</b>	<b>3</b>
Screening										<b>1</b>		<b>1</b>	<b>2</b>
Screening - Procedures/Process										<b>1</b>		<b>1</b>	<b>2</b>
<b>2019</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>64</b>
Advanced Imaging Technology (AIT)										<b>1</b>			<b>1</b>
Advanced Imaging Technology (AIT) - Flyer										<b>1</b>			<b>1</b>
Civil Rights			<b>1</b>			<b>1</b>				<b>1</b>		<b>1</b>	<b>4</b>
Civil Rights - Hair Patdowns			<b>1</b>										<b>1</b>
Civil Rights - Racial Profiling or Discrimination													<b>1</b>
Civil Rights - Screening of Religious Cultural and Ceremonial Items				<b>1</b>									<b>1</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									<b>1</b>				<b>1</b>
Customer Service						<b>1</b>	<b>2</b>				<b>2</b>	<b>1</b>	<b>1</b>
Customer Service - Others							<b>1</b>						<b>1</b>
Customer Service - TSO						<b>1</b>	<b>1</b>				<b>2</b>	<b>1</b>	<b>6</b>
Locks		<b>1</b>						<b>1</b>	<b>1</b>				<b>4</b>
Locks - Missing or Damaged Lock		<b>1</b>						<b>1</b>	<b>1</b>				<b>4</b>
Mishandling of Passenger Property	<b>2</b>	<b>4</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>17</b>
Mishandling of Passenger Property - Disarrayed Items	<b>2</b>	<b>3</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>13</b>
Patdown		<b>1</b>					<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>	<b>8</b>
Patdown - Flyer		<b>1</b>					<b>1</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>8</b>
Persons w/ Disabilities (PWD)											<b>2</b>		<b>2</b>
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											<b>1</b>		<b>1</b>
Property - Special Handling		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>13</b>
Property - Special Handling - Damaged Items - Carry-On										<b>1</b>			<b>1</b>
Property - Special Handling - Damaged Items - Checked		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>10</b>
Property - Special Handling - Missing Items - Checked										<b>1</b>		<b>1</b>	<b>2</b>
Screening					<b>2</b>	<b>2</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>8</b>
Screening - Procedures/Process					<b>2</b>	<b>2</b>				<b>1</b>	<b>2</b>	<b>1</b>	<b>8</b>
<b>2020</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>4</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>32</b>
Civil Rights					<b>2</b>								<b>2</b>
Civil Rights - Racial Profiling or Discrimination						<b>1</b>							<b>1</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						<b>1</b>							<b>1</b>
Customer Service			<b>2</b>	<b>1</b>	<b>1</b>							<b>1</b>	<b>5</b>
Customer Service - TSO			<b>2</b>	<b>1</b>	<b>1</b>							<b>1</b>	<b>5</b>
Locks		<b>1</b>					<b>1</b>						<b>2</b>
Locks - 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>2</b>				<b>1</b>	<b>6</b>
Mishandling of Passenger Property - Damaged/Missing Items		<b>1</b>	<b>1</b>				<b>2</b>					<b>1</b>	<b>5</b>
Mishandling of Passenger Property - Disarrayed Items			<b>1</b>										<b>1</b>
Patdown		<b>1</b>	<b>1</b>				<b>1</b>						<b>3</b>
Patdown - Flyer		<b>1</b>	<b>1</b>				<b>1</b>						<b>3</b>
Persons w/ Disabilities (PWD)				<b>1</b>		<b>1</b>							<b>2</b>
Persons w/ Disabilities (PWD) - Breast Cancer						<b>1</b>							<b>1</b>
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						<b>1</b>							<b>1</b>
Property - Special Handling		<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>				<b>1</b>	<b>1</b>	<b>6</b>
Property - Special Handling - Damaged Items - Checked			<b>1</b>				<b>1</b>					<b>1</b>	<b>1</b>
Property - Special Handling - Damaged Items - Checked				<b>1</b>			<b>1</b>					<b>1</b>	<b>2</b>
Property - Special Handling - 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>1</b>		<b>1</b>		<b>1</b>		<b>1</b>		<b>6</b>
Screening - Procedures/Process		<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>1</b>		<b>5</b>
Screening - Security Breach				<b>1</b>									<b>1</b>
<b>2021</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>		<b>4</b>	<b>5</b>		<b>5</b>				<b>23</b>
Civil Rights	<b>2</b>	<b>1</b>	<b>1</b>				<b>1</b>						<b>5</b>
Civil Rights - Racial Profiling or Discrimination	<b>2</b>	<b>1</b>	<b>1</b>				<b>1</b>						<b>5</b>
Customer Service						<b>1</b>							<b>4</b>
Customer Service - TSO						<b>1</b>							<b>4</b>
Expedited Passenger Screening Program					<b>1</b>				<b>2</b>				<b>4</b>
Expedited Passenger Screening Program - TSA PreCheck					<b>1</b>				<b>2</b>				<b>4</b>
Mishandling of Passenger Property							<b>2</b>	<b>1</b>					<b>3</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							<b>2</b>						<b>2</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown								1		1			2
Patdown - Flyer								1		1			2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening						2		1					3
Screening - Children								1					1
Screening - Procedures/Process						2							2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>MSO</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>11</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>49</b>	
<b>2018</b>														
Mishandling of Passenger Property													3	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2	
Patdown													3	
Patdown - Flyer													2	
Patdown - Non-Flyer													1	
Persons w/ Disabilities (PWD)													2	
Persons w/ Disabilities (PWD) - Hearing Impairment													1	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)													1	
Property - Special Handling													1	
Property - Special Handling - Damaged Items - Checked													1	
Screening													2	
Screening - Inconsistency													1	
Screening - Procedures/Process													1	
<b>2019</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>				<b>2</b>		<b>1</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>17</b>
Civil Rights													1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1	
Customer Service													2	
Customer Service - TSO													2	
Locks													2	
Locks - Missing or Damaged Lock													2	
Mishandling of Passenger Property	1												6	
Mishandling of Passenger Property - D	1												5	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1	
Patdown													2	
Patdown - Flyer													2	
Property - Special Handling													3	
Property - Special Handling - Damaged Items - Carry-On													1	
Property - Special Handling - Damaged Items - Checked													2	
Screening													1	
Screening - Crew Member or Airline Employee													1	
<b>2020</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>						<b>1</b>	<b>1</b>	<b>11</b>	
Customer Service													1	
Customer Service - TSO													1	
Locks													3	
Locks - Missing or Damaged Lock													3	
Mishandling of Passenger Property	2												3	
Mishandling of Passenger Property - D	2												3	
Persons w/ Disabilities (PWD)													1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel													1	
Property - Special Handling													1	
Property - Special Handling - Damaged Items - Checked													1	
Screening													2	
Screening - Procedures/Process													2	
<b>2021</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>1</b>			<b>2</b>		<b>10</b>	
Customer Service	1												2	
Customer Service - TSO	1												2	
Expedited Passenger Screening Program													4	
Expedited Passenger Screening Program - TSA Application Program													1	
Expedited Passenger Screening Program - TSA PreCheck													3	
Identification (ID) Requirements													1	
Identification (ID) Requirements - Domestic													1	
Mishandling of Passenger Property	1												2	
Mishandling of Passenger Property - D	1												1	
Mishandling of Passenger Property - Disarrayed Items--Carry-													1	
Property - Special Handling													1	
Property - Special Handling - Missing Items - Chec													1	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSP</b>	<b>146</b>	<b>129</b>	<b>120</b>	<b>179</b>	<b>181</b>	<b>171</b>	<b>139</b>	<b>154</b>	<b>184</b>	<b>143</b>	<b>191</b>	<b>148</b>	<b>1,885</b>
<b>2018</b>				<b>61</b>	<b>64</b>	<b>59</b>	<b>47</b>	<b>52</b>	<b>55</b>	<b>64</b>	<b>81</b>	<b>44</b>	<b>527</b>
Advanced Imaging Technology (AIT)									1	1			2
Advanced Imaging Technology (AIT) - Flyer									1	1			2
Civil Rights				1	4	1	1	3		1	4	2	17
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns								2			1		3
Civil Rights - Racial Profiling or Discrimination			1	2	1	1	1			1	2	1	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2							1		3
Customer Service			13	14	9	8	15	19	13	15	6		112
Customer Service - Others					2	1				1		1	5
Customer Service - TSO			13	14	7	7	15	19	12	15	5		107
Locks			4	2		2	4	2	3	5	3		25
Locks - Missing or Damaged Lock			4	2		2	4	2	3	5	3		25
Lost and Found			3	2	2			2	3	3	2		17
Lost and Found - Airport/TSA			3	2	2			2	3	3	2		17
Mishandling of Passenger Property			21	18	12	12	8	7	16	14	10		118
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L			2	1	2	2		1	1		2		11
Mishandling of Passenger Property - Damaged/Missing Items--Checked			17	11	8	9	5	5	11	11	7		84
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				1					1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			2	5	2	1	3	1	3	3	1		21
Patdown			4	1	3	6	7	5	3	7	3		39
Patdown - Children										1			1
Patdown - Flyer			3	1	2	4	7	5	2	7	3		34
Patdown - Flyer as Observer			1			2							3
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)			2	3	2	2	1	2	3	8	3		26
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Diabetes									1	1			2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment					1					1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1			1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1	1	1						2		5
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts									1		1		2
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1						1	1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2			1	1		4
Property - Special Handling			9	11	14	9	10	11	9	10	8		91
Property - Special Handling - Damaged Items - Carry-On			2	1	3	2	1						9
Property - Special Handling - Damaged Items - Checked			2	3	3	3	3	3	3	3	1		21
Property - Special Handling - Missing Items - Carry-On			3	3	4	2	2	3	2	2	1		22
Property - Special Handling - Missing Items - Checked			6	4	6	1	3	4	4	5	6		39
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening			4	9	15	7	4	6	12	15	7		79
Screening - Inconsistency						2							2
Screening - Lengthy Lines				2	1			1	3	2	1		10
Screening - Procedures/Process			4	6	11	5	3	4	8	12	5		58
Screening - Retrieving Abandoned/Confiscated Items				1	2		1		1	1	1		7
Screening - Security Breach					1			1					2
<b>2019</b>	<b>50</b>	<b>56</b>	<b>52</b>	<b>43</b>	<b>36</b>	<b>55</b>	<b>50</b>	<b>54</b>	<b>69</b>	<b>62</b>	<b>82</b>	<b>88</b>	<b>697</b>
Civil Rights	5	3	3	2	2			4	3	4	5	3	34
Civil Rights - Age								1		1			2
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns					1							1	2
Civil Rights - National Origin							2						2
Civil Rights - Perceived Religion							1		1				2
Civil Rights - Racial Profiling or Discrimination	3	2	1	1	1				2	1		2	13
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Screening of Religious or Cultural Garments								1		1			2
Civil Rights - Sex/Gender/Gender Identity	1	1	2	1							4		9
Customer Service	7	10	10	8	8	10	14	9	7	12	15	12	122
Customer Service - CSM		1							1				1
Customer Service - Others													1
Customer Service - TSO	7	9	10	8	8	10	14	9	6	12	15	12	120
Locks	1	2	1		4	1	2	1	5	1	2	3	23
Locks - Missing or Damaged Lock	1	2	1		4	1	2	1	5	1	2	3	23
Lost and Found	4	2	1	2			2		1	1			13
Lost and Found - Airport/TSA	4	2	1	2			2		1	1			13
Mishandling of Passenger Property	7	13	12	11	4	8	6	8	14	10	14	16	123
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L	3	1					1				3		10
Mishandling of Passenger Property - Damaged/Missing Items--Checked	5	9	11	7	4	5	5	6	12	5	11	10	90
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	2	1		4		2	1	1	2	5		4	22
Patdown	2	3	3		2	3	4	2	6	2	3	5	35
Patdown - Children						1		1			1		3
Patdown - Flyer	1	3	3		2	3	3	2	5	1	2	3	28
Patdown - Flyer as Observer	1									1	1		3
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)	6	4	2	2	3	4	4	6	2	6	8	5	52
Persons w/ Disabilities (PWD) - Breast Cancer										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive Impairment	1	1						1					3
Persons w/ Disabilities (PWD) - Diabetes									3	1	2		7
Persons w/ Disabilities (PWD) - General	1											1	2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices	1									1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1			3	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1	1	1	1					1		2	2	8
Persons w/ Disabilities (PWD) - Ostomy	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animal	1	1											2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1		1		1	3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair or Scooter	2		1	1	1	2		1			1		9
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling	14	15	13	13	5	17	10	14	21	16	18	15	171
Property - Special Handling - Damaged Items	1		2	2					1	2	2		10
Property - Special Handling - Damaged Items - Camera	2	2	2	4		6		3	4	4	6	5	38
Property - Special Handling - Missing Items	2	7	1	5	3	4	3	5	4	2		2	38
Property - Special Handling - Missing Items - Camera	9	6	8	2	2	7	7	6	12	8	10	8	85
Request for Assistance				1			1			1			3
Request for Assistance - Other				1			1						2
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening	3	4	6	5	8	12	9	8	11	8	16	29	119
Screening - Children									1				1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1				1			1			1	4
Screening - Lengthy Lines				2	2	3		5	2	1	4	9	28
Screening - Procedures/Process	3	3	5	3	6	8	8	3	7	6	10	19	81
Screening - Retrieving Abandoned/Confiscated Items				1						1	1		3
Screening - Security Breach							1						1
TSA Contact Information	1												1
TSA Contact Information - General	1												1
<b>2020</b>	<b>75</b>	<b>58</b>	<b>55</b>	<b>63</b>	<b>63</b>	<b>25</b>	<b>3</b>	<b>9</b>	<b>8</b>	<b>17</b>	<b>28</b>	<b>16</b>	<b>420</b>
Civil Rights	5	4	2	3	4	1		1	1	2	3	3	29
Civil Rights - Age						1							1
Civil Rights - Hair Patdowns				1									3
Civil Rights - National Origin	1					1					2		4
Civil Rights - Racial Profiling or Discrimination	2	4	2	1				1	1	1	1	2	15
Civil Rights - Sex/Gender/Gender Identity	2			1	2								5
Civil Rights - Transgender Screening					1								1
Customer Service	14	7	14	12	12	5		3		3	4	1	75
Customer Service - Others		2			1				1				4
Customer Service - TSO	14	5	14	12	11	5		2		3	4	1	71
Locks	3	2	1	3	3	1	1	1	1		1		17
Locks - Missing or Damaged Lock	3	2	1	3	3	1	1	1	1				17
Lost and Found	4	6	2	4	1	2				1			20
Lost and Found - Airport/TSA	4	6	2	4	1	2				1			20
Mishandling of Passenger Property	14	8	14	13	16	8		1	2	1	8	2	87
Mishandling of Passenger Property - Domestic	1	1	3	3	2				1				11
Mishandling of Passenger Property - Domestic - Baggage	13	7	9	9	10	5		1		1	8	1	64
Mishandling of Passenger Property - Disarrayed Items--Carry-on	2	1	4	3				1				1	12
Patdown	3	4	4	5	2		1						19
Patdown - Flyer	3	3	3	5	2		1						17
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	2	6	1	1	3	2				1	1	2	19
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cognitive Impairment	1	1											2
Persons w/ Disabilities (PWD) - Diabetes						2						1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices	1	1								1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medication	1				1					1	1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Prosthetic/Ampullae	1												1
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1												1
Property - Special Handling	12	14	9	14	11	2		2	3	4	7	4	82
Property - Special Handling - Damaged Items - Camera	5		3							2			10
Property - Special Handling - Damaged Items - Camera	1	2	1	3	1				2	2	1	1	14
Property - Special Handling - Missing Items	4	3	1	3	2						2		15
Property - Special Handling - Missing Items - Camera	7	4	7	5	8	2		2	1	2	4	1	43
Request for Assistance	2									1			3
Request for Assistance - Other	2									1			3
Screening	16	7	8	8	11	4	1	1	1	4	4	4	69
Screening - Inconsistency					1					1	1	1	4
Screening - Lengthy Lines	4	1	1	2	2								10
Screening - Procedures/Process	11	6	6	4	9	4	1	1	1	3	3	3	52
Screening - Retrieving Abandoned/Confiscated Items	1		1										2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach				1									1
<b>2021</b>	<b>21</b>	<b>15</b>	<b>13</b>	<b>12</b>	<b>18</b>	<b>32</b>	<b>39</b>	<b>39</b>	<b>52</b>				<b>241</b>
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Airline									1				1
Airline - Lost Baggage									1				1
Civil Rights	2	1			1				1				5
Civil Rights - Racial Profiling or Discrimination	2								1				3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1				1								2
Customer Service	6	1	5	3	7	4	7	5	9				47
Customer Service - TCC					1								1
Customer Service - TSO	6	1	5	3	6	4	7	5	9				46
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program				3		3	15	16	16	26			79
Expedited Passenger Screening Program - TSA Application Process				1			1	5	1	3			11
Expedited Passenger Screening Program - TSA PreCheck				2		3	14	11	15	23			68
General Aviation					1								1
General Aviation - General					1								1
Identification (ID) Requirements					1			1		1			3
Identification (ID) Requirements - Domestic					1			1					2
Identification (ID) Requirements - Real ID										1			1
Locks	2							1	1				4
Locks - General									1				1
Locks - Missing or Damaged Lock	2							1					3
Lost and Found						1		1	1				3
Lost and Found - Airport/TSA						1		1	1				3
Mishandling of Passenger Property	3	5		4	1			2					15
Mishandling of Passenger Property - Domestic	1				2								3
Mishandling of Passenger Property - Domestic	1	5		2	1			2					11
Mishandling of Passenger Property - Domestic	1												1
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown		1	1			1	1		1	2			7
Patdown - Children										1			1
Patdown - Flyer		1				1	1		1	1			5
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	4	1				1	1	2	1	4			14
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General						1	1			1			3
Persons w/ Disabilities (PWD) - Medication	2												2
Persons w/ Disabilities (PWD) - Medically Necessary	1									1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility	1												1
Persons w/ Disabilities (PWD) - Touch	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1		2			3
Prohibited & Permitted Items				1			1		1	1			4
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - General										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1											1
Prohibited & Permitted Items - Remains							1						1
Property - Special Handling	2	3	1	1		4	6	5	4				26
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked	1			1			1	2					5
Property - Special Handling - Missing Items - Carry-On	1					1	2	2	1				7
Property - Special Handling - Missing Items - Checked	2	1	1			3	2	1	3				13
Screening	2	2	1	2	3	5	3	6	5				29
Screening - Inconsistency						2							2
Screening - Lengthy Lines						2	2	1	1				6
Screening - Procedures/Process	2	2	1	2	1	3	1	4	4				20
Screening - Retrieving Abandoned/Confiscated Items								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSS</b>													1 1
<b>2019</b>													1 1
Screening													1 1
Screening - Security Breach													1 1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MSY</b>	<b>114</b>	<b>103</b>	<b>87</b>	<b>133</b>	<b>122</b>	<b>120</b>	<b>132</b>	<b>155</b>	<b>141</b>	<b>117</b>	<b>113</b>	<b>81</b>	<b>1,418</b>
<b>2018</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>405</b>
Civil Rights				1			1	2		4	1	1	10
Civil Rights - Hair Patdowns							1			1			2
Civil Rights - Racial Profiling or Discrimination				1						2	1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								2		1		1	4
Customer Service				15	9	8	12	16	14	13	3	5	95
Customer Service - Others				1	1	2		1		1			6
Customer Service - TSO				14	8	6	12	15	14	12	3	5	89
Locks				2	2	1	2	2	1	5	4	2	21
Locks - Missing or Damaged Lock				2	2	1	2	2	1	5	4	2	21
Lost and Found						1				1	1	1	3
Lost and Found - Airport/TSA						1				1	1	1	3
Mishandling of Passenger Property				15	12	11	14	8	9	10	16	6	101
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1	1	2	2			1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				13	11	9	12	7	6	9	13	5	85
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1				1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				1				1	2		2		6
Patdown				2	2			3	4	4	2	2	19
Patdown - Flyer				2	1			3	3	4	2	2	17
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				2	1			5	2	2	3	5	22
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - General								1			1	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sco				1					1			1	3
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1							1		2
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1				1	1	2	1	6
Property - Special Handling				5	10	7	7	8	11	6	9	12	75
Property - Special Handling - Damaged Items - Carry-On				1	2		1	1	3			3	11
Property - Special Handling - Damaged Items - Checked				1	3	2	1	3	3	2	3	1	19
Property - Special Handling - Missing Items - Carry-On				1	2	2	3	2	1	1	1	3	16
Property - Special Handling - Missing Items - Checked				2	3	3	2	2	4	3	5	5	29
Screening				4	4	7	4	9	6	10	11	4	59
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency				1				1		2	1		5
Screening - Lengthy Lines						3		1	2	4	1		11
Screening - Procedures/Process				2	4	4	4	5	4	3	7	4	37
Screening - Retrieving Abandoned/Confiscated Items				1				1		1			3
Screening - Security Breach										1			1
Screening - Shoe Screening										1			1
<b>2019</b>	<b>49</b>	<b>42</b>	<b>39</b>	<b>39</b>	<b>32</b>	<b>44</b>	<b>57</b>	<b>73</b>	<b>51</b>	<b>46</b>	<b>45</b>	<b>38</b>	<b>555</b>
Civil Rights	1	3	5	1	1	2	2	3	2	1		5	26
Civil Rights - Constitutional Rights												2	2
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination	1	2				1	2	2	1			3	12
Civil Rights - Sex/Gender/Gender Identity- Not Tra	2	3	1	1				1	1	1			10
Civil Rights - Transgender Screening	1												1
Customer Service	14	10	15	11	7	11	19	24	15	5	10	7	148
Customer Service - Others	2		2			1							5
Customer Service - TSO	12	10	13	11	7	10	19	24	15	5	10	7	143
Locks	3	2		2		4	4	2	5	4	1	1	28
Locks - Missing or Damaged Lock	3	2		2		4	4	2	5	4	1	1	28
Lost and Found						3			2		1	1	7
Lost and Found - Airport/TSA						3			2		1	1	7
Mishandling of Passenger Property	12	13	9	8	12	6	13	14	8	14	11	7	127
Mishandling of Passenger Property - Damaged/Mi:	1					1		1	2	2	1		8
Mishandling of Passenger Property - D	10	12	9	8	9	5	11	11	6	9	8	5	103
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	1					1							2
Mishandling of Passenger Property - D	2				2	1		3	1	3	1	1	14
Patdown	3	5	1		2		2	2	4	3	2	1	25
Patdown - Flyer	3	5	1		2		2	1	4	3	2	1	24
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1	2	2	3	1	9	5	7	2	2	4	2	40
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1		2
Persons w/ Disabilities (PWD) - Diabetes	1					1					1	1	4
Persons w/ Disabilities (PWD) - General	1					1	2						4
Persons w/ Disabilities (PWD) - Hearing Impairment	1							1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1					1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necess	1					3	1				1		6
Persons w/ Disabilities (PWD) - Metal Implants (jo	1					1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Whee	1					1		2					4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Servic	1					1		1					3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1				1					1	1	1	4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2	2		1				5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Remains									1				1
Property - Special Handling	11	5	3	14	7	5	7	9	6	13	10	11	101
Property - Special Handling - Damaged	2	1		3	1	1	1	2	1		2	2	12
Property - Special Handling - Damaged	2	1		4	2		3	2		2	2	3	21
Property - Special Handling - Missing I	1	2	1	5		2	1	2	1	2	3	4	24
Property - Special Handling - Missing I	6	1	2	2	4	2	2	3	4	9	5	4	44
Screening	4	2	4		2	4	5	12	6	4	6	3	52
Screening - Inconsistency						1		1					2
Screening - Lengthy Lines	1	1	1			1		4			1		9
Screening - Procedures/Process	3		3		2	2	5	7	6	4	3	2	37
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach			1								1	1	3
<b>2020</b>	<b>54</b>	<b>50</b>	<b>42</b>	<b>36</b>	<b>39</b>	<b>32</b>	<b>5</b>	<b>7</b>	<b>12</b>	<b>18</b>	<b>16</b>	<b>10</b>	<b>321</b>
Civil Rights	5	2	2	1	1					2			13
Civil Rights - Age		1											1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrim	1	1	1	1	1					2			7
Civil Rights - Sex/Gender/Gender Ident	3		1										4
Customer Service	11	10	10	5	9	1	1		1	7		2	57
Customer Service - Others			1										1
Customer Service - TSO	11	10	9	5	9	1	1		1	7		2	56
Locks	6	2	1	1	1			1			1		13
Locks - Missing or Damaged Lock	6	2	1	1	1			1			1		13
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	9	10	10	13	14	9	1	2	4	2	3	1	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1				1					2
Mishandling of Passenger Property - D	7	9	8	12	13	7		2	3	2	2	1	66
Mishandling of Passenger Property - D	2	1	2	1		2	1				1		10
Patdown		1		2	2	1				1			7
Patdown - Flyer	1		2	2	1					1			7
Persons w/ Disabilities (PWD)	3	5	1	1	1	1			1	1	1	2	17
Persons w/ Disabilities (PWD) - Autism Spectrum		1								1			2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabet	1												1
Persons w/ Disabilities (PWD) - Gener	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (jo	1												1
Persons w/ Disabilities (PWD) - Mobil	1	1											2
Persons w/ Disabilities (PWD) - Prosthesis/Amput	1												1
Persons w/ Disabilities (PWD) - Service Animals									1		1	1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo	1				1								2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication/Prescrip		1											1
Property - Special Handling	6	8	10	8	8	16	3	2	6	1	8	3	79
Property - Special Handling - Damaged Items - Ca	1	1	1	1	1	1				2	1		8
Property - Special Handling - Damaged	1	3	2	2					1				9
Property - Special Handling - Missing I	1	1	2	4	2	4		1	2		1		18
Property - Special Handling - Missing I	4	3	5	1	5	11	3	1	3	1	5	2	44
Screening	13	11	6	5	4	5		2		4	3	2	55
Screening - Inconsistency		1	1										2
Screening - Lengthy Lines	1	3	1										5
Screening - Procedures/Process	12	6	4	5	4	5		2		4	3	2	47
Screening - Security Breach		1											1
<b>2021</b>	<b>11</b>	<b>11</b>	<b>6</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>21</b>	<b>24</b>	<b>31</b>				<b>137</b>
Civil Rights						1	1	1	2				5
Civil Rights - Constitutional Rights									1				1
Civil Rights - Racial Profiling or Discrimination									2				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Customer Service	2	2	3	3	2	4	2	4	7				29
Customer Service - Others									1				1
Customer Service - TSO	2	2	3	3	2	4	2	3	7				28
Expedited Passenger Screening Program		1	2	3	3	8	10	11					38
Expedited Passenger Screening Program - TSA Application Program	1	2	1	1		1	1						6
Expedited Passenger Screening Program - TSA PreCheck	1	1	1	2	8	9	10						32
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	2	3	2	4	1			1					13
Mishandling of Passenger Property - Damaged/Mi	1	1	1	1									4
Mishandling of Passenger Property - D	2	1	1	3			1						8
Mishandling of Passenger Property - Disarrayed It	1												1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)	1			1				1	1				4
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necess	1												1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Prohibited & Permitted Items					1	1					1		3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Electronic Devices				1									1
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1								1
Property - Special Handling	6	3			1	1	5	1	6				23
Property - Special Handling - Damaged	1	1								3			5
Property - Special Handling - Damaged	2	2			1		2		2				9
Property - Special Handling - Missing I	1					1	3	1	1				1
Property - Special Handling - Missing I	2						4	5	3				8
Screening	1	2		1	2	1							19
Screening - Inconsistency					2				1				3
Screening - Lengthy Lines									2	2			4
Screening - Procedures/Process	1	2		1		1	4	2	1				12

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MTJ</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>10</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>3</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>43</b>
<b>2018</b>					<b>6</b>	<b>2</b>				<b>1</b>	<b>1</b>	<b>1</b>	<b>13</b>
Civil Rights						<b>1</b>							<b>1</b>
Civil Rights - Racial Profiling or Discrimination						<b>1</b>							<b>1</b>
Customer Service						<b>3</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>6</b>
Customer Service - Others						<b>1</b>							<b>1</b>
Customer Service - TSO						<b>2</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>5</b>
Mishandling of Passenger Property						<b>1</b>		<b>1</b>					<b>2</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						<b>1</b>		<b>1</b>					<b>2</b>
Patdown									<b>1</b>				<b>1</b>
Patdown - Flyer as Observer									<b>1</b>				<b>1</b>
Property - Special Handling										<b>1</b>			<b>1</b>
Property - Special Handling - Missing Items - Checked										<b>1</b>			<b>1</b>
Screening						<b>2</b>							<b>2</b>
Screening - Procedures/Process						<b>2</b>							<b>2</b>
<b>2019</b>	<b>1</b>	<b>2</b>	<b>1</b>				<b>1</b>		<b>1</b>			<b>1</b>	<b>7</b>
Civil Rights												<b>1</b>	<b>1</b>
Civil Rights - Headwear												<b>1</b>	<b>1</b>
Customer Service						<b>2</b>	<b>1</b>		<b>1</b>				<b>4</b>
Customer Service - TSO						<b>2</b>	<b>1</b>		<b>1</b>				<b>4</b>
Patdown						<b>1</b>							<b>1</b>
Patdown - Flyer						<b>1</b>							<b>1</b>
Property - Special Handling										<b>1</b>			<b>1</b>
Property - Special Handling - Missing Items - Checked										<b>1</b>			<b>1</b>
<b>2020</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>							<b>1</b>	<b>11</b>
Civil Rights						<b>1</b>							<b>1</b>
Civil Rights - Racial Profiling or Discrimination						<b>1</b>							<b>1</b>
Customer Service						<b>1</b>		<b>1</b>	<b>1</b>				<b>3</b>
Customer Service - TSO						<b>1</b>		<b>1</b>	<b>1</b>				<b>3</b>
Patdown						<b>1</b>		<b>1</b>					<b>2</b>
Patdown - Flyer						<b>1</b>		<b>1</b>					<b>2</b>
Property - Special Handling							<b>1</b>					<b>1</b>	<b>2</b>
Property - Special Handling - Damaged Items - Checked												<b>1</b>	<b>1</b>
Property - Special Handling - Missing Items - Carry-On							<b>1</b>						<b>1</b>
Screening		<b>1</b>	<b>2</b>										<b>3</b>
Screening - Lengthy Lines						<b>1</b>							<b>1</b>
Screening - Procedures/Process		<b>1</b>	<b>1</b>										<b>2</b>
<b>2021</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>5</b>	<b>1</b>			<b>2</b>				<b>12</b>
Civil Rights										<b>1</b>			<b>1</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										<b>1</b>			<b>1</b>
Customer Service		<b>2</b>					<b>2</b>						<b>4</b>
Customer Service - TSO		<b>2</b>					<b>2</b>						<b>4</b>
Mishandling of Passenger Property							<b>2</b>						<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							<b>1</b>						<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							<b>1</b>						<b>1</b>
Patdown										<b>1</b>			<b>1</b>
Patdown - Flyer										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD)						<b>1</b>							<b>1</b>
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sci						<b>1</b>							<b>1</b>
Property - Special Handling				<b>1</b>									<b>1</b>
Property - Special Handling - Missing Items - Checked				<b>1</b>									<b>1</b>
Screening							<b>1</b>	<b>1</b>					<b>2</b>
Screening - Inconsistency							<b>1</b>						<b>1</b>
Screening - Procedures/Process								<b>1</b>					<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MVY</b>										<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>2018</b>										<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>
Mishandling of Passenger Property												<b>1</b>	<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												<b>1</b>	<b>1</b>
Patdown										<b>1</b>			<b>1</b>
Patdown - Flyer										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD)											<b>2</b>		<b>2</b>
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts										<b>2</b>		<b>2</b>	
<b>2019</b>									<b>1</b>	<b>1</b>			<b>2</b>
Civil Rights										<b>1</b>			<b>1</b>
Civil Rights - Hair Patdowns										<b>1</b>			<b>1</b>
Screening										<b>1</b>			<b>1</b>
Screening - Procedures/Process										<b>1</b>			<b>1</b>
<b>2020</b>												<b>2</b>	<b>2</b>
Persons w/ Disabilities (PWD)											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Service Animals											<b>1</b>		<b>1</b>
Screening											<b>1</b>		<b>1</b>
Screening - Retrieving Abandoned/Confiscated Items											<b>1</b>		<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MWA</b>													
<b>2018</b>													
Civil Rights					1						1		1
Civil Rights - Racial Profiling or Discrimination													1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Patdown							1						1
Patdown - Flyer								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
<b>2019</b>							1				1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Screening							1						1
Screening - Procedures/Process								1					1
<b>2020</b>					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Service Animals					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>MYR</b>	<b>22</b>	<b>12</b>	<b>13</b>	<b>9</b>	<b>12</b>	<b>21</b>	<b>24</b>	<b>33</b>	<b>52</b>	<b>31</b>	<b>23</b>	<b>15</b>	<b>267</b>
<b>2018</b>				<b>1</b>	<b>3</b>	<b>8</b>	<b>10</b>	<b>7</b>	<b>12</b>	<b>17</b>	<b>7</b>	<b>5</b>	<b>70</b>
Civil Rights								1	1				2
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service						1	3		2	2	6	1	15
Customer Service - Others										1	1		2
Customer Service - TSO						1	3		2	2	5		13
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				1	2	2	2	1	2	1	2	3	16
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1	1	2	2		2	1	2	3	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1					2
Patdown								3		3	2	1	9
Patdown - Flyer								3		2	2	1	8
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)								1	3	1	1		6
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1		1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Lighters/Matches										1			1
Property - Special Handling						3	1	1	2	3	3		13
Property - Special Handling - Damaged Items - Carry-On						1		1		1	1		4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On										1		1	2
Property - Special Handling - Missing Items - Checked						2	1		1	1	1		6
Screening								1	2	3		1	7
Screening - Children											1		1
Screening - Lengthy Lines								1		1			2
Screening - Procedures/Process									2		1	1	4
<b>2019</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>16</b>	<b>17</b>	<b>11</b>	<b>11</b>	<b>7</b>	<b>103</b>
Civil Rights				1		1	2						4
Civil Rights - Hair Patdowns						1	1						2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Tra			1										1
Customer Service		1		1	2	1	1	1	1	3	3		14
Customer Service - TSO		1		1	2	1	1	1	1	3	3		14
Locks		1			2				1			2	6
Locks - Missing or Damaged Lock		1			2			1				2	6
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property		2		1		1	2	5	5	3	2	2	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1				1	2
Mishandling of Passenger Property - D		2		1		1	2	3	5	2	2	2	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Patdown								1	3	1	3		8
Patdown - Flyer								1	3	1	2		7
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1		1						1	3	2	1	10
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1	1			2
Persons w/ Disabilities (PWD) - Mobility	1		1						1		1		4
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts									1	1			2
Property - Special Handling	1	1	2			1	3		3	3	2	4	22
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged	1		1				2		1	2	1		8
Property - Special Handling - Missing Items - Chec	1	1			1	1		2	1	1	3	2	13
Screening	3			1		1		2	3	2	1		13
Screening - Crew Member or Airline Employee										1			1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	3			1				1	2	2	1		10
Screening - Security Breach								1					1
<b>2020</b>	<b>8</b>	<b>7</b>	<b>8</b>		<b>4</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>42</b>
Customer Service	3	1	2								2		8
Customer Service - Others				1									1
Customer Service - TSO	3	1	1									2	7
Locks				2									2
Locks - Missing or Damaged Lock			2										2
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	2		1		2				1		2	2	10
Mishandling of Passenger Property - D	2		1		2			1		2	2	2	10
Patdown		2			1				1	1			5
Patdown - Flyer		2			1			1		1			5
Property - Special Handling	1	1	3		1		1				1	1	9
Property - Special Handling - Damaged	1												1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Chec	1	3		1							1	1	7
Screening	2	3							2				7
Screening - Crew Member or Airline Employee											1		1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	2	3								1			6
<b>2021</b>	<b>5</b>	<b>3</b>		<b>3</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>10</b>	<b>21</b>				<b>52</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights										1			1
Civil Rights - Headwear										1			1
Claims								1					1
Claims - General								1					1
Customer Service		1			1				3	9			14
Customer Service - Others										2			2
Customer Service - TSO		1			1				3	7			12
Expedited Passenger Screening Program							1	1	3	6			11
Expedited Passenger Screening Program - TSA PreCheck							1	1	3	6			11
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2				1	1				1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1	1								2
Mishandling of Passenger Property - D	1									1			2
Mishandling of Passenger Property - D	1												1
Patdown	1									1			2
Patdown - Flyer	1									1			2
Persons w/ Disabilities (PWD)							1	1	2				4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling	2				1			1	1	1			6
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged	2							1					3
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1					1	2		2			6
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1						1	1		2			5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>NYL</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>36</b>
<b>2018</b>				<b>1</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>2</b>	<b>1</b>		<b>8</b>
Customer Service					<b>1</b>				<b>1</b>				<b>2</b>
Customer Service - TSO					<b>1</b>				<b>1</b>				<b>2</b>
Mishandling of Passenger Property						<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>		<b>6</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>			<b>1</b>	<b>2</b>	<b>1</b>		<b>5</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						<b>1</b>			<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>
<b>2019</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>21</b>
Customer Service						<b>1</b>				<b>1</b>			<b>2</b>
Customer Service - TSO						<b>1</b>				<b>1</b>			<b>2</b>
Locks									<b>1</b>				<b>1</b>
Locks - Missing or Damaged Lock									<b>1</b>				<b>1</b>
Mishandling of Passenger Property	<b>1</b>	<b>2</b>	<b>2</b>		<b>1</b>		<b>1</b>						<b>7</b>
Mishandling of Passenger Property - Damaged/Mi:		<b>2</b>	<b>1</b>			<b>1</b>		<b>1</b>					<b>5</b>
Mishandling of Passenger Property - D		<b>1</b>		<b>1</b>									<b>2</b>
Persons w/ Disabilities (PWD)												<b>1</b>	<b>1</b>
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											<b>1</b>		<b>1</b>
Property - Special Handling				<b>1</b>		<b>2</b>	<b>1</b>				<b>1</b>		<b>5</b>
Property - Special Handling - Damaged Items - Carry-On							<b>1</b>						<b>1</b>
Property - Special Handling - Damaged Items - Checked						<b>1</b>					<b>1</b>		<b>2</b>
Property - Special Handling - Missing Items - Checked				<b>1</b>		<b>1</b>							<b>2</b>
Screening						<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>
Screening - Procedures/Process						<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>
Screening - Retrieving Abandoned/Confiscated Items									<b>1</b>				<b>1</b>
<b>2020</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>
Mishandling of Passenger Property - Damaged/Missing Items--Checked						<b>1</b>							<b>1</b>
Persons w/ Disabilities (PWD)						<b>1</b>							<b>1</b>
Persons w/ Disabilities (PWD) - Medically Necessary Medicat						<b>1</b>							<b>1</b>
Property - Special Handling				<b>1</b>					<b>1</b>				<b>2</b>
Property - Special Handling - Damaged				<b>1</b>									<b>1</b>
Property - Special Handling - Missing Items - Checked								<b>1</b>					<b>1</b>
<b>2021</b>	<b>1</b>				<b>1</b>					<b>1</b>			<b>3</b>
Customer Service						<b>1</b>							<b>1</b>
Customer Service - TSO						<b>1</b>							<b>1</b>
Property - Special Handling										<b>1</b>			<b>1</b>
Property - Special Handling - Damaged Items - Checked										<b>1</b>			<b>1</b>
Screening				<b>1</b>									<b>1</b>
Screening - Procedures/Process				<b>1</b>									<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAJ	10	3	3	9	6	9	9	1	4	6	5	4	69
2018				2	5	2	4			2			15
Civil Rights				1	1	1							3
Civil Rights - Racial Profiling or Discrimination				1	1	1							3
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1	2					1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1	2					1			4
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1									1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Screening					1		4						5
Screening - Crew Member or Airline Employee							1						1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1		2						3
2019	3	2			2	1	1	1	3	2	3	3	18
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property			1							1			2
Mishandling of Passenger Property - Damaged/Mi:			1							1			2
Patdown									1	1			1
Patdown - Flyer									1	1			3
Property - Special Handling		1									2		3
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Chec		1									1		1
Screening	3				2	1			2				8
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	2				2	1			2				7
2020	6	3	7	1	4				1	1	3	1	27
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service			2	1									3
Customer Service - TSO			2	1									3
Locks			1	1									2
Locks - Missing or Damaged Lock			1	1									2
Mishandling of Passenger Property		2			1					2			5
Mishandling of Passenger Property - D		2			1					1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Persons w/ Disabilities (PWD)				2		1				1			4
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sc			1										1
Property - Special Handling		1	1			1				1	1		5
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing I		1	1			1				1			4
Screening	3		1	1	1		1				1		7
Screening - Crew Member or Airline E	1												1
Screening - Inconsistency											1		1
Screening - Procedures/Process	2		1	1		1							5
2021	1	1			1	4			2				9
Customer Service									2				2
Customer Service - TSO									2				2
Mishandling of Passenger Property			1			1	2						4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Mi:			1				1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged		1											1
Screening							1						1
Screening - Procedures/Process							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>OAK</b>	<b>55</b>	<b>48</b>	<b>64</b>	<b>69</b>	<b>54</b>	<b>66</b>	<b>69</b>	<b>83</b>	<b>75</b>	<b>82</b>	<b>59</b>	<b>68</b>	<b>792</b>	
<b>2018</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>228</b>	
Civil Rights							2	2		1	1		6	
Civil Rights - Constitutional Rights											1		1	
Civil Rights - Racial Profiling or Discrimination							2	1					3	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1			2	
Customer Service				4	3	3	6	6	2	6	6	5	41	
Customer Service - Others				1			1				2		4	
Customer Service - TSO				3	3	3	6	5	2	6	6	3	37	
Locks				1	1			2	4			1	9	
Locks - Missing or Damaged Lock				1	1			2	4			1	9	
Lost and Found						2	1	1		2			6	
Lost and Found - Airport/TSA						2	1	1		2			6	
Mishandling of Passenger Property				7	3	9	10	13	6	6	2	5	61	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2	
Mishandling of Passenger Property - Damaged/Missing Items--Checked				6	3	7	8	11	6	4	2	3	50	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		2	2	1		2		1	9	
Patdown					1		3	3	1	3	1	1	13	
Patdown - Flyer					1		3	2	1	2	1	1	11	
Patdown - Flyer as Observer											1		1	
Patdown - Non-Flyer													1	
Persons w/ Disabilities (PWD)				1		1	3	1	3	2	1	1	13	
Persons w/ Disabilities (PWD) - Breast Cancer							1						1	
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1	
Persons w/ Disabilities (PWD) - Diabetes											1		1	
Persons w/ Disabilities (PWD) - General											2		2	
Persons w/ Disabilities (PWD) - Internal Medical Devices							1				1		2	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				1									1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1				1		2	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1			1			3	
Property - Special Handling				2	6	2	4	2	9	8	7	4	44	
Property - Special Handling - Damaged Items - Carry-On				1	1				2	2	2		8	
Property - Special Handling - Damaged Items - Checked				1	2		2		3	4	4	1	17	
Property - Special Handling - Missing Items - Carry-On					1				1				2	
Property - Special Handling - Missing Items - Checked				1	2	1	2	2	3	4	1	1	17	
Request for Assistance						1			1			1	3	
Request for Assistance - Other							1					1	2	
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1	
Screening				1	3	7	1	6	6	5	2	1	32	
Screening - Inconsistency						1		2		1	1		5	
Screening - Lengthy Lines					1		1						2	
Screening - Procedures/Process				1	2	6		3	6	4	1	1	24	
Screening - Security Breach								1					1	
<b>2019</b>	<b>27</b>	<b>26</b>	<b>20</b>	<b>18</b>	<b>10</b>	<b>22</b>	<b>27</b>	<b>22</b>	<b>27</b>	<b>31</b>	<b>31</b>	<b>30</b>	<b>291</b>	
Advanced Imaging Technology (AIT)							1						1	
Advanced Imaging Technology (AIT) - Flyer							1						1	
Civil Rights				5	1	1	2	1		3	1		14	
Civil Rights - Age				1									1	
Civil Rights - Perceived Religion										2			2	
Civil Rights - Racial Profiling or Discrimination				1		1	1		1	1			6	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				4		1							5	
Customer Service				8	4	5	1	1	3	7	2	5	1	44
Customer Service - Others				2					1			1		4
Customer Service - TSO				6	4	5	1	1	3	6	2	4	1	40
Locks				2	1	1		1	2	1	1	3	1	16
Locks - Missing or Damaged Lock				2	1	1		1	2	1	1	3	1	16
Lost and Found												1		2
Lost and Found - Airport/TSA											1		1	2
Mishandling of Passenger Property				7	8	2	8	2	6	4	3	5	8	68
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											3	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked				5	8	1	8	2	3	4	2	3	7	51
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On				2		1		3	1	2	1	2		12
Patdown				1			1			3	2	2	1	12
Patdown - Flyer				1			1			3	2	2	1	12
Persons w/ Disabilities (PWD)				3	3	3		1	1	1		1	3	17
Persons w/ Disabilities (PWD) - Breast Cancer				2									2	
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1	
Persons w/ Disabilities (PWD) - General				1									1	
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1	
Persons w/ Disabilities (PWD) - Medication				2		1						1	4	
Persons w/ Disabilities (PWD) - Mobility				1			1	1		1		1	5	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1								1	2	
Property - Special Handling				4	4	7	6	3	6	6	5	9	12	81
Property - Special Handling - Damaged Items - Carry-On				1	1							2	1	5
Property - Special Handling - Damaged Items - Checked				2	3	1	2	3		2	3	3	1	23
Property - Special Handling - Missing Items - Carry-On				1			1	1	2	1	2	2	1	11
Property - Special Handling - Missing Items - Checked				2	3	3	4	2	4	2	4	6	5	42
Screening				2	1	2	1	1	3	6	7	3	7	36
Screening - Inconsistency									1			1		2
Screening - Lengthy Lines								1	1			1		3
Screening - Procedures/Process				2	1	2		1	1	4	6	3	6	28
Screening - Security Breach						1		1		1		2		3
<b>2020</b>	<b>22</b>	<b>17</b>	<b>39</b>	<b>35</b>	<b>18</b>	<b>12</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>18</b>	<b>8</b>	<b>19</b>	<b>203</b>	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights				1	2	2					1		6
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination					1	1					1		3
Civil Rights - Transgender Screening						1							1
Customer Service	1	2	5	3	1	3	1			2	1	4	23
Customer Service - TSO	1	2	5	3	1	3	1			2	1	4	23
Locks	1	1	2	3					2		1	1	11
Locks - General	1											1	2
Locks - Missing or Damaged Lock			1	2	3				2		1		9
Lost and Found		1			1	1	1		1	1		1	7
Lost and Found - Airport/TSA		1			1	1	1		1	1		1	7
Mishandling of Passenger Property	9	1	15	13	5	1		1	1	7	1	5	59
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1									1
Mishandling of Passenger Property - D	4		13	7	5	1		1	1	6	1	4	43
Mishandling of Passenger Property - D	5	1	2	5						1		1	15
Patdown			1		2	3				1			7
Patdown - Flyer					2	3				1			6
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	3	2		1		1			1		1	10
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) I		1					1						2
Persons w/ Disabilities (PWD) - Diabet		1											1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1		1	2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Neces:		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	8	7	12	7	4	4		2	3	4	4	6	61
Property - Special Handling - Damaged Items - Carry-On			1		1								2
Property - Special Handling - Damaged	2	4	2	3	1	2		1		1	1	2	19
Property - Special Handling - Missing Items - Carr	1	1	1					1	1				5
Property - Special Handling - Missing I	6	2	8	3	2	2		2	3	3	3	4	35
Screening	2	1	1	4	1	3		2		3		1	18
Screening - Inconsistency	1												1
Screening - Procedures/Process		1	1	4	1	3		1		3		1	15
Screening - Security Breach		1						1					2
<b>2021</b>	<b>6</b>	<b>5</b>	<b>5</b>		<b>9</b>	<b>8</b>	<b>9</b>	<b>19</b>	<b>9</b>				<b>70</b>
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights						1			1				2
Civil Rights - Racial Profiling or Discrimination					1			1					2
Customer Service	1	1			1	1	2	2	1				9
Customer Service - TSO	1	1			1	1	2	2	1				9
Expedited Passenger Screening Program			1		2	4	3	13	7				30
Expedited Passenger Screening Program - TSA Application Program							1	2	1				4
Expedited Passenger Screening Program - TSA PreCheck		1			2	4	2	11	6				26
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Mishandling of Passenger Property	5	1	1						1				8
Mishandling of Passenger Property - D	5	1	1						1				8
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Food/Beverages						1							1
Property - Special Handling	1	3	1		3	1	1	1					11
Property - Special Handling - Damaged Items - Ch	1				1								2
Property - Special Handling - Missing Items - Carry-On					1		1	1					3
Property - Special Handling - Missing I	1	2	1		1	1							6
Screening						1	1	2	2				6
Screening - Inconsistency						1			1				2
Screening - Procedures/Process							1	2	1				4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OGD</b>							1	1	1	1			4
<b>2019</b>							1	1	1	1			2
Customer Service								1					1
Customer Service - Others								1					1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2021</b>							1			1			2
Civil Rights								1		1			1
Civil Rights - Constitutional Rights									1				1
Customer Service							1						1
Customer Service - TCC							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OGG</b>	<b>31</b>	<b>30</b>	<b>28</b>	<b>44</b>	<b>45</b>	<b>58</b>	<b>51</b>	<b>58</b>	<b>68</b>	<b>41</b>	<b>31</b>	<b>35</b>	<b>520</b>
<b>2018</b>				<b>13</b>	<b>22</b>	<b>19</b>	<b>22</b>	<b>20</b>	<b>29</b>	<b>23</b>	<b>18</b>	<b>12</b>	<b>178</b>
Civil Rights								1		2		1	4
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimination								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				2	4	3	2	5	5	9	10	1	41
Customer Service - Others											1		1
Customer Service - TSO				2	4	3	2	5	5	9	9	1	40
Locks				2			2		2				6
Locks - Missing or Damaged Lock				2			2		2				6
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property				7	11	6	7	7	8	5	5	5	61
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked				4	11	5	6	6	6	5	4	4	51
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				3				1	1		1	1	7
Patdown					1	2	1		2	1			7
Patdown - Flyer					1		1		2	1			5
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)						2	3	1	1	2		1	10
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1				1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1						1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1				1			2
Property - Special Handling				1	3	5	2	2	7	3	2	2	27
Property - Special Handling - Damaged Items - Carry-On							1	1			2		4
Property - Special Handling - Damaged Items - Checked				1		2		1	1				6
Property - Special Handling - Missing Items - Carry-On					1				2	1			4
Property - Special Handling - Missing Items - Checked				2	3	2			3	2	1		13
Screening				1	2	1	5	4	4	1		2	20
Screening - Inconsistency								1					1
Screening - Lengthy Lines							3		3	1			7
Screening - Procedures/Process				1	2	1	2	2	1			2	11
Screening - Security Breach								1					1
<b>2019</b>	<b>15</b>	<b>13</b>	<b>11</b>	<b>11</b>	<b>8</b>	<b>19</b>	<b>14</b>	<b>18</b>	<b>10</b>	<b>17</b>	<b>12</b>	<b>21</b>	<b>169</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights				2					2		1	1	6
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1						1	1		3
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening								1					1
Customer Service		1	2		2	1		1	4	3	4	1	20
Customer Service - TSO		1	2		2	1		1	4	3	4	1	20
Locks				1	2	1		1	1		1		9
Locks - Missing or Damaged Lock				1	2	1		1	1		1		9
Lost and Found		1	1					1			2		5
Lost and Found - Airport/TSA		1	1					1			2		5
Mishandling of Passenger Property		8	2	5	3	1	10	5	3	3	2	5	51
Mishandling of Passenger Property - Damaged Items - Carry-On		7	2	4	3	1	8	4	2	3	2	5	44
Mishandling of Passenger Property - Damaged Items - Checked		1	1			2	1	1			1		7
Patdown				1			1	1	1	1	1	1	13
Patdown - Children										1			1
Patdown - Flyer				1	1	1	1	1	1		1	1	12
Persons w/ Disabilities (PWD)		1	2	1				1	1		2	2	12
Persons w/ Disabilities (PWD) - Autism Spectrum											1	1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Service Animal		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		2							1				3
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Property - Special Handling		3	2	3	2	3	3	4	2	1	3	4	30
Property - Special Handling - Damaged Items - Carry-On		1								1			2
Property - Special Handling - Damaged Items - Checked		1	1				2					2	6
Property - Special Handling - Missing Items - Carry-On		1	1		1	1	1				1		5
Property - Special Handling - Missing Items - Checked		1	1	2	2	2	1	2	1	1	1	2	17
Screening		1	1	1	1	1	4	2	3	2	1	1	22
Screening - Children									1				1
Screening - Inconsistency						1			1				1
Screening - Lengthy Lines						1		1	1				3
Screening - Procedures/Process		1	1	1	1	1	2	2	1	1	1	1	16
Screening - Retrieving Abandoned/Confiscated Items											1		1
<b>2020</b>	<b>14</b>	<b>12</b>	<b>17</b>	<b>17</b>	<b>13</b>	<b>13</b>	<b>3</b>		<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>95</b>
Civil Rights		2		1									3
Civil Rights - Racial Profiling or Discrimination				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sex/Gender/Gender Identity	2												2
Customer Service			1	5	1	2	2			1		1	13
Customer Service - TSO			1	5	1	2	2			1		1	13
Locks	1	2	1										4
Locks - Missing or Damaged Lock	1	2	1										4
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	6	4	7	3	6	3			1		1		31
Mishandling of Passenger Property - Damaged/Missing	6	3	7	3	5	3			1		1		29
Mishandling of Passenger Property - Disarrayed Items		1			1								2
Patdown					1	1	1						3
Patdown - Flyer					1	1	1						3
Persons w/ Disabilities (PWD)	3	1		1	1	1							7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabilities				1									1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Disabilities		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility		1											1
Persons w/ Disabilities (PWD) - Touch		1											1
Persons w/ Disabilities (PWD) - Wounds		1											1
Property - Special Handling	1	2	5	2	3	1			1			1	16
Property - Special Handling - Damaged Items - Checked		1	3		1							1	6
Property - Special Handling - Missing Items - Carry-On					2								2
Property - Special Handling - Missing Items - Checked		1	1	2	2		1			1			8
Request for Assistance		1			1								2
Request for Assistance - Other		1			1								2
Screening	1	4	2	1	1	5	1						15
Screening - Inconsistency			1										1
Screening - Lengthy Lines					1	2							3
Screening - Procedures/Process	1	3	2	1		3	1						11
<b>2021</b>	<b>2</b>	<b>5</b>		<b>3</b>	<b>2</b>	<b>7</b>	<b>12</b>	<b>20</b>	<b>27</b>				<b>78</b>
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service		1		3		1	3	3	9				20
Customer Service - Others				1									1
Customer Service - TSO		1		2		1	3	3	9				19
Expedited Passenger Screening Program					1	1	5	14	14				35
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program					1			2	1				4
Expedited Passenger Screening Program - TSA PreCheck							5	12	13				30
Locks						1	1						2
Locks - Missing or Damaged Lock						1	1						2
Mishandling of Passenger Property	2	2					1		1				6
Mishandling of Passenger Property - Damaged/Missing		1											1
Mishandling of Passenger Property - Disarrayed Items	2	1							1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		2					1	1	2				6
Property - Special Handling - Damaged Items - Checked		1						1	1				3
Property - Special Handling - Missing Items - Checked		1						1	1				3
Screening						1	3	1	1				7
Screening - Lengthy Lines											1		1
Screening - Procedures/Process					1	3	1	1					6

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OGS</b>	1		2	1		1	2	1	2	1	2		13
<b>2018</b>													2
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
<b>2019</b>								1		2	1	1	5
Mishandling of Passenger Property								1		1	1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
<b>2020</b>	1		2	1			1						5
Mishandling of Passenger Property			2				1						3
Mishandling of Passenger Property - Damaged/Missing Items-				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-				1			1						2
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
<b>Screening</b>	1												1
Screening - Procedures/Process	1												1
<b>2021</b>								1					1
Screening								1					1
Screening - Procedures/Process								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OKC</b>	24	20	23	27	34	32	34	32	38	31	23	25	343
<b>2018</b>				9	15	10	10	13	8	11	11	11	98
Civil Rights				1	2					1	1	1	6
Civil Rights - Age					1								1
Civil Rights - Hair Patdowns				1						1			2
Civil Rights - Racial Profiling or Discrimination					1						1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service					3	2		1	1	2	2		11
Customer Service - TSO					3	2		1	1	2	2		11
Locks								1		1	1		3
Locks - Missing or Damaged Lock								1		1	1		3
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				2	2	3	2	2	1	2	2	1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1	1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	2	2	2	1		1	2		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1					2
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown				3			1	1	1	1			7
Patdown - Flyer				2			1		1	1			5
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)					2		1	1				2	6
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	1					2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Remains					1								1
Property - Special Handling				2	4			2	3	3	1	4	19
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked				1	1			2	1	1		1	7
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked				1	3			2	1	1	2		10
Screening				1	4	4	4	5	2	2	4		26
Screening - Lengthy Lines					2		2						4
Screening - Procedures/Process				1	2	4	2	4	2	2	4		21
Screening - Security Breach								1					1
<b>2019</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>8</b>	<b>6</b>	<b>11</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>14</b>	<b>9</b>	<b>11</b>	<b>113</b>
Civil Rights		1				1	1				1		4
Civil Rights - Age							1						1
Civil Rights - Racial Profiling or Discrimination						1					1		2
Civil Rights - Sex/Gender/Gender Identity- Not Tra		1											1
Customer Service	1	2		1	1	2	3	3	4	2	1	2	22
Customer Service - Others								1					1
Customer Service - TSO	1	2		1	1	2	3	2	4	2	1	2	21
Locks	1	1			2		1			2	2	1	10
Locks - Missing or Damaged Lock	1	1			2		1			2	2	1	10
Mishandling of Passenger Property	1	2	5	3	2	1	1	1	2	4	1	1	24
Mishandling of Passenger Property - D	1	2	4	2	2	1	1	1	1	3		1	19
Mishandling of Passenger Property - Disarrayed Items--Carry-		1	1						1	1			5
Patdown		1								1			2
Patdown - Flyer		1								1			2
Persons w/ Disabilities (PWD)	1	1				2						1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Whee		1				1						2	
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo		1				1						2	
Property - Special Handling	1	2	3	1	3	2		2		4	3		21
Property - Special Handling - Damaged Items - Checked	1	1		1	1	1	1	1	1	1	2		8
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing I	1	1	1	1	2	1		1		3	1		12
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	5	3	2	1		2	2	2		4		3	24
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency				1									1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	4	2	1	1		2	2	1		4		2	19
Screening - Retrieving Abandoned/Cor	1											1	2
<b>2020</b>	<b>14</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>5</b>		<b>1</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>65</b>
Civil Rights					1								1
Civil Rights - Hair Patdowns					1								1
Customer Service	1	1	1	1								2	5
Customer Service - Others												2	2
Customer Service - TSO	1	1	1	1								3	
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	5	2	2	2		2		2		1	1		15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - D	5	2	2	1		1	2				1		13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown				1	1					1			3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer				1	1						1		3
Persons w/ Disabilities (PWD)	1			1		1							3
Persons w/ Disabilities (PWD) - Medical	1				1								2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Property - Special Handling	6	1	2	3	2	3	2			3	1		23
Property - Special Handling - Damaged	1										1		2
Property - Special Handling - Damaged Items	4	1	1	2	1	3	1						13
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked	1		1		1		1			3		7	
Screening	2		2	1	4		1		1	2		1	14
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		2	1	3		1		1	2		1	13
<b>2021</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>13</b>	<b>21</b>				<b>67</b>
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1	1	3	1	1	1	1	1	2				12
Customer Service - CSM				1									1
Customer Service - TSO	1	1	2	1	1	1	1	1	2				11
Expedited Passenger Screening Program					2	3	4	4	13				26
Expedited Passenger Screening Program - TSA Application Program										2			2
Expedited Passenger Screening Program - TSA PreCheck					2	3	4	4	11				24
Locks			1							1			2
Locks - Missing or Damaged Lock			1							1			2
Mishandling of Passenger Property	1			1						2			4
Mishandling of Passenger Property - Damage	1			1						2			4
Patdown							2						2
Patdown - Flyer							2						2
Persons w/ Disabilities (PWD)								2					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1					1
Property - Special Handling	1					2		2	2				7
Property - Special Handling - Damaged Items - Carry-On					1		1	1	1				3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked	1							1					2
Screening	1		1	2		1	2	1	3				11
Screening - Inconsistency			1					1	1				3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1			2		1	1		2				7

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OMA</b>	<b>46</b>	<b>36</b>	<b>43</b>	<b>33</b>	<b>38</b>	<b>33</b>	<b>37</b>	<b>58</b>	<b>55</b>	<b>39</b>	<b>40</b>	<b>36</b>	<b>494</b>
<b>2018</b>				<b>12</b>	<b>11</b>	<b>8</b>	<b>11</b>	<b>24</b>	<b>17</b>	<b>11</b>	<b>18</b>	<b>11</b>	<b>123</b>
Civil Rights					2		1				1		4
Civil Rights - Racial Profiling or Discrimination					2		1						3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				3	2	1	1	6	1	1	1	2	18
Customer Service - Others							1						1
Customer Service - TSO				3	2	1		6	1	1	1	2	17
Locks				2	3			1	1	1	1	1	10
Locks - Missing or Damaged Lock				2	3			1	1	1	1	1	10
Mishandling of Passenger Property				2		3	3	7	6	3	6	3	33
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L					1			1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked E					1		2	5	5	3	3	3	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1	1	1		3		7
Patdown					1		2	3	2	3	2	1	16
Patdown - Flyer						2	2	3	2	1	2	1	13
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer				1						1			2
Persons w/ Disabilities (PWD)				1				1	2				4
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling				1	1		1	2		1	5	1	12
Property - Special Handling - Damaged Items - Checked				1						1	1	1	3
Property - Special Handling - Missing Items - Carry-On										1	1		2
Property - Special Handling - Missing Items - Checked					1		1	2			3		7
Screening				2	3	2	3	4	5	2	2	3	26
Screening - Inconsistency					1								1
Screening - Lengthy Lines						2	1	1	1				5
Screening - Procedures/Process				1		2	2	3	4	2	2	2	18
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach												1	1
<b>2019</b>	<b>16</b>	<b>20</b>	<b>13</b>	<b>6</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>16</b>	<b>25</b>	<b>20</b>	<b>18</b>	<b>15</b>	<b>184</b>
Civil Rights	1	1	2					2	2	5	1	1	15
Civil Rights - Age				1					1			1	3
Civil Rights - Constitutional Rights													1
Civil Rights - Racial Profiling or Discrimin	1								1	3			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1	1						1	2				5
Civil Rights - Transgender Screening								1					1
Customer Service		3	1			4	1	1	4	3	1	2	20
Customer Service - Others										1			1
Customer Service - TSO		3	1			4	1	1	4	2	1	2	19
Locks	1	1				1		1	4	2	1	1	11
Locks - Missing or Damaged Lock	1	1				1		1	4	2	1	1	11
Lost and Found				1						1			2
Lost and Found - Airport/TSA										1			2
Mishandling of Passenger Property	7	5	2	2	2		3	4	4	7	6	5	47
Mishandling of Passenger Property - D	3	4	2	2	2		3	2	3	4	5	3	33
Mishandling of Passenger Property - D	4	1					2	1	3	1	2	1	14
Patdown	2	1	1		1	2	2	4	2		2	3	20
Patdown - Flyer	2	1	1		1	2	2	4	2		1	3	19
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	1	4			1	1			1	1	1	1	10
Persons w/ Disabilities (PWD) - Autism Spectrum		1									1		2
Persons w/ Disabilities (PWD) - Gener	1												1
Persons w/ Disabilities (PWD) - Internal Medical D		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability	1				1	1							3
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo	1										1		2
Property - Special Handling	1	4	6	1	3	2	4	4	4	2	1	1	33
Property - Special Handling - Damaged Items - Ca		1											1
Property - Special Handling - Damaged Items - Ch	1	1	1	2	1		1	1	2				9
Property - Special Handling - Missing Items - Carry-On					1	1	1	1			1	1	5
Property - Special Handling - Missing I	1	2	5	1		3	2	2	2				18
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	3	1	1	1	4	3	1	1	3	1	5	1	25
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process	2	1	1	1	3	1		1	3	1	3	1	18
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach		1									1		2
<b>2020</b>	<b>21</b>	<b>10</b>	<b>25</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>10</b>	<b>112</b>
Advanced Imaging Technology (AIT)	1	1											2
Advanced Imaging Technology (AIT) - Flyer	1	1											2
Civil Rights				1	2	1	1						5
Civil Rights - Hair Patdowns				1									1
Civil Rights - Racial Profiling or Discrimination					1	1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening					1								1
Customer Service		3		1	1	1				1	1		8
Customer Service - TSO		3		1	1	1				1	1		8
Locks	6	1	1		1	1				1		1	12

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock	6	1	1		1	1				1	1	1	12
Mishandling of Passenger Property	3	2	7	1	3	2	1	1	1	1	2	1	25
Mishandling of Passenger Property - D	1	1	5	1	1	2	1	1	1	1	2	1	18
Mishandling of Passenger Property - Damaged/Missing Items			1										1
Mishandling of Passenger Property - D			2	1	1		2						6
Patdown		1	1	1	2	1							6
Patdown - Flyer		1	1		2	1							5
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	2	1	2	1									6
Persons w/ Disabilities (PWD) - Cognit		1											1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				1									1
Persons w/ Disabilities (PWD) - Wheel	1	1											2
Property - Special Handling	6	3	4	2	1	1		2	1	2		2	24
Property - Special Handling - Damaged	4		1					1	1	2			9
Property - Special Handling - Missing I	1	2		1				1					5
Property - Special Handling - Missing I	1	1	3	1	1	1					2		10
Screening	3	1	5	1	1	1		1	1	3	1	6	24
Screening - Inconsistency			1										1
Screening - Procedures/Process	2	1	3	1	1	1		1	1	2	1	6	20
Screening - Retrieving Abandoned/Cor	1		1							1			3
<b>2021</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>13</b>	<b>14</b>	<b>10</b>				<b>75</b>
Civil Rights				1		1	2	1	1				6
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrimination						1		1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Sexual Orientation - Not Transgender									1				1
Claims								1					1
Claims - General								1					1
Customer Service	1	3	2	2	1		1	1	2				13
Customer Service - TCC				2									2
Customer Service - TSO	1	3	2		1		1	1	2				11
DHS TRIP									1				1
DHS TRIP - General									1				1
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program							1	4	3				8
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck							1	4	2				7
Locks								1	1				2
Locks - Missing or Damaged Lock								1	1				2
Mishandling of Passenger Property	3			3		2	1	2					11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1					2
Mishandling of Passenger Property - D	3			2			1	1					7
Patdown	2					1		1					4
Patdown - Flyer	2							1					3
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Prohibited & Permitted Items			1				1	2					4
Prohibited & Permitted Items - Alcohol and Tobacco								1					1
Prohibited & Permitted Items - General			1						1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols							1						1
Property - Special Handling	1	2				1	2	1	3				10
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Ch	2					1	1	1	1				6
Property - Special Handling - Missing I	1								1				2
Property - Special Handling - Missing Items - Checked							1						1
Screening	2	1				3	1	1	1	3			12
Screening - Children									1				1
Screening - Inconsistency										1			1
Screening - Procedures/Process	1					2	1	1		2			7
Screening - Security Breach	1					1							2
Screening - Shoe Screening			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OME</b>				1	2								3
<b>2018</b>				1									1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1								1
<b>2019</b>				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1									1
<b>2020</b>				1									1
Patdown				1									1
Patdown - Flyer				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ONT	54	38	44	47	45	47	35	49	57	29	46	32	523
2018				10	14	11	18	15	16	10	15	12	121
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights						1		2					3
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening								1					1
Customer Service				4	2	1	4	2	5	3	6	6	33
Customer Service - Others									1		1	1	3
Customer Service - TSO				4	2	1	4	2	4	3	5	5	30
Locks				2	1		1		1		1		6
Locks - Missing or Damaged Lock				2	1		1		1		1		6
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				3	6	5	7	4	3	5	4	2	39
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	3	4	5	4	3	4	3	1	29
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	3	1	1			1		1	8
Patdown									1	2		1	4
Patdown - Flyer									1	2		1	4
Persons w/ Disabilities (PWD)						1	1	1	2		1		7
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1					1	4
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling					1	1	2	3	2	3		1	15
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked						1			1	1		1	5
Property - Special Handling - Missing Items - Carry-On				1		1			1				3
Property - Special Handling - Missing Items - Checked							1	2	1	1		1	6
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening						3	1	2	3		1	1	11
Screening - Inconsistency							1	1					2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process					2	1	1	2			1		7
Screening - Security Breach						1							1
2019	22	15	22	11	13	16	7	21	23	14	26	10	200
Civil Rights	1	2	3					2	1	2	1	1	13
Civil Rights - Hair Patdowns										1		1	2
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination	1	2	2					1				1	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1					1			2	
Civil Rights - Transgender Screening										1			1
Customer Service	4	1	3	2	6	2	5	2	1	3	6		35
Customer Service - Others	1		1								1		3
Customer Service - TSO	3	1	2	2	6	2	5	2	1	3	5		32
Locks						2			1		2		5
Locks - Missing or Damaged Lock						2			1		2		5
Lost and Found											2		2
Lost and Found - Airport/TSA											2		2
Mishandling of Passenger Property	9	2	7	6	1	4		8	5	6	8	4	60
Mishandling of Passenger Property - Damaged Items - Carry-On	1					1			2	1			5
Mishandling of Passenger Property - Damaged Items - Checked	4	2	6	5	1			7	4	4	5	4	42
Mishandling of Passenger Property - Disarrayed Items - Carry-On	1						1				2		2
Mishandling of Passenger Property - Disarrayed Items - Checked	3		1	1		3			1		2		11
Patdown				1	2			1	1	2		2	10
Patdown - Flyer				1	2			1	1	2		2	10
Persons w/ Disabilities (PWD)	2	1	1				1	2	4	1	1	1	14
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - General										1	1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary		1									1	1	3
Persons w/ Disabilities (PWD) - Metal	1									1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts		1											1
Persons w/ Disabilities (PWD) - Touch	1												1
Property - Special Handling	3	4	6			3	2		2	6	2	3	33
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked		3			1				1		2	1	8
Property - Special Handling - Missing Items - Carry-On	1	1			1			1	2			1	7
Property - Special Handling - Missing Items - Checked	2	4	2		1	2		1	2	2	1		17
Screening	3	4		3	3	5		3	5		1	1	28
Screening - Inconsistency						1							1
Screening - Procedures/Process	3	3		3	2	5		3	5		1		25
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach				1									1
2020	22	16	13	19	13	8	2	2	3	5	5	10	118
Civil Rights	1	1	1								3		6
Civil Rights - Age	1												1
Civil Rights - Racial Profiling or Discrimination	1	1									2		4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1 1
Customer Service	2	4	1	3	3	1	2	1	2	1	1		21
Customer Service - Others		1											1
Customer Service - TSO	2	3	1	3	3	1	2	1	2	1	1		20
Locks	1	1		1									3
Locks - Missing or Damaged Lock	1	1		1									3
Lost and Found	1				1								2
Lost and Found - Airport/TSA	1				1								2
Mishandling of Passenger Property	6	5	4	7	4	1		1		1	3	2	34
Mishandling of Passenger Property - D	1	1	1										3
Mishandling of Passenger Property - D	5	3	2	6	4			1		1	3	1	26
Mishandling of Passenger Property - Disarrayed It	1	1	1			1						1	5
Patdown	1	1	2	1	2	1							8
Patdown - Flyer	1	1	2	1	2	1							8
Persons w/ Disabilities (PWD)	2	2	1	1	1						1		8
Persons w/ Disabilities (PWD) - Diabetes				1		1							2
Persons w/ Disabilities (PWD) - Medic	1	1			1								3
Persons w/ Disabilities (PWD) - Mobil	1										1		2
Persons w/ Disabilities (PWD) - Respiratory and Ir			1										1
Property - Special Handling	5	2	4	5		3				1	1	2	23
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged	2			1		1						1	2
Property - Special Handling - Missing I	1			1									2
Property - Special Handling - Missing I	2	2	3	3		2				1			13
Screening	3			1	2	2				1	1	3	13
Screening - Procedures/Process	3			1	2	2				1	1	3	13
<b>2021</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>5</b>	<b>12</b>	<b>8</b>	<b>11</b>	<b>15</b>				<b>84</b>
Civil Rights				1							1		2
Civil Rights - Racial Profiling or Discrimination				1							1		2
Claims				1									1
Claims - General				1									1
Customer Service	1	1	3	2	1	4	1	4	3				20
Customer Service - TSO	1	1	3	2	1	4	1	4	3				20
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program			1		1	1	3	2	4				12
Expedited Passenger Screening Program - TSA PreCheck			1		1	1	3	2	4				12
Mishandling of Passenger Property	3	5	1	1		1	1	1	1				14
Mishandling of Passenger Property - Damaged/Mis	1			1									2
Mishandling of Passenger Property - D	3	4	1			1							9
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked							1	1	1				3
Persons w/ Disabilities (PWD)		1				1					1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necess		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Prohibited & Permitted Items				1	1								2
Prohibited & Permitted Items - Alcohol and Tobacco				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling	4		1	1		2	1	3	3				15
Property - Special Handling - Damaged Items - Carry-On				1					1	2			3
Property - Special Handling - Damaged	1		1	1									3
Property - Special Handling - Missing I	1					1		1	1				4
Property - Special Handling - Missing I	2					1	1	1					5
Screening	2			1	3	3	2	1	2				14
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process	2				3		1	1	2				9
Screening - Retrieving Abandoned/Confiscated Items						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ORD</b>	<b>302</b>	<b>221</b>	<b>266</b>	<b>311</b>	<b>295</b>	<b>309</b>	<b>302</b>	<b>344</b>	<b>354</b>	<b>309</b>	<b>302</b>	<b>230</b>	<b>3,545</b>
<b>2018</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>1,018</b>
Advanced Imaging Technology (AIT)									1	1		1	3
Advanced Imaging Technology (AIT) - Flyer									1	1		1	3
Civil Rights				5	3	1	6	2	6	9	4	5	41
Civil Rights - Constitutional Rights					1					1			2
Civil Rights - Hair Patdowns									1		2		3
Civil Rights - Headwear										1			1
Civil Rights - National Origin				2			1			1		1	5
Civil Rights - Racial Profiling or Discrimination				1	1	1	5	1	5	5	2	2	23
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1			1		1		2	7
Customer Service				20	27	30	30	39	31	35	41	20	273
Customer Service - CSM						1							1
Customer Service - Others						1	1	2	1		2	1	9
Customer Service - TSO				20	26	28	29	37	30	35	39	19	263
Locks				8	3	10	8	7	2	5	3	8	54
Locks - General				1	1	2	2						6
Locks - Missing or Damaged Lock				7	2	8	6	7	2	5	3	8	48
Lost and Found				3	1	3	2	3	1	2	1	2	18
Lost and Found - Airport/TSA				3	1	3	2	3	1	2	1	2	18
Mishandling of Passenger Property				34	19	19	26	33	25	22	27	23	228
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on L				1	4	1		3			1	3	13
Mishandling of Passenger Property - Damaged/Missing Items-Checked E				28	14	16	23	26	22	16	24	14	183
Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Chec				5	1	2	3	3	3	6	2	6	31
Patdown				3	2	2	6	5	10	2	7	3	40
Patdown - Flyer				3	2	1	6	5	8	1	6	3	35
Patdown - Non-Flyer						1			2	1	1		5
Persons w/ Disabilities (PWD)				8	7	5	9	3	8	4	5	5	54
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1			1			3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1							1		2
Persons w/ Disabilities (PWD) - Diabetes						1		1		1		2	5
Persons w/ Disabilities (PWD) - General							1				1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2				1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1			1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sci				1				1	2	3		1	10
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	2		2						5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1	1								2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	2				1	1			5
Persons w/ Disabilities (PWD) - Visual Impairment									1		1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				3	1	1			1	1		1	8
Property - Special Handling				23	23	20	12	13	23	31	22	8	175
Property - Special Handling - Damaged Items - Carry-On				1	4		2		3	3	1		14
Property - Special Handling - Damaged Items - Checked				2	2	3	2	5	4	7	10	4	39
Property - Special Handling - Missing Items - Carry-On				7	6	7	2	2	1	8	4	2	39
Property - Special Handling - Missing Items - Checked				13	11	10	6	6	15	13	7	2	83
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				10	15	17	17	10	11	16	22	13	131
Screening - Inconsistency				1	1	2	2		1		2		9
Screening - Lengthy Lines				1	1			2	4	2		3	13
Screening - Procedures/Process				8	12	13	15	7	6	14	18	8	101
Screening - Retrieving Abandoned/Confiscated Items					1	1		1			1		4
Screening - 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>92</b>	<b>101</b>	<b>118</b>	<b>103</b>	<b>136</b>	<b>126</b>	<b>107</b>	<b>1,272</b>
Advanced Imaging Technology (AIT)									1		1		2
Advanced Imaging Technology (AIT) - Flyer									1		1		2
Civil Rights	15	9	3	7	6	2	9	6	10	9	10	8	94
Civil Rights - Age		1									1		2
Civil Rights - Constitutional Rights								1					1
Civil Rights - Hair Patdowns	1					1					1	2	7
Civil Rights - Headwear	1												1
Civil Rights - National Origin	2	1								1	1	1	6
Civil Rights - Perceived Religion	1		1				1	2	1		1		7
Civil Rights - Racial Profiling or Discrin	6	5	1	2	4	1	4	2	3	5	5	2	40
Civil Rights - Sex/Gender/Gender Ident	3	2	1	3	1		3			1	1	3	18
Civil Rights - Sexual Orientation - Not Transgender				2	1			2	5			1	11
Civil Rights - Transgender Screening	1												1
Customer Service	25	22	40	18	18	23	24	33	27	31	27	25	313
Customer Service - Others	1	1	1	1		1	2	1	2	3			13
Customer Service - TSO	24	21	39	17	18	22	22	32	25	28	27	25	300
Human Capital					1								1
Human Capital - Prospective Employment with TSA					1								1
Locks	4	5	5	1	3	6	9	7	5	9	5	9	68
Locks - General	1												1
Locks - Missing or Damaged Lock	3	5	5	1	3	6	9	7	5	9	5	9	67
Lost and Found	3		4	4	1		1	2	1	3	2	1	22
Lost and Found - Airport/TSA	3		4	4	1		1	2	1	3	2	1	22
Mishandling of Passenger Property	23	20	16	19	9	18	15	25	16	23	27	26	237

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - D	2	1		3	1	1	1	1	1	2	1	4	17
Mishandling of Passenger Property - D	17	16	13	13	8	13	11	19	12	17	22	19	180
Mishandling of Passenger Property - D	1			1		1	1					1	5
Mishandling of Passenger Property - D	3	3	3	2		3	2	5	4	4	4	2	35
Patdown	6	1	6	2	3	3	8	2	5	8	2	6	52
Patdown - Flyer	5	1	5	2	2	3	8	2	5	7	2	5	47
Patdown - Flyer as Observer	1				1							1	3
Patdown - Non-Flyer			1							1		2	
Persons w/ Disabilities (PWD)	7	6	6	6	3	3	4	3	3	2	8	4	55
Persons w/ Disabilities (PWD) - Autism	1										1		2
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1						1			2
Persons w/ Disabilities (PWD) - Cognitive /Develo	1				1					1	2		5
Persons w/ Disabilities (PWD) - Diabet	1	1	2								1		5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1					1				2
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1					2
Persons w/ Disabilities (PWD) - Intern	1		1										2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medicat	2					1	1			1	1	1	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2									1	3
Persons w/ Disabilities (PWD) - Mobil	2	2				1							5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosth	1			1			1						3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						2					1	1	4
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheel	1	1	1	1							2	1	8
Property - Special Handling	23	18	18	13	13	25	22	19	21	32	26	19	249
Property - Special Handling - Damaged	2	1		1	2		1	2	1	6		1	17
Property - Special Handling - Damaged	4	1	1	1		5	6	5	2	8	8	3	44
Property - Special Handling - Missing I	4	10	5	5	4	4	5	1	6	6	6	4	60
Property - Special Handling - Missing I	13	6	12	6	7	16	10	11	12	12	12	11	128
Request for Assistance	1	1											2
Request for Assistance - Other		1	1										2
Screening	23	15	17	7	13	12	9	21	14	19	18	9	177
Screening - Children							1				1		2
Screening - Gate Pass								1					1
Screening - Inconsistency	2		1		1	2		1			1		8
Screening - Lengthy Lines	1	2	2	1	3		3	2	3	1	2		20
Screening - Procedures/Process	17	12	14	6	9	10	5	14	10	17	13	8	135
Screening - Retrieving Abandoned/Cor	1									1		1	3
Screening - Security Breach	2	1					3	1			1		8
<b>2020</b>	<b>115</b>	<b>96</b>	<b>114</b>	<b>96</b>	<b>92</b>	<b>60</b>	<b>10</b>	<b>15</b>	<b>19</b>	<b>46</b>	<b>44</b>	<b>34</b>	<b>741</b>
Civil Rights	7	7	5	6	3	4	2	2		4	3		43
Civil Rights - Age		1											1
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - National Origin													1
Civil Rights - Racial Profiling or Discrin	5	5	3	3	1	3	2	1		2	2		27
Civil Rights - Sex/Gender/Gender Ident	1		1	2	1	1					1		7
Civil Rights - Sexual Orientation - Not Transgender					1								2
Civil Rights - Transgender Screening	1		1					1					3
Customer Service	22	21	16	23	23	10	2	2	2	10	4	3	138
Customer Service - Others	2	2			3		1			1		1	10
Customer Service - TSO	20	19	16	23	20	10	1	2	2	9	4	2	128
Identification (ID) Requirements	1											1	2
Identification (ID) Requirements - Dom	1											1	2
Locks	6	7	10	3	3	4		1	1	1		1	37
Locks - Missing or Damaged Lock	6	7	10	3	3	4		1	1	1		1	37
Lost and Found	2	2	2	2	3	1	1		1	1		2	17
Lost and Found - Airport/TSA	2	2	2	2	3	1	1	1	1	1		2	17
Mishandling of Passenger Property	22	22	27	24	22	15		2	4	11	12	8	169
Mishandling of Passenger Property - D	2	3	4	2	3	1							15
Mishandling of Passenger Property - D	18	14	22	19	16	14		2	2	9	11	7	134
Mishandling of Passenger Property - D	2	5	1	3	3			2	2	1	1		20
Patdown	3	1	6	3	2	2				1	2		20
Patdown - Flyer	3	1	5	3	2	2				1	2		19
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	4	10	3	5	2	1			5	1	1	37
Persons w/ Disabilities (PWD) - Breast Cancer	1												1
Persons w/ Disabilities (PWD) - Canc	1										1		2
Persons w/ Disabilities (PWD) - Cognit	1		2										3
Persons w/ Disabilities (PWD) - General												1	2
Persons w/ Disabilities (PWD) - Internal Medical D	1	1											2
Persons w/ Disabilities (PWD) - Medicat	1	1	1		2	2	1						8
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1			1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Whee	1		1	1									3
Persons w/ Disabilities (PWD) - Prostheses/Amput	1			2	1						1		5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equip	1									1			2
Persons w/ Disabilities (PWD) - Service Animals	1									1			2
Persons w/ Disabilities (PWD) - Wheel		2									1		5
Property - Special Handling	29	20	19	25	21	19	1	5	5	11	15	14	184
Property - Special Handling - Damaged	4	2	1	2							1	2	12
Property - Special Handling - Damaged	7	3	2	2	3	4	1	1	1	4	4	3	34
Property - Special Handling - Missing I	9	5	5	3	5	4	1	2	2	3	3	3	42

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	9	10	11	18	13	11		2	2	7	7	6	96
Screening	18	12	19	7	10	3	3	2	6	2	7	4	93
Screening - Inconsistency	1										1		2
Screening - International Screening	1												1
Screening - Lengthy Lines	2	1	5		1								9
Screening - Procedures/Process	13	10	14	6	9	3	3	2	6	2	6	4	78
Screening - Retrieving Abandoned/Confiscated Items	1												1
Screening - Security Breach	1			1									2
TSA Contact Information										1			1
TSA Contact Information - General										1			1
<b>2021</b>	<b>58</b>	<b>28</b>	<b>36</b>	<b>23</b>	<b>34</b>	<b>50</b>	<b>75</b>	<b>96</b>	<b>114</b>				<b>514</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Animals			1										1
Animals - Checked			1										1
Civil Rights	2	1	1		2	2	2	5	3				18
Civil Rights - National Origin							1	1					2
Civil Rights - Racial Profiling or Discrimination	1	1	1		1	2		2	2				10
Civil Rights - Sex/Gender/Gender Identity	1						1	2					4
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening					1								1
Claims					1								1
Claims - General					1								1
Customer Service	13	8	13	8	9	9	14	15	20				109
Customer Service - Others						1			1				2
Customer Service - TSO	13	8	13	8	9	8	14	15	19				107
DHS TRIP									1				1
DHS TRIP - Status									1				1
Expedited Passenger Screening Program				2	1	5	12	30	41	59			150
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program						1	5	4	4				14
Expedited Passenger Screening Program - TSA PreCheck	2	1	5	11	25	37	37	53					134
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks	1		1		1		2	1	1				7
Locks - Missing or Damaged Lock	1		1		1		2	1	1				7
Lost and Found	3			1		1	1	1	1				7
Lost and Found - Airport/TSA	3			1		1	1	1	1				7
Mishandling of Passenger Property	10	10	7	8	6	1	5	5	1				53
Mishandling of Passenger Property - Domestic	2	4		2				1					9
Mishandling of Passenger Property - DoD	6	4	7	5	5	1	5	3	1				37
Mishandling of Passenger Property - DHS	1												1
Mishandling of Passenger Property - DOD	1	2		1	1			1					6
No Jurisdiction				2	2				1	1			6
No Jurisdiction - Refer to CBP				1	2				1	1			5
No Jurisdiction - Refer to Other				1									1
No Subject							1						1
No Subject - General							1						1
Patdown				2		1	2						5
Patdown - Flyer				1		1	2						4
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1					4	2	1	2				10
Persons w/ Disabilities (PWD) - General					2	1							3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Service Animal	1					1		1					3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1							2
Prohibited & Permitted Items				1		1			1	2			5
Prohibited & Permitted Items - Beauty & Grooming Items									1				1
Prohibited & Permitted Items - Food/Beverages						1							1
Prohibited & Permitted Items - General				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										2			2
Property - Special Handling	20	7	1	3	5	13	12	22	14				97
Property - Special Handling - Damaged	1	1			1		2		1				6
Property - Special Handling - Damaged Item	4	1		1	2	7	6	6	1				28
Property - Special Handling - Missing Item	3	1	1			2	1	2	2				12
Property - Special Handling - Missing Item	12	4		2	2	4	3	14	10				51
Screening	8	2	5		3	5	7	3	7				40
Screening - Crew Member or Airline Employee			1				1						2
Screening - Inconsistency	1				1		2	1	2				7
Screening - Lengthy Lines									1	2			3
Screening - Procedures/Process	7	2	3		2	5	4	1	3				27
Screening - Retrieving Abandoned/Confiscated Items			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ORF</b>	<b>19</b>	<b>23</b>	<b>33</b>	<b>40</b>	<b>28</b>	<b>41</b>	<b>30</b>	<b>42</b>	<b>51</b>	<b>32</b>	<b>25</b>	<b>26</b>	<b>390</b>
<b>2018</b>				<b>17</b>	<b>8</b>	<b>13</b>	<b>16</b>	<b>16</b>	<b>17</b>	<b>14</b>	<b>12</b>	<b>10</b>	<b>123</b>
Civil Rights				2			1		1		1	1	6
Civil Rights - Hair Patdowns												1	1
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination				1			1		1				4
Customer Service				5		2	1	3	3	6			20
Customer Service - Others										1			1
Customer Service - TSO				5		2	1	3	3	5			19
Locks				1			4	1					6
Locks - Missing or Damaged Lock				1			4	1					6
Lost and Found							1	1					2
Lost and Found - Airport/TSA							1	1					2
Mishandling of Passenger Property				4		3	4	3	2	5	3	4	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1					1	1	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				1		2	4	3	1	3	1	2	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				2		1			1	1	1	1	7
Patdown				1		2	1		4	2	1	2	15
Patdown - Flyer						2			4	2	1	2	13
Patdown - Non-Flyer							1					1	2
Persons w/ Disabilities (PWD)				1		2				2	3	1	9
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General				1							1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1					1	1	3
Property - Special Handling				2		1	5	4	3	2		1	4
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked							1		2	2		1	6
Property - Special Handling - Missing Items - Carry-On							1	2				1	4
Property - Special Handling - Missing Items - Checked				2		1	3	2	1			2	11
Screening				1		1	2	2	4	2	1		13
Screening - Inconsistency						1			1	1			3
Screening - Procedures/Process				1			2	2	3	1	1		10
<b>2019</b>	<b>9</b>	<b>8</b>	<b>14</b>	<b>8</b>	<b>4</b>	<b>14</b>	<b>6</b>	<b>13</b>	<b>18</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>135</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights				1			1		1	1		2	6
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimination				1			1			1		1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				1		1	3		1	4		1	15
Customer Service - Others								1	1				2
Customer Service - TSO				1		1	3			3	1	4	13
Locks				1		2			1	1	2		7
Locks - Missing or Damaged Lock				1		2			1	1	2		7
Mishandling of Passenger Property				3		6	2	3	1	3	3	4	28
Mishandling of Passenger Property - D				2		3	2	2	1	2	3	2	20
Mishandling of Passenger Property - Damaged/Missing Items-				1				1					1
Mishandling of Passenger Property - D				1		2		1				2	7
Patdown				1		2			1	1	2	1	10
Patdown - Flyer				1		2			1	1	2	1	10
Persons w/ Disabilities (PWD)				2			1		2	2	1	1	9
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Hearing Impairme				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (jo				1							1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling				4		2	5	2	1	6	3	4	38
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Property - Special Handling - Damaged				1		1	1		1	2	2		9
Property - Special Handling - Missing I				1		1		1	1		1		2
Property - Special Handling - Missing I				2		1	3	2	1	3	2	1	20
Screening				1		2	1	1	1	3	3	1	20
Screening - Inconsistency						1				1			2
Screening - Lengthy Lines						1			1				2
Screening - Procedures/Process				1		1	1	1	1	3	2	1	16
TSA Contact Information						1				2	1	3	2
TSA Contact Information - General						1							1
<b>2020</b>	<b>7</b>	<b>11</b>	<b>15</b>	<b>10</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>2</b>		<b>73</b>
Civil Rights				1			1						2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service				1		3	1	1	1		1		9
Customer Service - TSO				1		3	1	1	1		1		9
Locks									1			1	2
Locks - Missing or Damaged Lock									1			1	2
Mishandling of Passenger Property				1		4	2	3	5	1	1		19
Mishandling of Passenger Property - D				1		3	1	3	4	1	1		15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1					1		2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disarrayed It	1	1											2
Patdown	1	2	2					1					6
Patdown - Flyer	1	2	2					1					6
Persons w/ Disabilities (PWD)	1	2		1	1			1					6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Health			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				1	1								2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	1	5	2	1	1			1	4	3		19
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked		1								1			2
Property - Special Handling - Missing Items - Carry-On			2	1	1	1				1			6
Property - Special Handling - Missing Items - Checked		1	3	1					1	1	3		10
Screening	3	2	1	2	1	1							10
Screening - Inconsistency			1										1
Screening - Military				1									1
Screening - Procedures/Process	2	1	1			1	1						6
Screening - Security Breach	1			1									2
<b>2021</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>10</b>				<b>59</b>
Civil Rights					1					2			3
Civil Rights - Constitutional Rights										2			2
Civil Rights - Racial Profiling or Discrimination					1								1
Claims				1									1
Claims - General				1									1
Customer Service			1		2		3	2	2				10
Customer Service - TCC			1			2	3	2	2				1
Customer Service - TSO						1							9
Expedited Passenger Screening Program						1	1	3	5				10
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA PreCheck						1	1	3	4				9
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Mishandling of Passenger Property	1	1	2	3	1	1							10
Mishandling of Passenger Property - Disarrayed Items	1	1	2	1	1	1							7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			2						1				3
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)			1			2			1				4
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Property - Special Handling	2	1			1	3	2	2	1				12
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked	1	1			1	1	1						6
Property - Special Handling - Missing Items	1					2	1	1					5
Screening		2		1	1	2			1				7
Screening - Inconsistency					1								1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process		2		1		2							5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ORH</b>	2	1	3	1	4	1	1	1	2	3	1	2	<b>22</b>
<b>2018</b>					2	1			1	1	1	1	<b>6</b>
Locks					1					1		1	2
Locks - Missing or Damaged Lock					1					1		1	2
Mishandling of Passenger Property					1	1			1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1			1			1	4
<b>2019</b>	2	1	3	1	2		1	1	1	2	1	1	<b>16</b>
Locks					1		1				1	1	2
Locks - Missing or Damaged Lock					1						1		2
Mishandling of Passenger Property	1		2		1				1	2	1		8
Mishandling of Passenger Property - Damaged/Missing Items-			1						1	2	1		5
Mishandling of Passenger Property - D	1		1		1								3
Property - Special Handling	1		1	1	1				1				5
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing I	1		1		1				1				4
Screening					1								1
Screening - Procedures/Process					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OTH</b>	1	1	1	4	2	1	2		3	2	1		18
<b>2018</b>													3
Locks					1		1	1					1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked							1						1
<b>2019</b>	1	1				1				1	1		5
Mishandling of Passenger Property	1					1				1	1		4
Mishandling of Passenger Property - D	1					1				1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Chec				1									1
<b>2020</b>			1	2	1					1	1		6
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling			1	1							1		3
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Checked											1		1
<b>2021</b>				1			1			2			4
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OTZ</b>	<b>2</b>				<b>1</b>		<b>1</b>	<b>2</b>	<b>1</b>			<b>1</b>	<b>8</b>
<b>2018</b>					<b>1</b>		<b>1</b>	<b>2</b>					<b>4</b>
Mishandling of Passenger Property						<b>1</b>							<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>							<b>1</b>
Patdown							<b>1</b>						<b>1</b>
Patdown - Flyer							<b>1</b>						<b>1</b>
Screening								<b>2</b>					<b>2</b>
Screening - Procedures/Process								<b>2</b>					<b>2</b>
<b>2019</b>	<b>1</b>								<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>
Civil Rights								<b>1</b>					<b>1</b>
Civil Rights - Age								<b>1</b>					<b>1</b>
Screening	<b>1</b>										<b>1</b>	<b>2</b>	
Screening - Retrieving Abandoned/Confiscated Items											<b>1</b>		<b>1</b>
Screening - Security Breach		<b>1</b>											<b>1</b>
<b>2021</b>	<b>1</b>												<b>1</b>
Screening		<b>1</b>											<b>1</b>
Screening - Lengthy Lines		<b>1</b>											<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>OWB</b>		<b>2</b>		<b>2</b>				<b>1</b>	<b>1</b>				<b>6</b>
<b>2019</b>		<b>1</b>		<b>1</b>				<b>1</b>	<b>1</b>				<b>4</b>
Mishandling of Passenger Property		1		1				1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked In				1									1
Mishandling of Passenger Property - Disarrayed Itm				1					1				2
Screening										1			1
Screening - Procedures/Process										1			1
<b>2020</b>		<b>1</b>											<b>1</b>
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checked In		1											1
<b>2021</b>				<b>1</b>									<b>1</b>
Customer Service				1									1
Customer Service - TSO				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PAE</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>43</b>
<b>2019</b>								<b>3</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>3</b>
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Customer Service								1	1		3	1	6
Customer Service - Others											1		1
Customer Service - TSO								1	1		2	1	5
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
Patdown							1		1	1		1	4
Patdown - Flyer							1		1	1		1	4
Persons w/ Disabilities (PWD)									1	1	2		4
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1			1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling									2				2
Property - Special Handling - Missing Items - Carry-On								1				1	
Property - Special Handling - Missing Items - Checked								1				1	
Screening								2		2	3		7
Screening - Crew Member or Airline Employee								1				1	
Screening - Procedures/Process								1		2	3		6
<b>2020</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>								<b>14</b>
Civil Rights		1			1								2
Civil Rights - Age		1			1								2
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property		1	1			1							3
Mishandling of Passenger Property - Damaged/Mi:		1	1										2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling		1		2		1							4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing I		1		2									3
Screening		1	1		1								3
Screening - Procedures/Process		1	1		1								3
<b>2021</b>	<b>1</b>							<b>2</b>					<b>3</b>
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling		1											1
Property - Special Handling - Missing I		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PAH</b>	1			2				1			2		6
<b>2018</b>											1		1
Customer Service											1		1
Customer Service - TSO											1		1
<b>2019</b>	1										1		2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Screening											1		1
Screening - Procedures/Process											1		1
<b>2020</b>				2									2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
<b>2021</b>								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBG	1			2	2	1	1	1	1				8
2018				1	1	1							3
Customer Service					1								1
Customer Service - TSO					1								1
Patdown				1		1							2
Patdown - Flyer				1									1
Patdown - Non-Flyer						1							1
2019	1			1	1				1				4
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling	1			1						1			3
Property - Special Handling - Missing Items	1										1		1
Property - Special Handling - Missing Items - Checked				1						1			2
2021							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA Application Program							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBI	37	47	65	81	87	85	77	72	81	58	40	23	753
2018				27	21	31	20	21	30	25	23	8	206
Civil Rights						1	1	1			1		4
Civil Rights - Age													1
Civil Rights - Hair Patdowns													1
Civil Rights - Racial Profiling or Discrimination						1	1						2
Customer Service				5	5	5	4	2	4	3	1	1	30
Customer Service - Others					1	1				1			3
Customer Service - TSO				5	4	4	4	2	4	2	1	1	27
Locks				4	2		1	1	2				10
Locks - Missing or Damaged Lock				4	2		1	1	2				10
Lost and Found					1	1	2						4
Lost and Found - Airport/TSA					1	1	2						4
Mishandling of Passenger Property				4	7	15	2	6	11	6	12	3	66
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	2	1				1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked				4	5	10	1	6	7	5	11	3	52
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						3		4			1		8
Patdown				1	1					2	2		6
Patdown - Flyer					1	1				2	1		5
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				4	1				2	1			8
Persons w/ Disabilities (PWD) - Diabetes					1				1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling				4	3	6	7	7	9	10	6	3	55
Property - Special Handling - Damaged Items - Carry-On					2		1						3
Property - Special Handling - Damaged Items - Checked					3	1	2	5	3	4	3		21
Property - Special Handling - Missing Items - Carry-On				2		1	4	2	1	4	1		15
Property - Special Handling - Missing Items - Checked				2	3		2	2	3	3	1		16
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				6	1	2	3	4	2	2	1	1	22
Screening - Inconsistency					2					1			2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process				4	1	2	3	4	1	2	1		18
2019	18	19	27	16	21	26	22	23	17	26	15	7	237
Civil Rights				1	1	1		2	1	2	1		12
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns				1					1				2
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination					1		1			1	1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1							2
Customer Service		3	4	8	2	4	7	5	1	1	3	2	41
Customer Service - TSO		3	4	8	2	4	7	5	1	1	3	2	41
Locks						4	1	1	1	1	1		8
Locks - Missing or Damaged Lock						4	1	1	1	1	1		8
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property		6	5	4	5	8	3	4	4	9	5	1	1
Mishandling of Passenger Property - Damaged		1			1					2		1	5
Mishandling of Passenger Property - Disarrayed Items		5	4	3	4	7	3	4	4	7	2	1	44
Mishandling of Passenger Property - Disarrayed Items		1	1		1				2	1			6
Patdown				1	1			1			2		5
Patdown - Flyer				1	1			1			1		4
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)		2		2	1		2	3	1		2	1	15
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes				1			1						2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medication			2										2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthetic/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1			1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1	1		2		1	1					5
Property - Special Handling		6	6	5	6	4	6	6	8	3	6	6	466
Property - Special Handling - Damaged Items - Checked		1				1	1				1	2	6
Property - Special Handling - Damaged Items - Carry-On		2	2	2	2		1			2	2		15
Property - Special Handling - Missing Items - Checked		1	1	1	2			2	1	1		1	10
Property - Special Handling - Missing Items - Carry-On		4	2	2	3	2	4	5	6		2	4	35
Screening		1	3	6		5	2	1	6	2	4	4	34
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency		1		1			1					1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process			3	4		4		1	6	1	4	3	26
Screening - Security Breach				1		1							2
2020	13	20	31	28	33	18	1	4	7	7	2	8	172
Civil Rights					2	1			1				4
Civil Rights - National Origin						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sexual Orientation - Not Transgender						1							1
Customer Service	1	3	6	5	8	4		3	1		1		32
Customer Service - Others			1					1					2
Customer Service - TSO	1	3	5	5	8	4		2	1		1		30
Locks	1	1		1	1	1				1	1		7
Locks - Missing or Damaged Lock	1	1		1	1	1				1	1		7
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	4	5	10	9	9	8		1	1		2		49
Mishandling of Passenger Property - Damaged	3	4	10	9	8	7		1	1		2		45
Mishandling of Passenger Property - Missing	1	1			1	1							4
Patdown	2			1		1					1		5
Patdown - Flyer	1			1		1					1		4
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	3	1	3	4								12
Persons w/ Disabilities (PWD) - Cancer (general)	1												1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	2								3
Persons w/ Disabilities (PWD) - Ostomy	1												1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	2				1								3
Property - Special Handling	4	5	11	6	6	1	1		3	3	1	2	43
Property - Special Handling - Damaged Items - Carry-On	2		2										4
Property - Special Handling - Damaged Items - Checked	2	3	2	2	2				1	1		2	15
Property - Special Handling - Missing Items - Carry-On	2	1		2		1				1			7
Property - Special Handling - Missing Items - Checked	2	6	2	2	1			2	1	1			17
Screening	3	3	3	2	2		1	1	1	2	1	1	19
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process	3	2	2	2	1			1	1	2	1		15
Screening - Security Breach			1	1							1		3
<b>2021</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>10</b>	<b>34</b>	<b>24</b>	<b>27</b>				<b>138</b>
Civil Rights				1		2	2	1					6
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination				1		1	1	1					4
Claims			1										1
Claims - General			1										1
Customer Service	1	1	2	7	2	3	7	6	6				35
Customer Service - Others							1						1
Customer Service - TSO	1	1	2	7	2	3	6	6	6				34
Expedited Passenger Screening Program			1		3	4	17	9	12				46
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program				1				1	1				3
Expedited Passenger Screening Program - TSA PreCheck	1			2	4	16	8	11					42
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found								1	1				2
Lost and Found - Airport/TSA								1	1				2
Mishandling of Passenger Property	2	1						1	1				5
Mishandling of Passenger Property - Damaged/Missing	2	1						1	1				5
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
No Subject			1										1
No Subject - General			1										1
Patdown	1							1	1	2			5
Patdown - Flyer	1						1			2			4
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1				1		3	1					6
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling	1	4		1	1	1	1	4		3			16
Property - Special Handling - Damaged Items - Carry-On							1	1					2
Property - Special Handling - Damaged Items - Checked	2				1			1					4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked	1	2		1		1		2	2				9
Screening	1	1		1	4		2		3				12
Screening - Inconsistency					1								1
Screening - Procedures/Process	1	1		1	3		2		3				11

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PDX	85	86	73	113	90	106	89	114	144	115	91	93	1,199
2018				39	36	34	32	45	41	45	45	27	344
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights					1	2	1	5	1	6	2	2	20
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination					1	1	1	3	1	5	1		13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1				1	2		4
Civil Rights - Transgender Screening								1					1
Customer Service					2	10	8	7	9	6	8	15	671
Customer Service - Others							1	1	1	1	1	1	5
Customer Service - TSO					2	10	7	7	8	5	7	15	566
Locks					2	2	3	3		2			13
Locks - General								1					1
Locks - Missing or Damaged Lock					2	2	3	2		2		1	12
Mishandling of Passenger Property					12	9	5	17	12	18	8	14	6101
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L					2				2	1		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked E					10	8	4	13	8	13	7	14	80
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	4	2	4	1		2	15
Patdown					1	3	1		2	2	4	1	15
Patdown - Flyer					1	3	1		2	2	4	1	15
Persons w/ Disabilities (PWD)					3	2	2		3	4	3	2	23
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1				1		2
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me					1					2	2		7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sc					1	1	1						3
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts					1						1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1		1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	2		1			4
Property - Special Handling					11	3	5	2	7	5	15	9	562
Property - Special Handling - Damaged Items - Carry-On					1		1			1	1	1	6
Property - Special Handling - Damaged Items - Checked					3		2		1	2	6	1	15
Property - Special Handling - Missing Items - Carry-On					1	1			1	1	3	2	9
Property - Special Handling - Missing Items - Checked					6	2	2	2	5	2	7	4	32
Request for Assistance							1	1					2
Request for Assistance - Other								1					1
Request for Assistance - Wounded Warrior (MSIJSOC)							1						1
Screening					8	6	7	1	6	3	1	2	36
Screening - Inconsistency						1			1			1	3
Screening - Lengthy Lines						2							2
Screening - Procedures/Process					8	3	7	1	5	3	1	2	30
Screening - Retrieving Abandoned/Confiscated Items											1		1
2019	38	41	29	31	22	37	28	37	47	44	35	39	428
Civil Rights	3	1	2	3	1	1		1	1	1	1	1	16
Civil Rights - Headwear								1					1
Civil Rights - Racial Profiling or Discrimination					1	1	1				1	1	6
Civil Rights - Sex/Gender/Gender Iden					3	1	1			1			6
Civil Rights - Transgender Screening						1		1				1	3
Customer Service					3	9	2	6	2	4	8	11	75
Customer Service - Others						1					2	1	4
Customer Service - TSO					3	8	2	6	2	4	8	11	71
Locks					2		3	2		1		1	11
Locks - General					1								1
Locks - Missing or Damaged Lock					1	3	2		1		1	1	10
Lost and Found					1							1	2
Lost and Found - Airport/TSA					1							1	2
Mishandling of Passenger Property					14	10	12	6	6	4	3	8	113
Mishandling of Passenger Property - D					2		1			1		4	8
Mishandling of Passenger Property - D					9	7	9	5	5	4	2	8	85
Mishandling of Passenger Property - D					3	3	3	1		1	4	1	21
Patdown					1	1			2	1	3	4	14
Patdown - Flyer					1				2	1	3	4	13
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)					3		6	3	1	3	6	4	36
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1					1			2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1						1	1
Persons w/ Disabilities (PWD) - Diabetes					1							1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General						1	1				1		3
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1			1				2
Persons w/ Disabilities (PWD) - Medically Necess					1		1		2	2		3	9
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1			1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sc					1	1	1			1	1	1	6
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo					1			1			1		3
Property - Special Handling					8	16	9	10	3	15	9	8	109
Property - Special Handling - Damaged					2	3		2	2		2	2	15

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged	1	2	5	1		3	1	1	1		1	1	17
Property - Special Handling - Missing I	1	3		3		2	4	4	3		1	1	21
Property - Special Handling - Missing II	4	8	4	5	1	8	4	3	4	4	3	8	56
Screening	6	1	1	1	2	10	5	3	6	10	3	3	51
Screening - Inconsistency				1		2			1		1	1	6
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process	4	1	1		2	5	5	3	4	8	2	1	36
Screening - Retrieving Abandoned/Confiscated Items	1					1				1			3
Screening - Security Breach	1					2						1	4
<b>2020</b>	<b>31</b>	<b>31</b>	<b>36</b>	<b>32</b>	<b>22</b>	<b>23</b>	<b>3</b>	<b>4</b>	<b>10</b>	<b>26</b>	<b>11</b>	<b>27</b>	<b>256</b>
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights	1	4	2	1	1					3	1	1	14
Civil Rights - Age			1										1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination	2								2		1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1				1				1				3
Civil Rights - Transgender Screening	1	1	1	1									4
Customer Service	6	8	7	4		4	1				5	2	37
Customer Service - Others		1									2		3
Customer Service - TSO	6	7	7	4		4	1				3	2	34
Identification (ID) Requirements				1									1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass /				1									1
Locks			1	1								1	3
Locks - Missing or Damaged Lock			1	1								1	3
Lost and Found										2			2
Lost and Found - Airport/TSA										2			2
Mishandling of Passenger Property	8	4	12	9	8	11	1	1	1	5	3	9	72
Mishandling of Passenger Property - Damaged/Missing	1	1	2			1				2	1	1	9
Mishandling of Passenger Property - Damaged	6	2	8	6	7	7	1	1	1	2	1	5	47
Mishandling of Passenger Property - Damaged/	2	1	3	1	1	3				1	1	3	16
Patdown			1	2	1	1				3			8
Patdown - Flyer			1	2	1	1				3			8
Persons w/ Disabilities (PWD)	2	2	2	4	5	1							16
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes					2								2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary	1				3								4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1										1
Persons w/ Disabilities (PWD) - Ostomy	1			1									2
Persons w/ Disabilities (PWD) - Service Animal	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1	1			1								3
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Property - Special Handling	9	7	7	5	2	4			2	3	13		7
Property - Special Handling - Damaged Items - Ca	1			1						3			5
Property - Special Handling - Damaged	5	1		1		1			2	1	3		5
Property - Special Handling - Missing I	2	2	1		1					2			8
Property - Special Handling - Missing II	2	3	6	3	1	3			2	5		2	27
Screening	5	5	3	4	5	3	1	1	3	3	2	7	42
Screening - Inconsistency	1	1			1								3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	4	3	3	4	2	3	1	1	3	3	2	7	36
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach			1										1
<b>2021</b>	<b>16</b>	<b>14</b>	<b>8</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>26</b>	<b>28</b>	<b>46</b>				<b>171</b>
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Civil Rights			2			2	1	1	2				8
Civil Rights - Racial Profiling or Discrimination			2			2	1						3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1						2				3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening								1					1
Claims									1				1
Claims - General									1				1
Customer Service	2	3	1	3	5	4	3	4	7				32
Customer Service - TSO	2	3	1	3	5	4	3	4	7				32
Expedited Passenger Screening Program			1	1	2	2	10	14	16				46
Expedited Passenger Screening Program - DoD								2					2
Expedited Passenger Screening Program - TSA Application Program							1	3	1				5
Expedited Passenger Screening Program - TSA PreCheck	1	1	2	2	8	9	15						38
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Real ID							1						1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found	1								1				2
Lost and Found - Airport/TSA	1								1				2
Mishandling of Passenger Property	3	3		1	1		3	3	2				16
Mishandling of Passenger Property - Damaged	1				1		1	1					4
Mishandling of Passenger Property - Damaged/	2	3		1			2	2	2				12
Patdown	1		1				3		2				7
Patdown - Flyer	1						3		2				6

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - General			1										1
Persons w/ Disabilities (PWD)	3	5		1						4			13
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										2			2
Persons w/ Disabilities (PWD) - Mobility	1												1
Persons w/ Disabilities (PWD) - Prosthetic/Amputees and Casts				1						2			3
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Visual Impairment	3												3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1												1
Prohibited & Permitted Items			1			1							2
Prohibited & Permitted Items - Food/Beverages			1			1							2
Property - Special Handling	2	1	1			1	1	2		10			18
Property - Special Handling - Damaged Items - Carry-On										3			3
Property - Special Handling - Damaged Items	1							2		1			4
Property - Special Handling - Missing Items - Carry-On										2			2
Property - Special Handling - Missing Items	1	1	1			1	1			4			9
Screening	4	2		4		2	3	3	2				20
Screening - Inconsistency						1			2				3
Screening - Lengthy Lines								1		1			2
Screening - Procedures/Process	3	2		4		1	2	1	1				14
Screening - Security Breach	1												1
Transfer to Security Specialist										1			1
Transfer to Security Specialist - Reportable Communication										1			1
TWIC			1	1									2
TWIC - General			1	1									2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PGA</b>													4
<b>2019</b>													4
Civil Rights				1									1
Civil Rights - Age				1									1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked				1									1
Screening									1				1
Screening - Procedures/Process									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PGD</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>19</b>	<b>28</b>	<b>13</b>	<b>7</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>126</b>
<b>2018</b>													
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Flyer													1
Civil Rights							1						1
Civil Rights - Age							1						1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service					1	1	4	1	1				1
Customer Service - TSO					1	1	4	1	1				9
Mishandling of Passenger Property						3				1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown						1	1	2		1			6
Patdown - Flyer						1	1	2					5
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)						1	1	1					3
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1	1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening						2		2			1		5
Screening - Lengthy Lines											1		1
Screening - Procedures/Process						2		2					4
<b>2019</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>		<b>46</b>
Civil Rights	1					1				1			3
Civil Rights - Constitutional Rights	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1				1			2
Customer Service		2	1				2	1		1		1	8
Customer Service - TSO		2	1				2	1		1		1	8
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found							2						2
Lost and Found - Airport/TSA							2						2
Mishandling of Passenger Property	1					1	1	1					4
Mishandling of Passenger Property - Damaged/Mi:	1					1	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown		1				1							2
Patdown - Flyer		1				1							2
Persons w/ Disabilities (PWD)	2				1	1	2				3		9
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabet	1					1					2		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobil	1						1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling							1	3	1				5
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked								2					2
Screening	3	1	1	1	1	1		1		1	4		12
Screening - Procedures/Process	3	1	1	1	1	1		1		1	4		11
Screening - Retrieving Abandoned/Confiscated Items				1									1
<b>2020</b>	<b>2</b>	<b>2</b>	<b>4</b>		<b>4</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>27</b>
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Damaged/Mi:	1					1							2
Patdown		3				1							5
Patdown - Children		1											1
Patdown - Flyer		2											3
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)		2				1							4
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Property - Special Handling	1	1								1	1		4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Carr		1											1
Property - Special Handling - Missing Items - Checked	1									1			2
Screening	1	1					5	1	1	2			11
Screening - Inconsistency				1									1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1					4	1	1	2				9
<b>2021</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>4</b>				<b>21</b>
Civil Rights						1							1
Civil Rights - Constitutional Rights						1							1
Customer Service	1	1	1				1						4
Customer Service - CSM				1									1
Customer Service - TSO	1		1			1							3
Expedited Passenger Screening Program									1	1			2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA PreCheck								1	1				2
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items-				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown								1		1	1		3
Patdown - Flyer								1			1		2
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medical	1												1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
Screening	1		1			1		1	1	1			6
Screening - Inconsistency			1										1
Screening - Procedures/Process	1					1		1	1	1			5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PGV</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>		<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>30</b>
2018						<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>12</b>
Civil Rights									<b>1</b>				<b>1</b>
Civil Rights - Racial Profiling or Discrimination									<b>1</b>				<b>1</b>
Mishandling of Passenger Property						<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>				<b>6</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									<b>1</b>				<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>	<b>1</b>		<b>1</b>		<b>1</b>		<b>4</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									<b>1</b>				<b>1</b>
Property - Special Handling									<b>1</b>		<b>1</b>		<b>3</b>
Property - Special Handling - Missing Items - Checked									<b>1</b>		<b>1</b>		<b>3</b>
Screening												<b>2</b>	<b>2</b>
Screening - Procedures/Process												<b>1</b>	<b>1</b>
Screening - Retrieving Abandoned/Confiscated Items												<b>1</b>	<b>1</b>
<b>2019</b>						<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>5</b>
Customer Service											<b>1</b>		<b>1</b>
Customer Service - TSO											<b>1</b>		<b>1</b>
Patdown												<b>1</b>	<b>1</b>
Patdown - Flyer												<b>1</b>	<b>1</b>
Property - Special Handling						<b>1</b>		<b>1</b>	<b>1</b>				<b>3</b>
Property - Special Handling - Damaged Items - Checked								<b>1</b>					<b>1</b>
Property - Special Handling - Missing Items - Checked						<b>1</b>			<b>1</b>				<b>2</b>
<b>2020</b>	<b>3</b>	<b>1</b>	<b>3</b>								<b>2</b>	<b>1</b>	<b>10</b>
Civil Rights											<b>1</b>		<b>1</b>
Civil Rights - Racial Profiling or Discrimination											<b>1</b>		<b>1</b>
Customer Service			<b>1</b>										<b>1</b>
Customer Service - TSO			<b>1</b>										<b>1</b>
Mishandling of Passenger Property		<b>2</b>				<b>1</b>						<b>1</b>	<b>4</b>
Mishandling of Passenger Property - D		<b>2</b>				<b>1</b>						<b>1</b>	<b>4</b>
Property - Special Handling				<b>1</b>							<b>1</b>		<b>2</b>
Property - Special Handling - Missing Items - Carry-On				<b>1</b>									<b>1</b>
Property - Special Handling - Missing Items - Checked											<b>1</b>		<b>1</b>
Screening				<b>1</b>		<b>1</b>							<b>2</b>
Screening - Procedures/Process				<b>1</b>		<b>1</b>							<b>2</b>
<b>2021</b>								<b>1</b>		<b>2</b>			<b>3</b>
Customer Service								<b>1</b>					<b>1</b>
Customer Service - TSO								<b>1</b>					<b>1</b>
Mishandling of Passenger Property								<b>1</b>					<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								<b>1</b>					<b>1</b>
Property - Special Handling								<b>1</b>					<b>1</b>
Property - Special Handling - Missing Items - Checked								<b>1</b>					<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PHF</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>42</b>
<b>2018</b>													<b>16</b>
Customer Service													6
Customer Service - TSO													6
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Hearing Impairment													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
Screening													4
Screening - Lengthy Lines													1
Screening - Procedures/Process													3
<b>2019</b>	<b>1</b>	<b>3</b>			<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>	<b>9</b>
Customer Service													3
Customer Service - TSO													3
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - D													1
Property - Special Handling													2
Property - Special Handling - Damaged Items - Ch													2
<b>2020</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>						<b>1</b>		<b>13</b>
Civil Rights													2
Civil Rights - Hair Patdowns													1
Civil Rights - Racial Profiling or Discrin													1
Customer Service													4
Customer Service - TSO													4
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-													1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Prosth													1
Persons w/ Disabilities (PWD) - Touch													1
Property - Special Handling													3
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Checked													1
<b>2021</b>	<b>1</b>		<b>1</b>				<b>1</b>			<b>1</b>			<b>4</b>
Mishandling of Passenger Property													3
Mishandling of Passenger Property - D													3
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects													1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PHL</b>	<b>200</b>	<b>159</b>	<b>169</b>	<b>192</b>	<b>144</b>	<b>170</b>	<b>163</b>	<b>208</b>	<b>258</b>	<b>214</b>	<b>196</b>	<b>179</b>	<b>2,252</b>
<b>2018</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>2</b>	<b>3</b>	<b>1</b>	<b>83</b>	<b>649</b>
Civil Rights													22
Civil Rights - Constitutional Rights	2	2	1	3	4	2	3	2	2	2	1	1	1
Civil Rights - Hair Patdowns		1											1
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion	1												2
Civil Rights - Racial Profiling or Discrimination		1		1	2	2	2	2	2	2	1	1	11
Civil Rights - Screening of Religious or Cultural Garments	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										2
Civil Rights - Transgender Screening				2	1								3
Customer Service		8	9	5	13	15	13	26	16	13	13	118	
Customer Service - CSM			1										1
Customer Service - Others									1	1	1	1	3
Customer Service - TSO	8	8	5	13	15	13	25	15	12	12	114		
Locks		2	2	4	3	4	5	1	5	1	5	26	
Locks - Missing or Damaged Lock		2	2	4	3	4	5	1	5	1	5	26	
Lost and Found	1	1			2	7	2	1	2	1	2	16	
Lost and Found - Airport/TSA	1	1	1		2	7	2	1	2	1	2	16	
Mishandling of Passenger Property	24	16	17	8	24	30	23	22	17	17	181		
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L	1	1	1			3	2	2	2	2	12		
Mishandling of Passenger Property - Damaged/Missing Items--Checked E	19	12	11	7	21	26	18	18	13	13	145		
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1	1	1	1	3		
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec	4	3	5	1	3	1	2	1	1	1	1	21	
Patdown		3	1	2	4		5	4	2	2	2	23	
Patdown - Flyer	3	1	2	3		5	4	1	2	2	21		
Patdown - Flyer as Observer								1			1		
Patdown - Non-Flyer						1						1	
Persons w/ Disabilities (PWD)		4	2	3	2	2	5	2	3	4	27		
Persons w/ Disabilities (PWD) - Autism Spectrum									2		2		
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1	1	1				3	
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi	1											1	
Persons w/ Disabilities (PWD) - Diabetes							2				1	3	
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1					1	
Persons w/ Disabilities (PWD) - General	1	1										2	
Persons w/ Disabilities (PWD) - Internal Medical Devices				1								1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me	1	1										2	
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1	1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1	1				3	
Persons w/ Disabilities (PWD) - Prosthetic/Amputees and Casts	1											1	
Persons w/ Disabilities (PWD) - Touch Aversion (pair/trauma)		1							1	1	2	4	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			1	1	3		
Property - Special Handling		13	6	9	12	12	21	25	22	26	146		
Property - Special Handling - Damaged Items - Carry-On	2	1	1	2	3	5	2	4	6	26			
Property - Special Handling - Damaged Items - Checked	4	2	2		3	8	5	5	5	29			
Property - Special Handling - Missing Items - Carry-On	2		1	5	4	5	6	5	2	30			
Property - Special Handling - Missing Items - Checked	5	3	5	5	2	3	12	13	13	61			
Request for Assistance		2		1								4	
Request for Assistance - Other		2		1								4	
Screening		8	8	8	11	10	10	8	11	11	85		
Screening - Crew Member or Airline Employee	1											1	
Screening - Inconsistency	2	1										3	
Screening - Lengthy Lines	1	1	1	2			1	3	2	1	12		
Screening - Procedures/Process	4	6	7	7	10	7	5	9	9	7	62		
Screening - Security Breach						2					3	7	
TSA Contact Information								1				1	
TSA Contact Information - General								1				1	
<b>2019</b>	<b>81</b>	<b>65</b>	<b>71</b>	<b>57</b>	<b>45</b>	<b>43</b>	<b>46</b>	<b>69</b>	<b>68</b>	<b>99</b>	<b>93</b>	<b>60</b>	<b>797</b>
Civil Rights	6	1	4	6	4	4	4	1	2	1	4	4	37
Civil Rights - Age								1			1	2	
Civil Rights - Constitutional Rights	2											2	
Civil Rights - Hair Patdowns								1				1	
Civil Rights - Perceived Religion				1								1	
Civil Rights - Racial Profiling or Discrin	2	1	1	2		2	1		1	1	1	12	
Civil Rights - Sex/Gender/Gender Ident	2	1	2	5	1	1		1	5	9	1	14	
Civil Rights - Sexual Orientation - Not Transgender						1			1			2	
Civil Rights - Transgender Screening		1					1				1	3	
CSM/Stakeholder Follow-up								1				1	
CSM/Stakeholder Follow-up - General								1				1	
Customer Service	17	9	20	9	7	10	7	9	22	22	21	17	170
Customer Service - Others		1				1	1	1	1	1	1	7	
Customer Service - TSO	17	8	20	9	7	10	6	8	21	21	20	16	163
Locks	4	5	1	2	2	2	4	1	2	4	4	3	34
Locks - General		1										1	
Locks - Missing or Damaged Lock	4	5		2	2	2	4	1	2	4	4	3	33
Lost and Found	1	1	1	2	2	3	1			2		11	
Lost and Found - Airport/TSA	1	1	1	2	2	3	1			2		11	
Mishandling of Passenger Property	18	11	12	19	8	9	9	15	10	22	25	8	166
Mishandling of Passenger Property - D	2	1	1	5	1	1	3	1	2	2	1	19	
Mishandling of Passenger Property - D	15	8	11	12	6	7	7	9	8	17	22	7	129
Mishandling of Passenger Property - Damaged/Missing Items--Unspecifie		1					1					2	
Mishandling of Passenger Property - D	1	2		1	2	1	2	2	1	3	1	16	
Notice of Violation/Civil Penalties										1		1	2
Notice of Violation/Civil Penalties - General										1		1	2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	5	3	2	3	4		2	7	2	5	3	5	41
Patdown - Flyer	5	3	2	3	4		1	5	2	5	2	5	37
Patdown - Flyer as Observer							1	2			1		4
Persons w/ Disabilities (PWD)	5	3	4	3	3	5	4	5	8	8	2	1	51
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Breast		1											1
Persons w/ Disabilities (PWD) - Cancer (general) I	1									1		1	3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi				1	1		1			1		1	4
Persons w/ Disabilities (PWD) - Diabetes				1	1					1			3
Persons w/ Disabilities (PWD) - General	2										1	1	4
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medic	1						1						2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1					1				2
Persons w/ Disabilities (PWD) - Mobility	2		1	1		2			3	1			10
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosth	1						1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1			1			2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1					1	1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	2					1	1	3		1	1		9
Property - Special Handling	17	23	19	13	13	11	8	17	11	28	21	14	195
Property - Special Handling - Damaged	4	7	4	2	1	2	1	2	3	1	1		28
Property - Special Handling - Damaged	3	5	3	1	4	1	1	6	3	7	6	2	42
Property - Special Handling - Missing I	5	4	4	5	5	2	1	2	2	7	7	3	47
Property - Special Handling - Missing I	5	7	8	5	3	6	5	7	3	13	7	9	78
Request for Assistance	1	1											1
Request for Assistance - Other		1											2
Request for Assistance - Wounded Wa	1												1
Screening	7	9	8	1	2	3	7	10	12	7	14	6	86
Screening - Crew Member or Airline Employee										1			1
Screening - International Screening													1
Screening - Lengthy Lines			1					3			4	1	9
Screening - Procedures/Process	7	8	7	1	1	2	7	7	11	5	9	4	69
Screening - Retrieving Abandoned/Confiscated Items					1					2			3
Screening - Security Breach			1			1			1				3
<b>2020</b>	<b>84</b>	<b>65</b>	<b>80</b>	<b>60</b>	<b>35</b>	<b>37</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>17</b>	<b>23</b>	<b>36</b>	<b>456</b>
Civil Rights	3	2	2	5	1							4	17
Civil Rights - Constitutional Rights				1								1	2
Civil Rights - Headwear				1									1
Civil Rights - Racial Profiling or Discrin	2	2		1	1							2	8
Civil Rights - Sex/Gender/Gender Ident	1		1	1								1	4
Civil Rights - Transgender Screening			1	1									2
Customer Service	17	13	17	14	8	8	1			3	4	6	91
Customer Service - CSM					1								1
Customer Service - Others	1	1	1									1	4
Customer Service - TSO	16	12	16	14	8	7	1			3	4	5	86
Locks	1	5	7	4		3				1			21
Locks - Missing or Damaged Lock	1	5	7	4		3				1			21
Lost and Found	2	1	2		1	2				1	1		12
Lost and Found - Airport/TSA	2	1	2		1	2				1	1		12
Mishandling of Passenger Property	27	12	12	8	2	9				5	2	1	78
Mishandling of Passenger Property - D	1	4	1			2				1			9
Mishandling of Passenger Property - D	20	5	10	8	1	7				4	2	1	58
Mishandling of Passenger Property - D	6	3	1		1								11
Patdown	3	2	4	2	2	2				1		1	17
Patdown - Flyer	3	2	4	2	2	2				1			16
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	6	5	6	4	4	2				1		2	30
Persons w/ Disabilities (PWD) - Autism	1	1	1			1						1	5
Persons w/ Disabilities (PWD) - Cognit	1												1
Persons w/ Disabilities (PWD) - Diabetes				1						1			2
Persons w/ Disabilities (PWD) - Gener	1	1				1							3
Persons w/ Disabilities (PWD) - Hearing Impaire	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medic	1	1	1										3
Persons w/ Disabilities (PWD) - Mobility Disability	1		1	1								1	4
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Ca	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Service Animals		2			1								3
Persons w/ Disabilities (PWD) - Wheell	2	1											3
Property - Special Handling	17	17	20	20	14	10	2	3	6	6	11	15	141
Property - Special Handling - Damaged	4	2	3	2	2	1			2		3	2	21
Property - Special Handling - Damaged	2	2	7	4	3	2	1		1	1	2	6	31
Property - Special Handling - Missing I	4	7	5	6	2	3	1	1	1		1	3	33
Property - Special Handling - Missing I	7	6	5	8	7	4	1	2	2	5	5	4	56
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	7	8	10	3	3	1	1	3	1		5	6	48
Screening - Crew Member or Airline Employee		2											2
Screening - Lengthy Lines	1		1										2
Screening - Procedures/Process	6	5	7	1	3	1		3	1		4	6	37

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Retrieving Abandoned/Confiscated Items			1					1					2
Screening - Security Breach		1	1	2							1		5
<b>2021</b>	<b>35</b>	<b>29</b>	<b>18</b>	<b>12</b>	<b>16</b>	<b>42</b>	<b>55</b>	<b>61</b>	<b>82</b>				<b>350</b>
Airline							1			1			2
Airline - Policy/Regulations/Service							1			1			2
Civil Rights	1	1				2	1	1	8				14
Civil Rights - Constitutional Rights										4			4
Civil Rights - Racial Profiling or Discrimination						2	1		3				6
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identity	1								1				2
Civil Rights - Transgender Screening		1											1
Claims						1							1
Claims - General						1							1
CSM/Stakeholder Follow-up			1										1
CSM/Stakeholder Follow-up - General			1										1
Customer Service	5	7	4	4	4	10	13	9	11				67
Customer Service - Others							1	1	1				3
Customer Service - TCC			1										1
Customer Service - TSO	5	7	3	4	4	10	12	8	10				63
Expedited Passenger Screening Program			1	1	4	11	16	27	40				100
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program						2	2	1	2				7
Expedited Passenger Screening Program - TSA PreCheck		1	1	4	9	14	25	37					91
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Identification (ID) Requirements			2				1						3
Identification (ID) Requirements - Domestic			2				1						3
Locks	1	1	3				1	1	1				8
Locks - Missing or Damaged Lock	1	1	3				1	1	1				8
Lost and Found		1	1										2
Lost and Found - Airport/TSA		1		1									2
Mishandling of Passenger Property	6	4	2	3	1	4	3	1	3				27
Mishandling of Passenger Property - Domestic	1		1			2			1				5
Mishandling of Passenger Property - Domestic	5	4	1	2	1	2	2	1	2				20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction				1						1			2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other										1			1
No Subject			1										1
No Subject - General			1										1
Patdown		3					1	2	2				8
Patdown - Flyer		3					2		1				6
Patdown - Flyer as Observer							1		1				2
Persons w/ Disabilities (PWD)	4	3					4	2	4				17
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General	1	1					1						3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1		1				2
Persons w/ Disabilities (PWD) - Ostomy	1												1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1					2
Persons w/ Disabilities (PWD) - Wheelchair	2	1							2				5
Prohibited & Permitted Items							1	2					3
Prohibited & Permitted Items - General								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols							1						1
Prohibited & Permitted Items - Remains								1					1
Property - Special Handling	10	7	3	2	2	6	10	13	6				59
Property - Special Handling - Damaged	1	1				1	1	1	2				7
Property - Special Handling - Damaged	4	1	1	1	1	3	4	4	2				21
Property - Special Handling - Missing	1	2	1			1	2	2	3				12
Property - Special Handling - Missing	4	3	1	1		1	3	5	1				19
Screening	4	4	2	1	4	9	3	3	5				35
Screening - Inconsistency						1	2	2	3				8
Screening - Lengthy Lines				1				1					2
Screening - Procedures/Process	4	3	1	1	3	6			5				23
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PHX</b>	<b>241</b>	<b>240</b>	<b>231</b>	<b>315</b>	<b>343</b>	<b>392</b>	<b>331</b>	<b>348</b>	<b>337</b>	<b>238</b>	<b>189</b>	<b>192</b>	<b>3,397</b>
<b>2018</b>				<b>107</b>	<b>101</b>	<b>132</b>	<b>125</b>	<b>116</b>	<b>91</b>	<b>102</b>	<b>71</b>	<b>56</b>	<b>901</b>
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer as Observer									1				1
Civil Rights				5	1	4	1	5	3	3	3	2	27
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin				1	1	1			1				4
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination				3				4	1	3	3		14
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1	1					2	5
Civil Rights - Transgender Screening								1					1
Customer Service				19	21	30	24	25	18	26	9	7	179
Customer Service - Others				3		4				1			8
Customer Service - TSO				16	21	26	24	25	18	25	9	7	171
Locks				1	4	3	4	6	1	3	5	2	29
Locks - Missing or Damaged Lock				1	4	3	4	6	1	3	5	2	29
Lost and Found				13	2	8	9	6	3	2	1	2	46
Lost and Found - Airport/TSA				13	2	8	9	6	3	2	1	2	46
Mishandling of Passenger Property				31	27	30	37	21	21	20	15	11	213
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				2	2	4	3	1	1	2	2	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				23	22	21	28	16	20	16	9	8	163
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				6	3	5	6	4		1	4	2	31
Patdown				1	4	8	7	5	3	5	4	3	40
Patdown - Children								1					1
Patdown - Flyer				1	3	7	7	4	3	3	4	3	35
Patdown - Flyer as Observer					1			1					2
Patdown - General										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				5	2	9	7	11	8	3	6	3	54
Persons w/ Disabilities (PWD) - Autism Spectrum						1	1		2	2			6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1			1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1					1		2
Persons w/ Disabilities (PWD) - Diabetes					1	1							2
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1				1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				2				3	1	1			7
Persons w/ Disabilities (PWD) - Metal Implants (joint)						3	1	2	2		1		9
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1			2	1		1		6
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts				1		1	2						4
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1	1		1		1	2	6
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1		1	1	4
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Food/Beverages								1					1
Property - Special Handling				21	25	26	23	20	19	25	16	15	190
Property - Special Handling - Damaged Items - Carry-On				3	3	6	2		2	4	1	2	23
Property - Special Handling - Damaged Items - Checked				1	7	8	8	3	8	7	4	3	49
Property - Special Handling - Missing Items - Carry-On				5	2	7	5	8	4	5	3	5	44
Property - Special Handling - Missing Items - Checked				12	13	5	8	9	5	9	8	5	74
Request for Assistance						1		1					2
Request for Assistance - Other						1	1						2
Screening				11	14	14	12	15	15	15	12	11	119
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1	2	1	3	1		3		2	13
Screening - Lengthy Lines				1				1	2	1	2		7
Screening - Procedures/Process				8	11	13	9	13	12	11	9	7	93
Screening - Retrieving Abandoned/Confiscated Items											1	2	3
Screening - Security Breach						1			1				2
<b>2019</b>	<b>101</b>	<b>111</b>	<b>95</b>	<b>83</b>	<b>80</b>	<b>122</b>	<b>123</b>	<b>121</b>	<b>104</b>	<b>92</b>	<b>84</b>	<b>95</b>	<b>1,211</b>
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) -	1												1
Civil Rights	2	8	5	5	1	5	6	2	4	4	5	3	50
Civil Rights - Age			1	1			1				1		4
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin							2						2
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrin	1	6	2	2	1	1	3	1	2	1	2	3	25
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Iden	1	1	2	1		1	2	1	2	3	1		15
Civil Rights - Transgender Screening						1							1
Customer Service	20	22	19	14	13	23	24	23	25	15	15	23	236
Customer Service - Others	1	1				1		1			1	1	6
Customer Service - TSO	19	21	19	14	13	22	24	22	25	15	14	22	230
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	2	5	2	1	5	5	7	7	3	3	5	2	47
Locks - General						1							1
Locks - Missing or Damaged Lock	2	5	2	1	4	5	7	7	3	3	5	2	46
Lost and Found	3	1			4	7	4	3	2	3	3	3	33
Lost and Found - Airport/TSA	3	1			4	7	4	3	2	3	3	3	33

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	25	26	25	21	19	29	26	22	26	20	17	19	275
Mishandling of Passenger Property - D	3	1	1	2		1	1	1	1	1	1	1	12
Mishandling of Passenger Property - D	19	22	19	20	11	24	19	19	23	15	14	13	218
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - D	3	3	6		6	5	6	2	2	4	2	5	44
Patdown		3	2	3		1	7	6	2	1	1	5	35
Patdown - Flyer	3	2	3		1	6	6	2	1		4	3	31
Patdown - Flyer as Observer						1					1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	9	5	4	8	10	4	7	6	5	11	4	5	78
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer	1	1					1						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi	1	1										1	3
Persons w/ Disabilities (PWD) - Diabet	2			1	1		1		2	1			8
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General	1			1				1		1			4
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medic	2				2		1	2	2	2	2	1	14
Persons w/ Disabilities (PWD) - Metal Implants (jo	1				1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel	3			2	1	2	1			1		1	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			2										2
Persons w/ Disabilities (PWD) - Prosth	1	1			1	1					1		5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Service Animals	2												2
Persons w/ Disabilities (PWD) - Touch	1				1		1						3
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheel	3		1	1	1	1		1	1	3		2	14
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling	25	30	26	18	14	24	27	32	23	18	14	20	271
Property - Special Handling - Damaged	2	6	4	3	1	1	4	2		2	1	5	31
Property - Special Handling - Damaged	6	8	5	2	5	4	2	2	5	1	6	4	50
Property - Special Handling - Missing I	7	8	3	4	4	11	7	8	7	4	1	6	70
Property - Special Handling - Missing I	10	8	14	9	4	8	14	20	11	11	6	5	120
Request for Assistance	1					1		2	1	1			6
Request for Assistance - Other		1						2	1	1			5
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening	11	11	10	16	13	17	16	22	14	16	16	16	178
Screening - Crew Member or Airline Employee				1							1		2
Screening - Inconsistency	2	1	2	2	1	2	1		1	2	2		16
Screening - Lengthy Lines	1	1	2	1				1		2			8
Screening - Procedures/Process	6	9	5	9	11	14	14	18	10	12	13	15	136
Screening - Retrieving Abandoned/Confiscated Items		1	2	1				2	1				7
Screening - Security Breach	2		1		1	1	1	1	2		1		9
2020	94	98	108	99	109	74	14	23	28	44	34	41	766
Civil Rights	3	5	8	3	1	5		1	1	1	2	2	32
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights	1		2										3
Civil Rights - Hair Patdowns	2		1						1		1		5
Civil Rights - National Origin					1					1			2
Civil Rights - Racial Profiling or Discrimination	3	3	1		3		1			1	1	1	13
Civil Rights - Sex/Gender/Gender Identity - Not Tra	2	1	1	1							1		6
Civil Rights - Sexual Orientation - Not Transgender			1		1								2
Customer Service	17	17	28	20	21	17	4	4	8	6	6	11	159
Customer Service - Others	1	1	1	2				1					6
Customer Service - TSO	17	16	27	19	19	17	4	4	7	6	6	11	153
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks	4	6	8	2	9	1	1	1	1	2	3		38
Locks - Missing or Damaged Lock	4	6	8	2	9	1	1	1	1	2	3		38
Lost and Found	5	3	2	4	4	1				1	2		22
Lost and Found - Airport/TSA	5	3	2	4	4	1				1	2		22
Mishandling of Passenger Property	22	23	29	25	23	18	2	1	7	7	2	6	165
Mishandling of Passenger Property - D	3	4	5	2	2	1			1		1		19
Mishandling of Passenger Property - D	12	14	23	17	19	14	1	1	6	7	2	4	120
Mishandling of Passenger Property - D	7	5	1	6	2	3	1				1		26
Patdown	2	2	4	1		3		1	1	1	1	1	17
Patdown - Children	1	1											2
Patdown - Flyer	1	1	3	1		3		1	1	1			12
Patdown - Flyer as Observer			1								1		2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	7	7	4	10	7	9		1	1	1	3	5	54
Persons w/ Disabilities (PWD) - Autism Spectrum	1		1										2
Persons w/ Disabilities (PWD) - Breast	1												1
Persons w/ Disabilities (PWD) - Cancer	1	1									1		3
Persons w/ Disabilities (PWD) - Cognitive /Develo	1		1		1						1		4
Persons w/ Disabilities (PWD) - Diabet	1	1		2									4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks			1										1
Persons w/ Disabilities (PWD) - Gener	1				4						1		6
Persons w/ Disabilities (PWD) - Hearing Impairment	1	1											2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1		1								2
Persons w/ Disabilities (PWD) - Medic	1	2	1		1	1							6
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sc			2										3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Ostomy	1					1							2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts										1	1		2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1			1		1		3
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair	1	1	2	1	4						1		10
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Property - Special Handling	17	25	15	21	27	13	2	7	6	19	11	10	173
Property - Special Handling - Damaged	4		2	3	2	3				3		2	19
Property - Special Handling - Damaged	3	5	2	3	6	4		4	3	3	6	2	41
Property - Special Handling - Missing	3	4	4	6	9	2		2	4	1	2		37
Property - Special Handling - Missing	7	16	7	9	10	4	2	3	1	9	4	4	76
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	17	10	10	13	17	6	5	6	4	6	4	5	103
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2		1	1		1							5
Screening - Procedures/Process	11	10	6	11	15	5	5	6	3	6	4	4	86
Screening - Retrieving Abandoned/Cor	2		1	1	2								6
Screening - Security Breach	1		2									1	4
<b>2021</b>	<b>46</b>	<b>31</b>	<b>28</b>	<b>26</b>	<b>53</b>	<b>64</b>	<b>69</b>	<b>88</b>	<b>114</b>				<b>519</b>
Additional Information Required/Insufficient Information					1					1			2
Additional Information Required/Insufficient Information - EMAIL ONLY					1					1			2
Airline								1	2				3
Airline - Policy/Regulations/Service								1	2				3
Civil Rights	3	2	2	1	6	1	3	5	6				29
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)							1		1				2
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrin	3	2	1		5	1	1	4	3				20
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1		1						3
Civil Rights - Transgender Screening			1										1
Claims				1	1					2			4
Claims - General				1	1					2			4
Customer Service	15	6	13	14	16	15	12	12	20				123
Customer Service - CSM			1	1									2
Customer Service - Others			1						1				2
Customer Service - TCC						1							1
Customer Service - TSO	15	6	11	13	16	14	12	12	19				118
Expedited Passenger Screening Program			2		6	16	15	30	35				104
Expedited Passenger Screening Program - TSA Application Program							1	3	2				6
Expedited Passenger Screening Program - TSA PreCheck	2			6	16	14	27	33					98
Hazardous Materials Safety						2							2
Hazardous Materials Safety - General						2							2
Locks	1	2	1	1	1	1	1	2					9
Locks - Missing or Damaged Lock	1	2	1	1	1	1	1	2					9
Lost and Found	2	1		1	2								6
Lost and Found - Airport/TSA	2	1		1	2								6
Mishandling of Passenger Property	1	4	4	3	4	3	2	8	6				35
Mishandling of Passenger Property - D	1		2	1	1	1	1	1	1				9
Mishandling of Passenger Property - Damaged/Mis	4	2	1		2	1	6	4					20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec	1		3				1	1					6
No Jurisdiction						2	1						3
No Jurisdiction - Refer to Other						2	1						3
No Subject						1							1
No Subject - General						1							1
Patdown	1	1	1			2	4	2	5				16
Patdown - Flyer	1	1	1			1	4	2	4				14
Patdown - Flyer as Observer									1				1
Patdown - General						1							1
Persons w/ Disabilities (PWD)	3	1				3	12	4	4				27
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes						1	1						2
Persons w/ Disabilities (PWD) - Diaper	1					1							2
Persons w/ Disabilities (PWD) - General						3	1						4
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		2						3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1					2
Persons w/ Disabilities (PWD) - Respiratory and Ir	1												1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheel	1						4	1					6
Prohibited & Permitted Items					2	1			3				6
Prohibited & Permitted Items - Alcohol and Tobacco					1								1
Prohibited & Permitted Items - Beauty & Grooming Items						1							1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump								1					1
Prohibited & Permitted Items - Food/Beverages								1					1
Prohibited & Permitted Items - General									1				1
Prohibited & Permitted Items - Sporting Goods						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	15	9	2	2	4	4	8	12	19				75
Property - Special Handling - Damaged	1		1				3	1	4				10
Property - Special Handling - Damaged	3	5	1		3		2	3	7				24
Property - Special Handling - Missing I	7	1			1	3	1	3	4				20
Property - Special Handling - Missing I	4	3		2		1	2	5	4				21
Screening	6	5	2	2	9	16	8	13	13				74
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1				3	3	1	2	4			14
Screening - Procedures/Process	6	4	2	1	6	13	6	11	9				58
Screening - Retrieving Abandoned/Confiscated Items							1						1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIA	6	7	4	8	3	7	6	3	7	3	3	2	59
2018				5	1	4	2	1	4	1	1	1	20
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Customer Service					2			1	1	1		1	6
Customer Service - Others					1						1		2
Customer Service - TSO					1			1	1			1	4
Mishandling of Passenger Property					1	1	1	1		2			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1	1	1			1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening							3	1		1			5
Screening - Procedures/Process							3	1		1			5
2019	4	5		2	1	3	2	1	1	1	1	1	22
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service								1					1
Customer Service - TSO								1					1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	2	2				1	2		1		1	1	10
Mishandling of Passenger Property - Damaged/Mi:				1									1
Mishandling of Passenger Property - D	2	1				1	1		1			1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Patdown					1				1				2
Patdown - Flyer as Observer					1				1				2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Breast				1									1
Property - Special Handling				1		1		1			1		4
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Che				1		1		1					3
Screening				1		1							2
Screening - Inconsistency				1									1
Screening - Procedures/Process						1							1
2020	1	2	3	1	1					2	1	1	12
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Mishandling of Passenger Property				2	1								3
Mishandling of Passenger Property - Damaged/Missing Items-				2	1								3
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling				1	1					2	1		5
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Ch				1						2	1		4
Screening				1									1
Screening - Procedures/Process				1									1
2021	1		1				2	1					5
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked								1					1
Screening				1				1					2
Screening - Procedures/Process				1				1					2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIB</b>													
<b>2018</b>	1	1			1		2	4	1	3		2	15
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1			1
Patdown - Flyer										1			1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2019</b>						1		2	1	2		2	8
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination								1		1			2
Mishandling of Passenger Property									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1			1
Patdown - Children										1			1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening							1			1			2
Screening - Procedures/Process							1			1			2
<b>2020</b>			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
<b>2021</b>		1						1	1				3
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Mi:			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIE	16	12	14	19	23	31	19	17	29	13	20	9	222
2018				12	5	12	12	6	10	10	11	4	82
Civil Rights							1	1				2	4
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												2	2
Civil Rights - Transgender Screening							1						1
Customer Service					2		4	1	2	2	2	1	18
Customer Service - Others								1			1		2
Customer Service - TSO					2		4	1	1	2	1	1	16
Locks						2				1	1		4
Locks - Missing or Damaged Lock						2				1	1		4
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				4	1	3	2		1	2	2		15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				3	1	3	1		1	1	2		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1			2
Patdown				1	3	1	1		2	1			9
Patdown - Flyer				1	3	1	1		2	1			9
Persons w/ Disabilities (PWD)								1		1	1		3
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling				4			2	2	3	3	2	1	17
Property - Special Handling - Damaged Items - Carry-On								1	1	1			2
Property - Special Handling - Damaged Items - Checked				1				2				1	4
Property - Special Handling - Missing Items - Carry-On				2			1		2	2	2		9
Property - Special Handling - Missing Items - Checked				1			1						2
Screening				1	1	2	2	1	2		2		11
Screening - Inconsistency							1			1			2
Screening - Procedures/Process				1	1	2		1	1		2		8
Screening - Retrieving Abandoned/Confiscated Items						1							1
2019	6	8	10	5	11	10	5	7	8	3	4	4	81
Civil Rights	1	1			1	1	1	1					7
Civil Rights - Racial Profiling or Discrimination	1				1	1		1					5
Civil Rights - Sex/Gender/Gender Ident	1						1						2
Customer Service	1		4		3	5	1	2			1	1	18
Customer Service - Others			1			1							2
Customer Service - TSO	1		3		3	4	1	2			1	1	16
Lost and Found												1	1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	2	2	1		2	1			2	1	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Mi:	2	2	1		2	1			1	1	1	1	12
Patdown	2	1			1				1				5
Patdown - Flyer	2	1			1				1				5
Persons w/ Disabilities (PWD)	1	1				2						1	5
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Mobility Disability	1					2							3
Persons w/ Disabilities (PWD) - Wheel	1												1
Property - Special Handling	1	1	1	2			1		4	2	1	2	15
Property - Special Handling - Damaged Items - Ca	1					1			1				3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On							1			1	1		3
Property - Special Handling - Missing I	1	1	2					2	1		1		8
Screening	2	1	2	2	2	2	3		3				17
Screening - Children										1			1
Screening - Procedures/Process	2	1	2	2	2	2	3		2				16
2020	8	2	4	1	5	7		2	5		5	1	40
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrin	1												1
Customer Service	2		1	1	2	3		1			2		12
Customer Service - Others	1												1
Customer Service - TSO	1		1	1	2	3		1			2		11
Locks				1		1							2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property			1			2			1		1		5
Mishandling of Passenger Property - Damaged/Missing Items:			1					1			1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2							2
Patdown	1		1		1	1				1			5
Patdown - Flyer	1		1		1	1			1				5
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheel	1												1
Property - Special Handling	1	1						1	2		1		6
Property - Special Handling - Damaged Items - Carry-On								1			1		2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carr	1								2				1
Property - Special Handling - Missing I	1							1					2
Screening	2	1			1	1			1		1	1	8
Screening - Procedures/Process	2	1			1	1			1		1	1	8
2021	2	2		1	2	2	2	2	6				19
Customer Service				1	1		2	1					11
Customer Service - TSO				1	1		2	1					11
Expedited Passenger Screening Program						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA PreCheck							1						1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - D		1											1
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Respiratory and Ir			1										1
Property - Special Handling		1	1										2
Property - Special Handling - Missing Items - Carr			1										1
Property - Special Handling - Missing I		1											1
Screening							1		1				2
Screening - Procedures/Process								1		1			2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIH</b>		1				1	1		1		1		5
<b>2019</b>						1	1				1		3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
<b>2020</b>		1											1
Patdown		1											1
Patdown - Non-Flyer		1											1
<b>2021</b>										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PIR</b>			<b>1</b>					<b>1</b>		<b>1</b>		<b>2</b>	<b>5</b>
<b>2018</b>												<b>2</b>	<b>2</b>
Mishandling of Passenger Property												<b>1</b>	<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												<b>1</b>	<b>1</b>
Patdown												<b>1</b>	<b>1</b>
Patdown - Flyer												<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>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										<b>1</b>			<b>1</b>
<b>2021</b>			<b>1</b>							<b>1</b>			<b>2</b>
Locks			<b>1</b>										<b>1</b>
Locks - Missing or Damaged Lock			<b>1</b>										<b>1</b>
Mishandling of Passenger Property									<b>1</b>				<b>1</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								<b>1</b>					<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIT	52	40	61	59	51	60	55	63	80	63	64	47	695
2018				26	15	23	18	27	26	14	24	18	191
Civil Rights					1		1		1		1	1	5
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin													1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Civil Rights - Transgender Screening									1				1
Customer Service				2	1	3	2	4	9	8	4	1	34
Customer Service - Others						1			1		1		3
Customer Service - TSO				2	1	2	2	4	8	8	3	1	31
Locks				1	2	2	2	1		1		2	11
Locks - Missing or Damaged Lock				1	2	2	2	1		1		2	11
Mishandling of Passenger Property				8	6	5	5	11	6	2	10	5	58
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1					1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked				7	4	4	3	9	4	1	8	4	44
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	2		1	2	2	1	1	1	11
Patdown				3	1	1		1	3				9
Patdown - Flyer				3	1	1		1	2				8
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				1		2		2	1		1	1	8
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				3	4	4	4	6	3	2	6	6	38
Property - Special Handling - Damaged Items - Carry-On							1	1	1		1		3
Property - Special Handling - Damaged Items - Checked				2		1	1	1		2	4		12
Property - Special Handling - Missing Items - Carry-On						1	1	1	1	1			6
Property - Special Handling - Missing Items - Checked				1	4	2	2	3		1	3	1	17
Screening				8		6	4	2	3	1	2	2	28
Screening - Lengthy Lines				5		5	2		2				14
Screening - Procedures/Process				3		1	2	2		1	2	2	13
Screening - Retrieving Abandoned/Confiscated Items								1					1
2019	20	15	29	17	13	21	20	20	22	37	32	15	261
Civil Rights	1	2	3			1	2	1		1	2	1	14
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination	1	2	1			1	1				1	1	8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Civil Rights - Transgender Screening			1					1			1		3
Customer Service	1	3	8	2	3		3	3	4	7	7	3	44
Customer Service - TSO	1	3	8	2	3		3	3	4	7	7	3	44
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks		1	3	2			2			1		1	10
Locks - Missing or Damaged Lock		1	3	2			2			1		1	10
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	9	1	5	9	3	4	5	6	9	12	10	4	77
Mishandling of Passenger Property - Damaged Items - D	2				1	1	1						4
Mishandling of Passenger Property - Damaged Items - D	6	1	4	9	1	3	4	4	7	9	9	4	61
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Damaged Items - D	1	1		2		1	1	1	1	3	1		11
Patdown	1	1	2			1		1	1	3	3		13
Patdown - Flyer	1	1	2			1			1	2	2		10
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)	2	1	1	2	2	2	2			2	2	1	15
Persons w/ Disabilities (PWD) - Autism Spectrum	1										1		2
Persons w/ Disabilities (PWD) - Diapers/Garments	1												1
Persons w/ Disabilities (PWD) - General				1	1							1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication	1						1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1		1					1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									2				2
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling	4	3	5	3	4	7	3	6	5	8	6	3	57
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked	2	1	1		1		2		3	5	3		18
Property - Special Handling - Missing Items - D	1	1	1	2	2	1	2		1	1	1	1	13
Property - Special Handling - Missing Items - D	1	1	3	3	1	4		4	1	2	2	2	24
Request for Assistance										1			1
Request for Assistance - Other											1		1
Screening	4	2	2		1	6	2	3	3	2	1	2	28
Screening - Inconsistency		1					1		1				3
Screening - Lengthy Lines	1						1						2
Screening - Procedures/Process	3	1	1	1	1	6	1	2	2	1	1	1	20
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach			1									1	2
2020	22	15	24	10	18	7	4	4	7	12	8	14	145

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Non-Flyer										1			1
Civil Rights	2			1		1			2		1	1	8
Civil Rights - Age									1		1		2
Civil Rights - Racial Profiling or Discrimination	1					1			1				3
Civil Rights - Sex/Gender/Gender Identity	1			1							1		3
Customer Service	2	3	6	2	5		1	1		2		3	25
Customer Service - Others			1										1
Customer Service - TSO	2	3	5	2	5		1	1		2		3	24
Locks	1	4	2	2	2	1			1	1		1	15
Locks - Missing or Damaged Lock	1	4	2	2	2	1			1	1		1	15
Lost and Found	1		1										2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	6	4	4	4	5	1		1	1	4	4	5	39
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	6	4	4	4	4	1		1	1	3	4	4	36
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1		2
Patdown	2		1			1				1			5
Patdown - Flyer	1					1				1			3
Patdown - Flyer as Observer	1		1										2
Persons w/ Disabilities (PWD)	1		1		1		1					1	5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Ca				1									1
Persons w/ Disabilities (PWD) - Touch		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling	3	4	7		1	1	2	1	2	1	2	2	26
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			3				1						5
Property - Special Handling - Missing Items - Carr	2	2							1				5
Property - Special Handling - Missing It	3	2	1	1	1	1	1	1	1	1	1	2	15
Screening	4		2	1	4	2		1	1	2	1	1	19
Screening - Crew Member or Airline Employee							1						1
Screening - Procedures/Process	3		2	1	4	2			1	2	1		16
Screening - Retrieving Abandoned/Cor	1												1
Screening - Shoe Screening												1	1
<b>2021</b>	<b>10</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>9</b>	<b>13</b>	<b>12</b>	<b>25</b>				<b>98</b>
Civil Rights				1						1			2
Civil Rights - Age										1			1
Civil Rights - Transgender Screening				1									1
Claims				1						1			2
Claims - General				1						1			2
Customer Service	2	7		1	2	1	2		6				21
Customer Service - TSO	2	7		1	2	1	2		6				21
Expedited Passenger Screening Program		1		1	3	5	6	7					23
Expedited Passenger Screening Program - TSA Application Program					1		2						3
Expedited Passenger Screening Program - TSA PreCheck	1			1	2	5	4	7					20
Identification (ID) Requirements							2						2
Identification (ID) Requirements - Domestic							1						1
Identification (ID) Requirements - Real ID							1						1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	3	3				1	3		2				12
Mishandling of Passenger Property - D	3	2				3							8
Mishandling of Passenger Property - Disarrayed It	1		1			1			2				4
Patdown	2	1								1			4
Patdown - Flyer	2	1							1				4
Persons w/ Disabilities (PWD)							2	1	2				5
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling	3	4		2	2	2	1	1	3				18
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged	1	3		1		1			1				7
Property - Special Handling - Missing Items - Carr					1			1	1				3
Property - Special Handling - Missing It	2	1		1	1	1			1				7
Screening		2		1	1	1	1	1		1			7
Screening - Procedures/Process		2		1	1	1	1	1		1			7

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PKB</b>	1		1		1			1			1		5
<b>2018</b>											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
<b>2020</b>	1		1		1			1					4
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening	1				1								2
Screening - Procedures/Process	1				1								2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PLN</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>10</b>	<b>8</b>	<b>7</b>	<b>59</b>
<b>2018</b>				<b>2</b>			<b>2</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>22</b>
Customer Service							1	1	1				3
Customer Service - TSO							1	1	1				3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property							1	1	1	2	1	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1		1	1	2	6
Patdown										2			2
Patdown - Flyer										1			1
Patdown - Non-Flyer										1			1
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked											1	1	2
Screening						2			1		1	1	5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process						1			1		1	1	4
<b>2019</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>2</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>18</b>
Customer Service	1							2				1	4
Customer Service - TSO	1								2			1	4
Mishandling of Passenger Property		1	1				1		1	2	2	1	9
Mishandling of Passenger Property - Damaged/Missing Items		1								1	2		4
Mishandling of Passenger Property - Disarrayed It		1					1		1	1		1	5
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening							1			1	1		3
Screening - Procedures/Process							1			1	1		3
<b>2020</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>1</b>					<b>3</b>		<b>1</b>	<b>15</b>
Customer Service	1			1	1						1		4
Customer Service - TSO	1			1	1						1		4
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property		1				3				2		1	7
Mishandling of Passenger Property - Damaged/Mi		1				3				2		1	7
Property - Special Handling		1	1										2
Property - Special Handling - Damaged Items - Ch		1	1										2
<b>2021</b>	<b>2</b>				<b>1</b>					<b>1</b>			<b>4</b>
Customer Service					1								1
Customer Service - Others					1								1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling		1											1
Property - Special Handling - Missing I		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
PNS	18	15	8	27	11	22	18	26	39	12	13	16	225	
2018					12	4	5	7	6	9	9	6	64	
Civil Rights												1	1	
Civil Rights - Racial Profiling or Discrimination												1	1	
Customer Service					1	1		2	1	1			6	
Customer Service - TSO					1	1		2	1	1			6	
Locks						1				1	1	1	4	
Locks - General						1							1	
Locks - Missing or Damaged Lock										1	1	1	3	
Mishandling of Passenger Property					4	2	3		2	2	1	1	15	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L					1		1		1			1	4	
Mishandling of Passenger Property - Damaged/Missing Items--Checked E					3	1	2		1	2	1		10	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1	
Patdown					1			1		1	2		5	
Patdown - Flyer					1			1			2		4	
Patdown - Non-Flyer										1			1	
Persons w/ Disabilities (PWD)					1					1		1	3	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1		1	2	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1	
Property - Special Handling					3	1	1	3	2	2	2	3	17	
Property - Special Handling - Damaged Items - Carry-On						1		2	1				4	
Property - Special Handling - Damaged Items - Checked									2				3	
Property - Special Handling - Missing Items - Carry-On					1		1			1	1		5	
Property - Special Handling - Missing Items - Checked					2				1	1	1		5	
Screening					2			3		2	1	2	13	
Screening - Inconsistency						1			1	1			3	
Screening - Lengthy Lines								2	1		1		4	
Screening - Procedures/Process					1						1	3	5	
Screening - Retrieving Abandoned/Confiscated Items								1					1	
2019	7	9	5	4	1	9	3	7	9	2	5	7	68	
Civil Rights	1										1		2	
Civil Rights - Racial Profiling or Discrimination	1										1		2	
Customer Service	2	1	1		1	2				1		1	9	
Customer Service - TSO	2	1	1		1	2			1			1	9	
Identification (ID) Requirements							1						1	
Identification (ID) Requirements - Domestic							1						1	
Locks					1								1	
Locks - Missing or Damaged Lock					1								1	
Lost and Found										1			1	
Lost and Found - Airport/TSA									1				1	
Mishandling of Passenger Property	1	2	2	1			1	1	2	4	1		15	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1			2	
Mishandling of Passenger Property - D	1	2	2	1			1	1	1	2			11	
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1	
Patdown	1						1			1		1	8	
Patdown - Flyer	1						1			1		1	8	
Persons w/ Disabilities (PWD)	2												2	
Persons w/ Disabilities (PWD) - Medically Necessary	1												1	
Persons w/ Disabilities (PWD) - Touch Aversion (p	1												1	
Property - Special Handling	2	3	1	2			2	1	3	1		1	16	
Property - Special Handling - Damaged	1						1			1			3	
Property - Special Handling - Damaged Items - Checked								1					2	
Property - Special Handling - Missing Items - Carr	1		2	1			1						4	
Property - Special Handling - Missing I	1	2	1					3					7	
Screening	1				1		3		2	1	1	2	13	
Screening - Lengthy Lines	1						2						3	
Screening - Procedures/Process					1		1		2	1	1	2	9	
Screening - Security Breach											1		1	
2020	8	3	3	7	4	6				2	1	2	3	39
Civil Rights	1												1	
Civil Rights - Racial Profiling or Discrin	1												1	
Customer Service							1					1	2	
Customer Service - TSO							1					1	2	
Locks							1			1		1	3	
Locks - Missing or Damaged Lock							1			1		1	3	
Mishandling of Passenger Property	1	2	1	1		3			1		1		10	
Mishandling of Passenger Property - D	1	2		1		2			1		1		8	
Mishandling of Passenger Property - Disarrayed Items--Carry-		1				1							2	
Patdown	1				1		2	1					5	
Patdown - Flyer	1				1		2	1					5	
Persons w/ Disabilities (PWD)	2												2	
Persons w/ Disabilities (PWD) - Diaper	1												1	
Persons w/ Disabilities (PWD) - Ostom	1												1	
Property - Special Handling	1				2		1				1	1	6	
Property - Special Handling - Damaged Items - Ca	1												1	
Property - Special Handling - Damaged Items - Checked					2								2	
Property - Special Handling - Missing Items - Checked						1					1	1	3	
Request for Assistance						1							1	
Request for Assistance - Other						1							1	
Screening	3		1	2	2				1				9	
Screening - Gate Pass					1								1	
Screening - Inconsistency					1								1	
Screening - Procedures/Process	3			1	2				1				7	

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>2021</b>	<b>3</b>	<b>3</b>		<b>4</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>13</b>	<b>19</b>				<b>54</b>
Civil Rights		<b>1</b>						<b>2</b>		<b>1</b>			<b>4</b>
Civil Rights - Constitutional Rights													<b>1</b>
Civil Rights - Racial Profiling or Discrimination								<b>2</b>					<b>2</b>
Civil Rights - Sex/Gender/Gender Ident		<b>1</b>											<b>1</b>
Claims						<b>1</b>							<b>1</b>
Claims - General						<b>1</b>							<b>1</b>
Customer Service		<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>6</b>			<b>16</b>
Customer Service - Others									<b>1</b>				<b>1</b>
Customer Service - TSO		<b>1</b>			<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>			<b>15</b>
Expedited Passenger Screening Program								<b>1</b>	<b>3</b>	<b>4</b>			<b>8</b>
Expedited Passenger Screening Program - TSA PreCheck								<b>1</b>	<b>3</b>	<b>4</b>			<b>8</b>
Locks		<b>1</b>											<b>1</b>
Locks - Missing or Damaged Lock		<b>1</b>											<b>1</b>
Mishandling of Passenger Property		<b>1</b>			<b>1</b>	<b>1</b>			<b>2</b>	<b>1</b>			<b>6</b>
Mishandling of Passenger Property - Damaged/Mis:		<b>1</b>			<b>1</b>	<b>1</b>			<b>1</b>	<b>1</b>			<b>5</b>
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									<b>1</b>				<b>1</b>
No Jurisdiction										<b>1</b>			<b>1</b>
No Jurisdiction - Refer to Other										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD)											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											<b>1</b>		<b>1</b>
Property - Special Handling		<b>1</b>								<b>1</b>	<b>6</b>		<b>8</b>
Property - Special Handling - Damaged		<b>1</b>									<b>4</b>		<b>5</b>
Property - Special Handling - Missing Items - Checked									<b>1</b>	<b>2</b>			<b>3</b>
Screening		<b>1</b>			<b>1</b>			<b>3</b>	<b>3</b>				<b>8</b>
Screening - Inconsistency					<b>1</b>			<b>2</b>	<b>3</b>				<b>6</b>
Screening - Procedures/Process					<b>1</b>			<b>1</b>					<b>2</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PPG</b>	1		2			3							6
<b>2018</b>						2							2
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
<b>2019</b>			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items-			1										1
<b>2020</b>	1		1				1						3
Customer Service			1										1
Customer Service - TSO			1										1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PQI				1				1	1			2	5
2019				1				1				1	3
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property								1				1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1					1	2
2020												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2021									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PRC</b>		2		1				1		2	1		1 8
<b>2018</b>													1 1
Mishandling of Passenger Property													1 1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1 1
<b>2019</b>		1			1						1		3
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Screening				1									1
Screening - Procedures/Process				1									1
<b>2020</b>												1	1
Screening												1	1
Screening - Procedures/Process												1	1
<b>2021</b>		1						1		1			3
Property - Special Handling		1											2
Property - Special Handling - Damaged Items - Ca		1											1
Property - Special Handling - Damaged Items - Checked											1		1
Screening								1					1
Screening - Procedures/Process								1					1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSC	4	6	3	16	6	3	3	8	10	2	6	2	69
2018				4	2		2	1	3	2	4		18
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service					1					1			2
Customer Service - Others					1								1
Customer Service - TSO											1		1
Mishandling of Passenger Property						1		1	1		4		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1		2		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					2		3
Persons w/ Disabilities (PWD)				1			1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts				1									1
Property - Special Handling					1		1						2
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked				1									1
Screening					1	1				2			4
Screening - Procedures/Process					1	1				2			4
2019	4	2	2	3		2	1	2	5		2	2	25
Civil Rights								1			1		2
Civil Rights - Racial Profiling or Discrimination								1			1		2
Customer Service	1		2									1	4
Customer Service - TSO	1		2									1	4
Locks					1			1	1			1	4
Locks - Missing or Damaged Lock				1				1	1			1	4
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1					1		2
Patdown	2									1			3
Patdown - Flyer	2									1			3
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling			1				1			3			5
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked	1						1			1			3
Screening	1	1						1					3
Screening - Procedures/Process	1	1						1					3
2020	4		3	1									8
Locks		1			1								2
Locks - Missing or Damaged Lock		1			1								2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Checked	1												1
Screening			1										1
Screening - Procedures/Process			1										1
2021		1	6	3	1			5	2				18
Civil Rights								1					1
Civil Rights - Age								1					1
Customer Service				3	1					1			5
Customer Service - Others					1								1
Customer Service - TSO				3						1			4
Expedited Passenger Screening Program									3	1			4
Expedited Passenger Screening Program - TSA PreCheck								3	1				4
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Ombudsman						1							1
Ombudsman - General						1							1
Property - Special Handling			1					1					2
Property - Special Handling - Damaged Items - Checked			1					1					1
Property - Special Handling - Missing Items - Checked			1					1					1
Screening		1	2	1									4
Screening - Crew Member or Airline Employee						1							1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process			1		1								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSE</b>	1	1	1	2	2	1	4	3	2	5	2	5	29
<b>2018</b>					2		3	2	1	3	2	4	17
Customer Service						1				1	1	1	3
Customer Service - Others											1		1
Customer Service - TSO						1						1	2
Mishandling of Passenger Property								1				3	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1			2		3
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Prohibited & Permitted Items							1				1		2
Prohibited & Permitted Items - Alcohol and Tobacco							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling							2	1		1			4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							2			1			3
Screening						1				1			2
Screening - Procedures/Process						1				1			2
<b>2019</b>							1	1	1	2		1	6
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service									1				1
Customer Service - TSO									1				1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Patdown									1				1
Patdown - Flyer									1				1
Screening											1		1
Screening - Procedures/Process										1			1
<b>2020</b>	1	1	1	2									5
Mishandling of Passenger Property		1	1	2									4
Mishandling of Passenger Property - Damaged/Missing Items		1		2									3
Mishandling of Passenger Property - Disarrayed It		1											1
Property - Special Handling		1											1
Property - Special Handling - Missing I		1											1
<b>2021</b>							1						1
Customer Service							1						1
Customer Service - TSO							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSG</b>				1				2	1		1	3	8
<b>2018</b>								1			1	1	2
Customer Service											1	1	
Customer Service - TSO											1	1	
Patdown								1					1
Patdown - Flyer as Observer								1					1
<b>2019</b>									1	1	1	1	4
Mishandling of Passenger Property										1	1	1	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1	1	
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Checked									1			1	
Property - Special Handling - Missing Items - Checked											1	1	
Screening									1				1
Screening - Inconsistency									1				1
<b>2020</b>				1								1	2
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service											1	1	
Customer Service - TSO										1		1	

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PSM</b>				1		3		1	2	1	1	1	10
<b>2018</b>									2		1	1	4
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
<b>2019</b>				1		1							2
Customer Service						1							1
Customer Service - Others						1							1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
<b>2020</b>						2							2
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2021</b>							1		1				2
Customer Service									1				1
Customer Service - TSO									1				1
Screening								1					1
Screening - Lengthy Lines								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSP	15	20	23	38	31	45	23	20	15	10	10	9	259
2018				11	6	16	12	5	2	2	4	4	62
Civil Rights											1	1	
Civil Rights - Transgender Screening											1	1	
Customer Service				2		2	1	1		1	2		9
Customer Service - Others											1		1
Customer Service - TSO				2		2	1	1		1	1		8
Locks				1		1	2	1	1				6
Locks - General						1							1
Locks - Missing or Damaged Lock				1			2	1	1				5
Mishandling of Passenger Property				5	3	6	5	1			2		22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				4	2	4	4	1			1		16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1	2							4
Patdown					1	1	1	1					4
Patdown - Children						1							1
Patdown - Flyer							1	1					2
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling				2	1	4	2	1		1		3	14
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1	1		1					3	6
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked				1		3	1			1			6
Screening						1	2	1	1				5
Screening - Procedures/Process						1	2	1	1				5
2019	5	7	6	8	11	9	3	10	5	4	5	5	78
Customer Service		2	1		3	2		1	1			1	11
Customer Service - Others								1					1
Customer Service - TSO		2	1		3	2			1		1		10
Locks					2	1	1					1	5
Locks - General					1								1
Locks - Missing or Damaged Lock				1	1	1						1	4
Lost and Found						1			1				2
Lost and Found - Airport/TSA						1			1				2
Mishandling of Passenger Property		1		1	2	2	2	4	2	1	1	2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1	1	1	1	2	1	1	1	2	11
Mishandling of Passenger Property - Disarrayed Item		1			1	1		1	1				5
Patdown	1	2	1		1				2			1	8
Patdown - Flyer	1	2	1		1			2				1	8
Persons w/ Disabilities (PWD)		1	1						1				3
Persons w/ Disabilities (PWD) - Diapers/Garments		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1											1
Property - Special Handling	4	1	2	4	3	4		2		3	3		26
Property - Special Handling - Damaged Items - Carry-On					2						1		3
Property - Special Handling - Damaged Items - Checked	2	1		1	1	2				1	1		9
Property - Special Handling - Missing Items - Carry-On	1			1				1					3
Property - Special Handling - Missing Items - Checked	1		2	2		2		1		2	1		11
Screening			1	1			1		1		1		5
Screening - Procedures/Process			1	1			1	1			1		5
2020	7	11	15	15	12	12	2		2	4	1		81
Civil Rights		1	1										2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1	3	1			5	2			1			13
Customer Service - TSO	1	3	1		5	2				1			13
Locks	1	1	1	3	1					1			8
Locks - Missing or Damaged Lock	1	1	1	3	1				1				8
Mishandling of Passenger Property	1	4	3	9	4	6				1			28
Mishandling of Passenger Property - Damaged	1	4	2	7	3	6				1			24
Mishandling of Passenger Property - Disarrayed Items--Carry-on	1	2	1										4
Patdown		1			1								2
Patdown - Flyer					1								1
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		1		1	2								4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)			1	1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1											1
Property - Special Handling	2	1	4	1	4				1	2	1		16
Property - Special Handling - Damaged Items - Carry-On			1					1					2
Property - Special Handling - Damaged Items - Checked	2		2		3						1		8
Property - Special Handling - Missing Items - Carry-On			1							1			2
Property - Special Handling - Missing Items - Checked	1		1	1						1			4
Screening	2		4	1		1							8
Screening - Procedures/Process	2		3	1		1							7
Screening - Retrieving Abandoned/Confiscated Items			1										1
2021	3	2	2	4	2	8	6	5	6				38
Civil Rights				1									1
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Customer Service			1	1	1		1						4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others			1			1							2
Customer Service - TSO				1				1					2
Expedited Passenger Screening Program					1		1		2	5			9
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck				1		1		2	3				7
Lost and Found					1	1							2
Lost and Found - Airport/TSA						1	1						2
Mishandling of Passenger Property	1	1				3	2	1					8
Mishandling of Passenger Property - Damaged/Mis:	1	1				1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2	1						3
Patdown						1			1				2
Patdown - Flyer							1			1			2
Property - Special Handling	1						1						2
Property - Special Handling - Damaged	1							1					2
Screening	2	1				2	3	1	1				10
Screening - Inconsistency							1	1					2
Screening - Procedures/Process	2	1				1	2	1	1				8

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PUB</b>				1	2	2	1	1	2	3	2		14
<b>2018</b>					2				2	3	1		8
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1			1	1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1			2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening									1				1
Screening - Procedures/Process									1				1
<b>2019</b>											1		1
Customer Service											1		1
Customer Service - TSO											1		1
<b>2020</b>				1	2								3
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items					1								1
Patdown						1							1
Patdown - Flyer						1							1
<b>2021</b>							1	1					2
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PUW</b>													
<b>2018</b>	2	1			5	3	1	6	3	2		2	25
Customer Service					2		1	3		1		1	8
Customer Service - TSO					1								1
Mishandling of Passenger Property					1		1	3				1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			2				1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1			1
Patdown - Flyer										1			1
<b>2019</b>				1		1	2		1			1	6
Locks								1				1	2
Locks - Missing or Damaged Lock												1	2
Mishandling of Passenger Property				1		1	2						4
Mishandling of Passenger Property - Damaged/Missing Items				1		1	2						4
<b>2020</b>	2				2	1				1			6
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Mi:				1			1						2
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening			1										1
Screening - Procedures/Process			1										1
<b>2021</b>								2	3				5
Expedited Passenger Screening Program							1	1					2
Expedited Passenger Screening Program - TSA PreCheck							1	1					2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Property - Special Handling							1	1					2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVC						1	1			2	1		5
2018											1		1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
2019											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2020							1					1	2
Customer Service											1		1
Customer Service - TSO											1		1
Screening							1						1
Screening - Procedures/Process							1						1
2021								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVD	36	18	29	31	24	21	19	31	34	38	34	24	339
2018				14	11	6	6	10	13	19	20	14	113
Civil Rights				1							1		2
Civil Rights - Age				1							1		2
Customer Service				1	1			1		1	1	2	7
Customer Service - TSO				1	1			1		1	1	2	7
Locks				1	1	1	1	3	1	2		1	11
Locks - Missing or Damaged Lock				1	1	1	1	3	1	2		1	11
Mishandling of Passenger Property				6	4	3	2	2	7	5	9	7	45
Mishandling of Passenger Property - Damaged/Missing Items--Checked				6	3	1	2	2	6	3	8	6	37
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1					1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2			1	2		1	6
Patdown					1				1	1	1		4
Patdown - Flyer					1				1	1	1		4
Persons w/ Disabilities (PWD)				4			1		1	2	2		10
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts							1				1		2
Persons w/ Disabilities (PWD) - Service Animals				1							1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2									2
Property - Special Handling				1	3	1	1	4	3	5	6	4	28
Property - Special Handling - Damaged Items - Carry-On					1					1	1		3
Property - Special Handling - Damaged Items - Checked					2	1		2	2	3	1	2	13
Property - Special Handling - Missing Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Checked				1			1	1	1	1	3	2	10
Screening						1	1	1			3		6
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process						1	1			1			3
2019	17	10	11	10	7	10	9	7	13	13	11	7	125
Civil Rights				1		1		1					3
Civil Rights - Age													1
Civil Rights - National Origin				1									1
Civil Rights - Transgender Screening							1						1
Customer Service				4		1	1	1					8
Customer Service - TSO				4		1	1	1					8
Locks				3	3	2	1	2	1		2		16
Locks - Missing or Damaged Lock				3	3	2	1	2	1		2		16
Mishandling of Passenger Property				6	2	6	3	3	4		6	5	48
Mishandling of Passenger Property - D				4	6	2	2	2	4		1	2	31
Mishandling of Passenger Property - Damaged/Missing Items--Unspecifie						1				1			2
Mishandling of Passenger Property - D				2	2		1	1		4	3	1	15
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)				1	1	1				1	1	1	6
Persons w/ Disabilities (PWD) - Cognitive /Develo				1	1								2
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Servic				1									1
Property - Special Handling				2	2	4	4	2	2	2	3	4	31
Property - Special Handling - Damaged				2	1	1	1	1	1	1	2	1	11
Property - Special Handling - Missing Items - Carry-On					1						1		2
Property - Special Handling - Missing Items - Chec				1	3	3	1	2	1	2	2	1	18
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening				2			1	1	1	1	3	2	11
Screening - Procedures/Process				2				1	1	1	2	2	9
Screening - Security Breach						1				1			2
2020	18	6	17	7	5	4	1	3	3	6	3	3	76
Civil Rights	3	1	1	1						1	1	1	9
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin	2												2
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1	1	1								1		4
Civil Rights - Transgender Screening	1												1
Customer Service				2							1		3
Customer Service - TSO				2							1		3
Locks				1	2	2	1		1				7
Locks - Missing or Damaged Lock				1	2	2	1		1				7
Mishandling of Passenger Property				5	1	4	2		2		2	1	17
Mishandling of Passenger Property - D				4	1	4	2		2		2	1	16
Mishandling of Passenger Property - D				1									1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)				1	2		1			1			5
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Whee				1									1
Property - Special Handling				7	2	2	2	3	2	2	3	2	28

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged	3	1			2	1			3		1		11
Property - Special Handling - Missing I	1			1									2
Property - Special Handling - Missing II	3	1	2	1	1	1			2		1	1	15
Screening	3		3							2			6
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1		3										4
<b>2021</b>	<b>1</b>	<b>2</b>	<b>1</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>11</b>	<b>5</b>				<b>25</b>
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service								1	1	2			4
Customer Service - TSO							1	1	2				4
Expedited Passenger Screening Program							1	4	2				7
Expedited Passenger Screening Program - TSA PreCheck							1	4	2				7
Mishandling of Passenger Property			1					1	1				3
Mishandling of Passenger Property - Damaged/Missing Items-		1							1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling	1	2			1	1	1	1					7
Property - Special Handling - Damaged Items - Checked							1	1					2
Property - Special Handling - Missing II	1	2			1	1				2			5
Screening										2			2
Screening - Procedures/Process									2				2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>PVU</b>							1	1	2				4
<b>2018</b>									1				1
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
<b>2021</b>							1	1	1				3
Customer Service							1						1
Customer Service - TSO							1						1
Patdown									1				1
Patdown - Flyer									1				1
Screening								1					1
Screening - Inconsistency								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PWM	13	14	15	5	10	16	6	16	19	26	17	19	176
2018				2	3	8	1	4	6	12	10	5	51
Advanced Imaging Technology (AIT)											1	1	
Advanced Imaging Technology (AIT) - Flyer											1	1	
Civil Rights											1	1	
Civil Rights - Transgender Screening											1	1	
Customer Service							1	1	1		1	1	4
Customer Service - TSO							1	1	1		1	1	4
Locks						2				3	1		6
Locks - Missing or Damaged Lock						2				3	1		6
Mishandling of Passenger Property				1	1	4		2	1	3	5	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1		2			2	1	2	5	3	17	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2					1			3
Patdown										1	1	1	3
Patdown - Flyer										1	1	1	3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling				1	2	1		2	4	1			11
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked					1			1	2	1			5
Property - Special Handling - Missing Items - Checked	1	1		1					2				5
Request for Assistance										1			1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening						1		1	1				3
Screening - Inconsistency								1					1
Screening - Procedures/Process						1			1				2
2019	7	5	7	1	2	2	4	5	4	9	4	8	58
Civil Rights			1				1		1	1			4
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1									1			2
Customer Service			2					2		1	1		6
Customer Service - TSO			2					2		1	1		6
Locks	1		1			1						1	4
Locks - Missing or Damaged Lock	1		1			1						1	4
Mishandling of Passenger Property	3	1				1		1	1	1	3	4	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1				1			1
Mishandling of Passenger Property - D	3	1				1				1	2	3	11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1			1		2
Patdown										3			3
Patdown - Flyer										3			3
Persons w/ Disabilities (PWD)	1						1						2
Persons w/ Disabilities (PWD) - Service Animals	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling	1	2	2	1	2			1	2	1		1	13
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On	1												1
Property - Special Handling - Missing I	1	2	1	1	1			1	1	1		1	10
Screening	2	1	1				2	1		2		2	11
Screening - Inconsistency							1						1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	2		1				1	1		2		1	8
Screening - Security Breach	1										2		1
2020	6	5	7	1	1	3		2	1	5	3	6	40
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service	1				1		1			1		2	7
Customer Service - TSO	1				1	2			1			2	7
Mishandling of Passenger Property	3	3	2					1			1	2	12
Mishandling of Passenger Property - D	2	3	1					1			1	1	9
Mishandling of Passenger Property - D	1		1								1		3
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling	1	1	2	1		1		1	1	1	1	2	11
Property - Special Handling - Damaged Items - Checked	1	1		1		1				1			4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing I	1	1	1							1		2	6
Screening	1		2						3	1			7
Screening - Inconsistency										1			1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1		1						3				5
2021		4	1	1	4	3	1	5	8				27
Civil Rights		1						1					2
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service			1		1			1	2				5
Customer Service - TSO			1		1			1	2				5
Expedited Passenger Screening Program							1	3	1				5
Expedited Passenger Screening Program - TSA PreCheck							1	3	1				5
Identification (ID) Requirements					1	1	1			1			4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements - Domestic				1	1	1			1				4
Locks			1							1			2
Locks - Missing or Damaged Lock			1							1			2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts										1			1
Screening		1					2			2			5
Screening - Inconsistency							1						1
Screening - Procedures/Process		1								1			2
Screening - Retrieving Abandoned/Confiscated Items						1				1			2
TWIC					2								2
TWIC - General					2								2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RAP	7	3	7	5	4	3	5	8	11	7	3	10	73
2018				3	2		2	3	1	4	2	4	21
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service							1						1
Customer Service - TSO							1						1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1				2		1		2	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1				1				1	3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Patdown						1					1		2
Patdown - Flyer						1					1		2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening				2				1	1	2	1	1	8
Screening - Crew Member or Airline Employee				1									1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1					1	2		1	5
Screening - Retrieving Abandoned/Confiscated Items											1		1
2019	4	1	2	1	1	2	1	2	4	2	1	4	25
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights	1											1	2
Civil Rights - Racial Profiling or Discrimination	1											1	2
Customer Service	1	1								1		1	4
Customer Service - TSO	1	1								1		1	4
Locks								1				2	3
Locks - Missing or Damaged Lock								1				2	3
Mishandling of Passenger Property			1			1			2	1			5
Mishandling of Passenger Property - Damaged/Missing Items-			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				2	1			4
Patdown	1								1				2
Patdown - Flyer	1								1				2
Property - Special Handling	1			1		2			1		1		6
Property - Special Handling - Damaged	1					1					1		3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						1				1			2
Screening			1					1					2
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process								1					1
2020	2	1	4	1	1			2	1	1	1	2	16
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1	1							3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1					2					3
Mishandling of Passenger Property - D			1					2					3
Patdown		1				1							2
Patdown - Flyer		1				1							2
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Checked									1		1		1
Property - Special Handling - Missing Items - Checked									1		1		1
Screening			1						1				2
Screening - Procedures/Process			1						1				2
2021	1	1	1			1		2		5			11
Customer Service	1					1							2
Customer Service - TSO	1					1							2
Expedited Passenger Screening Program								1	2				3
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1	1			2
Mishandling of Passenger Property								1	1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Subject			1										1
No Subject - General			1										1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Ch			1										1
Screening								1					1
Screening - Lengthy Lines								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RDD</b>				1	1	1							1 4
<b>2018</b>													1 1
Property - Special Handling													1 1
Property - Special Handling - Damaged Items - Carry-On													1 1
<b>2019</b>				1									1
Customer Service				1									1
Customer Service - TSO				1									1
<b>2021</b>					1	1							2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Screening						1							1
Screening - Procedures/Process						1							1

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

Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RDG</b>										1				1
<b>2020</b>										1				1
Mishandling of Passenger Property										1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDM	3	2	2	4	3	5	7	2	7	4	7	4	50
2018					1	1	1	1	2	1	4	2	13
Customer Service					1				1		2	1	5
Customer Service - TSO					1				1		2	1	5
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)										1		1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts										1			1
Property - Special Handling										1	1		2
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked											1		1
Screening						1	1				1		3
Screening - Procedures/Process						1	1				1		3
2019	3	2	1	1	1	2	4	1	1	3	2	2	23
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service					1						2		3
Customer Service - TSO					1						2		3
Mishandling of Passenger Property	1				1	1	1			1	1		6
Mishandling of Passenger Property - D	1				1	1	1			1	1		6
Notice of Violation/Civil Penalties	1												1
Notice of Violation/Civil Penalties - Gen	1												1
Patdown								1	2				3
Patdown - Flyer									2				2
Patdown - Flyer as Observer								1					1
Property - Special Handling	1	1										1	3
Property - Special Handling - Damaged Items - Ch	1												1
Property - Special Handling - Missing I	1										1		2
Screening		1				1		1	1		1	1	6
Screening - Crew Member or Airline Employee												1	1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1				1		1	1				4
2020			1			1		1	1		1	1	5
Customer Service										1		1	2
Customer Service - TSO										1		1	2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Screening		1					1						2
Screening - Procedures/Process		1					1						2
2021			2		2	1	1			3			9
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1										1
Property - Special Handling			1							1			2
Property - Special Handling - Damaged Items - Checked			1				1						1
Property - Special Handling - Missing Items - Checked										1			1
Screening			1							1			2
Screening - Procedures/Process			1							1			2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDU	75	66	81	77	73	76	73	77	80	72	66	52	868
2018				28	23	33	28	23	30	31	29	18	243
Civil Rights				2	1	1	1	1	2	1	3	1	13
Civil Rights - Constitutional Rights								1	1				2
Civil Rights - Hair Patdowns				2			1						3
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination									1		2		3
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening											1	1	2
Customer Service				4	1	7	3	6	2	2	4	5	34
Customer Service - Others					4	1	7	3	6	2	1	2	3
Customer Service - TSO				1	4	1	3	1	3	2	2	5	31
Locks					1								17
Locks - General						1			1				2
Locks - Missing or Damaged Lock				1	3	1	3	1	2	2	2		15
Mishandling of Passenger Property				8	7	11	12	4	8	8	6	6	70
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1	1	1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked				7	6	10	10	2	4	5	5	4	53
Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			2	1	3	2	1	1	11
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown				1	2	1			4	3	1	1	13
Patdown - Flyer				1	2	1			4	2	1	1	12
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				1	2	3	4	4	3	3			20
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - General						1		1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2		1				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1				1		1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				2	1								3
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	1	1				3
Property - Special Handling				9	3	2	2	3	5	5	9	3	41
Property - Special Handling - Damaged Items - Carry-On				1			1		2			2	6
Property - Special Handling - Damaged Items - Checked				3					1	1	3	1	9
Property - Special Handling - Missing Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked				5	2	1	1	3	2	4	6		24
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				2	3	7	3	4	3	6	4	1	33
Screening - Inconsistency										1			1
Screening - Lengthy Lines				1	1	2							5
Screening - Procedures/Process				1	2	4	3	3	2	6	3	1	25
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Security Breach						1							1
2019	33	28	39	22	23	27	26	37	20	31	30	25	341
Advanced Imaging Technology (AIT)								1				1	2
Advanced Imaging Technology (AIT) - Flyer								1				1	2
Civil Rights	1	1	2	1	2			1		3	1	1	13
Civil Rights - Age				1						1			2
Civil Rights - Racial Profiling or Discrimination	1	1								2	1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1	1							1	4
Civil Rights - Transgender Screening					1			1					2
Customer Service	8	7	8	4	4	7	5	6		5		1	55
Customer Service - Others	1												1
Customer Service - TSO	7	7	8	4	4	7	5	6		5		1	54
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	2	3	2	2	2	2		4	1	3	4		25
Locks - Missing or Damaged Lock	2	3	2	2	2	2		4	1	3	4		25
Lost and Found	1			1									2
Lost and Found - Airport/TSA	1			1									2
Mishandling of Passenger Property	11	5	9	3	4	2	7	6	8	5	9	5	74
Mishandling of Passenger Property - Damaged	1								2		1		4
Mishandling of Passenger Property - Disarrayed	10	5	7	2	3	2	4	5	5	3	8	5	59
Mishandling of Passenger Property - Disarrayed Items--Carry-on	2	1	1	1	1	3	1	1	2				11
Patdown	2	3	5	2	2		3	1	2	2	3		25
Patdown - Children											1		1
Patdown - Flyer	2	3	4	2	2		3	1	1	1	2		21
Patdown - Flyer as Observer				1					1	1			3
Persons w/ Disabilities (PWD)	2	1	2	3	5	3	2			1	4	3	26
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi				1									1
Persons w/ Disabilities (PWD) - Diabetes				1	1							1	3
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medic	1										1	1	3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2				1						3
Persons w/ Disabilities (PWD) - Mobility	1	1		1	1					1	1		6
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	2						1	5
Property - Special Handling	2	4	8	4	2	7	4	9	5	7	4	6	62
Property - Special Handling - Damaged Items - Carry-On		1			1	1	2		1				6
Property - Special Handling - Damaged	1	1	2	1		3		1		2		3	14
Property - Special Handling - Missing Items - Carry-On	1	3			1		1	1	2		2		11
Property - Special Handling - Missing I	1	2	2	3		3	1	7	2	5	2	3	31
Request for Assistance							1					1	2
Request for Assistance - Other							1					1	2
Screening	4	4	3	2	2	6	4	9	4	5	5	6	54
Screening - Children									1				1
Screening - Crew Member or Airline Employee				1							1		2
Screening - Inconsistency					1			1					2
Screening - Lengthy Lines	1	1		1		1		1		2			7
Screening - Procedures/Process	3	3	3			5	4	7	3	3	3	6	40
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach											1		1
<b>2020</b>	<b>29</b>	<b>30</b>	<b>38</b>	<b>23</b>	<b>20</b>	<b>10</b>	<b>2</b>		<b>2</b>	<b>10</b>	<b>7</b>	<b>9</b>	<b>180</b>
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) -	1												1
Civil Rights		3	1	1	2						1	1	9
Civil Rights - Constitutional Rights					1								1
Civil Rights - Perceived Religion	1	1											2
Civil Rights - Racial Profiling or Discrimination	2										1	1	4
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service	4	8	4	4	2	2				1	3		31
Customer Service - Others		1											1
Customer Service - TSO	4	7	4	4	2	2				1	3		30
Locks	4	2	4	3	1		1						15
Locks - Missing or Damaged Lock	4	2	4	3	1		1						15
Mishandling of Passenger Property	8	8	9	5	7	2						2	41
Mishandling of Passenger Property - D	1	1	2	1	1								6
Mishandling of Passenger Property - D	5	6	6	4	4	2						2	29
Mishandling of Passenger Property - Damaged/Mis	1												1
Mishandling of Passenger Property - D	2		1		2								5
Patdown	1	1	3	1		1							7
Patdown - Flyer	1	1	3	1		1							7
Persons w/ Disabilities (PWD)	3		2	1	1					1	3	2	14
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabet	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1			2
Persons w/ Disabilities (PWD) - Ostom	1												1
Persons w/ Disabilities (PWD) - Wheel	1		1		1					1		1	5
Property - Special Handling	7	7	10	4	3	4	1			2	1	1	40
Property - Special Handling - Damaged	1		1				1						3
Property - Special Handling - Damaged	1		4	2	1						1	1	10
Property - Special Handling - Missing I	1	1	1			1							4
Property - Special Handling - Missing I	4	6	4	2	2	3				2			23
Screening	1	1	5	4	4	1				2	3	1	22
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency					1								1
Screening - Lengthy Lines			2										2
Screening - Procedures/Process	1	1	3	3	3	1				1	3	1	17
Screening - Security Breach					1								1
<b>2021</b>	<b>13</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>17</b>	<b>17</b>	<b>28</b>				<b>104</b>
Animals					1								1
Animals - Carry-On					1								1
Civil Rights	1									1			2
Civil Rights - Racial Profiling or Discrin	1									1			2
Customer Service	1	1	1		1	2	2	2	1				11
Customer Service - TSO	1	1	1		1	2	2	2	1				11
Expedited Passenger Screening Program					1	1	4	10	18				34
Expedited Passenger Screening Program - TSA Application Program						1	1	1	1				3
Expedited Passenger Screening Program - TSA PreCheck					1	1	3	9	17				31
Hazardous Materials Safety										1			1
Hazardous Materials Safety - General										1			1
Locks	1					1	1						4
Locks - Missing or Damaged Lock	1					1	1						4
Mishandling of Passenger Property	3	3	2	1	1			2					12
Mishandling of Passenger Property - Damaged/Mis	1	2	1		1								4
Mishandling of Passenger Property - D	3	2			1		1						7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)	1					1	1						3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Servic	1					1							2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items							1		1				2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1				1
Property - Special Handling	5	3		2			2	6	3	5			26
Property - Special Handling - Damaged Items - Carry-On							1	1	2				4
Property - Special Handling - Damaged	2			1			3	1	2				9
Property - Special Handling - Missing Items - Carr		1					1		1	1			4
Property - Special Handling - Missing I	3	2		1			1	2					9
Screening	1	1	1		1			1	2				7
Screening - Procedures/Process	1	1	1		1			1	2				7

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RFD					2	3	1	1	3	1	1	2	14
2018						1		1	1	1	1	1	4
Human Capital									1				1
Human Capital - Prospective Employment with TSA													1
Screening							1		1			1	3
Screening - Procedures/Process							1		1				2
Screening - Retrieving Abandoned/Confiscated Items												1	1
2019					1	1				1	1		4
Customer Service						1							1
Customer Service - Others							1						1
Patdown										1			1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
2020					1		1			1		1	4
Customer Service												1	1
Customer Service - TSO												1	1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening							1						1
Screening - Procedures/Process							1						1
2021						1				1			2
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA Application Program										1			1
Screening							1						1
Screening - Procedures/Process							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RHI	1			2		1			2		2	2	10
2018				2		1					1		4
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening						1							1
Screening - Procedures/Process						1							1
2019										1		2	3
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-On									1				1
2020	1											1	2
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening	1												1
Screening - Procedures/Process	1												1
2021										1			1
Customer Service										1			1
Customer Service - TSO										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIC	34	42	41	42	47	53	43	48	47	45	47	25	514
2018				15	18	15	11	15	11	20	21	7	133
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights							2			1	4		7
Civil Rights - Headwear											1		1
Civil Rights - Racial Profiling or Discrimination							2				2		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Sexual Orientation - Not Transgender											1		1
Customer Service				3	3	6	4	2	1	4	4	1	28
Customer Service - Others						1	1	1			1		4
Customer Service - TSO				3	3	5	3	1	1	3	4	1	24
Locks				1								1	2
Locks - Missing or Damaged Lock				1								1	2
Mishandling of Passenger Property				4	3	2	3	4	6	7	4	1	34
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1		1			2		1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked				3	2	1	1	3	4	3	4		21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1	1	1	2	2			8
Patdown				1	4	1		2	1	2	5		16
Patdown - Flyer				1	4	1		1	1	2	4		14
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)				1	1	1		1				1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1								1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1								1	2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1		1					2
Property - Special Handling					3			2	1	4	1	3	14
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked					2						1	1	4
Property - Special Handling - Missing Items - Carry-On				1				1		1		1	4
Property - Special Handling - Missing Items - Checked								1	1	2		1	5
Screening				5	4	5	2	3	2	2	3		26
Screening - Inconsistency				1				1	1				3
Screening - Lengthy Lines				1	2	1	1			1			6
Screening - Procedures/Process				3	2	4	1	2	1	1	3		17
2019	16	22	18	6	11	22	16	21	18	25	20	13	208
Civil Rights	2	1	2		2	1	2	2	1	2	1	2	18
Civil Rights - Age								1					1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination		1	2		2	1	1				1	2	10
Civil Rights - Sex/Gender/Gender Identity	1						1		1	2			5
Civil Rights - Sexual Orientation - Not Transgender	1												1
Customer Service	6	5	2	2	3	11	5	6	6	7	3	3	59
Customer Service - TSO	6	5	2	2	3	11	5	6	6	7	3	3	59
Locks	1		2	1			1	1	3	1		1	11
Locks - Missing or Damaged Lock	1		2	1			1	1	3	1		1	11
Mishandling of Passenger Property	1	5	3	1	2	3	1	1	1	6	2	2	28
Mishandling of Passenger Property - Damaged/Missing Items			1				1						2
Mishandling of Passenger Property - Disarrayed Items	1	4	2	1	1	3		1	1	6	1	2	23
Mishandling of Passenger Property - Disarrayed Items	1				1						1		3
Patdown	1	1	2				1	1	4		2	2	14
Patdown - Flyer	1	1	2				1	1	4		2	2	14
Persons w/ Disabilities (PWD)		3		2		1		1	1	1	4	1	14
Persons w/ Disabilities (PWD) - Diabetes											2		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1				1							2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1				1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1							1		2
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1											1
Property - Special Handling	1	3	2		1	1	3	4	4	3	2		24
Property - Special Handling - Damaged Items - Carry-On			1					1					2
Property - Special Handling - Damaged Items - Checked	1					1		2	2	1	1		8
Property - Special Handling - Missing Items - Carry-On				1		1		1					3
Property - Special Handling - Missing Items - Checked	3	1				2	2		2	1			11
Screening	4	4	5		3	4	3	2	2	5	6	2	40
Screening - Inconsistency						1	1				1		3
Screening - Lengthy Lines		2				1				1	1		5
Screening - Procedures/Process	4	2	5		3	3	1	1	1	4	5	2	31
Screening - Security Breach						1							1
2020	12	15	20	16	13	9	4	2	1		6	5	103
Civil Rights				1	1	1						1	4
Civil Rights - Racial Profiling or Discrimination				1	1	1						1	4
Customer Service	3	8	6	1	4	2	2					1	27
Customer Service - Others		1											1
Customer Service - TSO	3	7	6	1	4	2	2					1	26
Locks				1	1	1							3
Locks - Missing or Damaged Lock				1	1	1							3
Mishandling of Passenger Property	4	3	7		3	2		1	1		2	1	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1							1	1
Mishandling of Passenger Property - Disarrayed Items	4	2	5		3	1		1	1		1	1	19

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disarrayed It	1	2									1		4
Patdown	1	1	4	2							1		9
Patdown - Flyer	1	1	4	1							1		8
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Property - Special Handling	4	1	1	4		2	1					1	14
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked	2			2									4
Property - Special Handling - Missing Items	2	1	1	2		1	1					1	9
Screening	3	4	4	1	2	1	1				2	2	20
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines				1								1	2
Screening - Procedures/Process	2	2	3	1	2	1	1				2	1	15
Screening - Security Breach				1									1
<b>2021</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>12</b>	<b>10</b>	<b>17</b>				<b>70</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1	2	1	2	2	3	2	6					19
Customer Service - TSO	1	2	1	2	2	3	2	6					19
Expedited Passenger Screening Program	1		1	1	5	3	6						17
Expedited Passenger Screening Program - TSA Application Program						1							2
Expedited Passenger Screening Program - TSA PreCheck	1		1	1	4	3	5						15
Mishandling of Passenger Property	2			1	1								4
Mishandling of Passenger Property - Disarrayed Items	2			1	1								4
Patdown	1					1	1	1					4
Patdown - Flyer	1					1	1	1					4
Persons w/ Disabilities (PWD)				1									2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling	2	2		1		1		1	2				9
Property - Special Handling - Damaged Items - Checked				1	1				2				4
Property - Special Handling - Missing Items	2	2						1					5
Screening	1	1		1	2	3	3	1					13
Screening - Inconsistency				1	2								3
Screening - Procedures/Process	1	1			1		3	3	1				10

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>RIW</b>	1	1			1		2			2	1		8
<b>2018</b>							1			1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Screening							1						1
Screening - Procedures/Process							1						1
<b>2019</b>											1		1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
<b>2020</b>	1					1					1		3
Patdown							1						1
Patdown - Flyer							1						1
Screening		1								1			2
Screening - Procedures/Process		1								1			2
<b>2021</b>		1						1					2
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening			1										1
Screening - Procedures/Process			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKD				1	1		1	1					4
2019				1	1								2
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items				1	1								2
2020							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
2021								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKS	3	1	1	3	1		1	2	2	4	1	1	20
2018				2	1		1	1	1	3	1	1	11
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1	1				1	2	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1					2	1		4
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening						1							1
Screening - Procedures/Process						1							1
2019	2	1		1							1		5
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1	1		1									3
Mishandling of Passenger Property - D	1	1		1									3
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2020	1		1							1			3
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - D		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Screening			1										1
Screening - Procedures/Process			1										1
2021									1				1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RNO	32	29	31	32	35	37	35	51	53	30	51	40	456
2018				9	10	13	9	9	14	11	16	13	104
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights				1			1				1		3
Civil Rights - Age											1		1
Civil Rights - National Origin							1						1
Civil Rights - Transgender Screening				1									1
Customer Service				1		1			1		3	2	8
Customer Service - Others						1							1
Customer Service - TSO				1					1		3	2	7
Locks				2	1	2			1	1	1	1	9
Locks - General						1							1
Locks - Missing or Damaged Lock				2	1	1			1	1	1	1	8
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				2	2	2	3	3	3	1	3	5	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1	1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1	2	2	2	2	2		1	3	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1	1			1	2	6
Patdown					1	2	1	1	2	2	2		11
Patdown - Flyer					1	2	1		2	2	2		10
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				1	1		1		2	2	1	1	9
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	1		1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1						1		3
Property - Special Handling				2	1	3	1	1	4	1	2	3	18
Property - Special Handling - Damaged Items - Carry-On				2					1				3
Property - Special Handling - Damaged Items - Checked					1			1	2		1	1	6
Property - Special Handling - Missing Items - Checked						3	1		1	1	1	2	9
Screening				1	4	2	3	2	1	4	2	1	20
Screening - Inconsistency							1						1
Screening - Lengthy Lines				1	1		1			1			4
Screening - Procedures/Process				1	3	1	2	1	1	3	2	1	15
2019	9	11	17	9	11	10	14	20	17	15	23	19	175
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer as Observer				1									1
Civil Rights	1		1			1			1	3	2	1	10
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1	1	1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1				1			1	1	1		5
Customer Service	1	2	1		1	2	4	1	1	2	3	2	20
Customer Service - TSO	1	2	1		1	2	4	1	1	2	3	2	20
Locks	1	1	1	1	2	2						3	10
Locks - Missing or Damaged Lock	1	1	1	1	2	2						3	10
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property	2	1	5	2	4	2	3	6	5	2	6	5	43
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1	2	3	3
Mishandling of Passenger Property - D	2		5	2	4	2	3	5	4	1	6	3	37
Mishandling of Passenger Property - Disarrayed It	1						1	1					3
Patdown	2	1	3	1	1	1	2	4	3	4	2		24
Patdown - Flyer	2	1	2	1	1	1	2	4	3	4	1		22
Patdown - Flyer as Observer			1								1		2
Persons w/ Disabilities (PWD)	2	1	1	2	2			4	1	1	4		18
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes					1						2		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - Hearing	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me		1								1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility	1										1		2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo	1				1				1				3
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling	1	2	3	1		1	2	2	5	2	2	4	25
Property - Special Handling - Damaged Items - Ca	1						1	1			1		3
Property - Special Handling - Damaged	1					1	1		2	1			6
Property - Special Handling - Missing Items - Carry-On			1					1			1	2	4
Property - Special Handling - Missing Items - Chec	1	2	1			1	1	3	3	1	1	2	12
Screening	3	1	2		1	3	3	1	1	1	3	4	22
Screening - Inconsistency											1		1
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	1	1	2			3	3	1	1	1	2	3	17
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach												1	1
2020	17	6	10	11	10	6	1	1	4	12	8		86
Civil Rights	1	1		1	1								4

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	3	1	1	2	2	1		1		1	8	4	24
Customer Service - Others	1										2	1	4
Customer Service - TSO	2	1	1	2	2	1		1		1	6	3	20
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3	1	2	1	1	2			1	1	1	2	15
Mishandling of Passenger Property - Damaged/Missing Items-		1	1										2
Mishandling of Passenger Property - D	3	1	1		1	1			1			2	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1					1	1		3
Patdown	2	1	3	1	2							1	10
Patdown - Children			1										1
Patdown - Flyer	2		3	1	2							1	9
Persons w/ Disabilities (PWD)	2				1							1	4
Persons w/ Disabilities (PWD) - Medical	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheel	1											1	2
Property - Special Handling	3		2	2	2	3						1	13
Property - Special Handling - Damaged Items - Checked		2			1	1							4
Property - Special Handling - Missing I	1				1								2
Property - Special Handling - Missing I	2			1	1	2						1	7
Screening	3	2	1	4						2		2	14
Screening - Procedures/Process	3	2		4						2		2	13
Screening - Security Breach			1										1
<b>2021</b>	<b>6</b>	<b>12</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>12</b>	<b>21</b>	<b>21</b>				<b>91</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights		1				1		1	1				4
Civil Rights - Hair Patdowns	1							1	1				3
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service	3	2	2	2				2	6	1			18
Customer Service - CSM			1										1
Customer Service - Others	1	1											2
Customer Service - TCC							1						1
Customer Service - TSO	2	1	1	2			1	6	1				14
Expedited Passenger Screening Program				1			7	6	6				20
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck			1				7	6	5				19
Locks	1	1											2
Locks - Missing or Damaged Lock	1	1											2
Mishandling of Passenger Property		1						1	1				3
Mishandling of Passenger Property - Damaged/Mi:	1								1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown	1					1	1		2				5
Patdown - Children									1				1
Patdown - Flyer	1						1		1				3
Patdown - General						1							1
Persons w/ Disabilities (PWD)		1					1	2					4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - Mobility Disability	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Prohibited & Permitted Items								1	1				2
Prohibited & Permitted Items - General								1	1				2
Property - Special Handling		1				1	1	1	3				7
Property - Special Handling - Damaged Items - Carry-On									2				2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Chec	1					1			1				3
Screening	1	5	2		4	5		3	5				25
Screening - Inconsistency					1	2			3				6
Screening - Lengthy Lines								2	1				3
Screening - Procedures/Process	1	4	2		3	3		1	1				15
Screening - Retrieving Abandoned/Confiscated It	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ROA</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>53</b>
<b>2018</b>					<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>12</b>
Customer Service						<b>1</b>	<b>1</b>	<b>1</b>					<b>3</b>
Customer Service - Others								<b>1</b>					<b>1</b>
Customer Service - TSO						<b>1</b>							<b>2</b>
Locks										<b>1</b>			<b>1</b>
Locks - Missing or Damaged Lock										<b>1</b>			<b>1</b>
Mishandling of Passenger Property							<b>1</b>						<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							<b>1</b>						<b>1</b>
Property - Special Handling					<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>4</b>
Property - Special Handling - Damaged Items - Checked						<b>1</b>						<b>1</b>	<b>2</b>
Property - Special Handling - Missing Items - Carry-On							<b>1</b>						<b>1</b>
Property - Special Handling - Missing Items - Checked										<b>1</b>			<b>1</b>
Screening							<b>1</b>		<b>2</b>				<b>3</b>
Screening - Procedures/Process							<b>1</b>		<b>2</b>				<b>3</b>
<b>2019</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>		<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>26</b>
Advanced Imaging Technology (AIT)								<b>1</b>					<b>1</b>
Advanced Imaging Technology (AIT) - General										<b>1</b>			<b>1</b>
Civil Rights								<b>1</b>					<b>1</b>
Civil Rights - Constitutional Rights								<b>1</b>					<b>1</b>
Customer Service	<b>2</b>		<b>1</b>				<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>7</b>
Customer Service - TSO	<b>2</b>		<b>1</b>				<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>7</b>
Locks										<b>1</b>			<b>1</b>
Locks - Missing or Damaged Lock										<b>1</b>			<b>1</b>
Mishandling of Passenger Property		<b>1</b>			<b>1</b>				<b>1</b>	<b>1</b>			<b>4</b>
Mishandling of Passenger Property - Damaged/Mi:		<b>1</b>			<b>1</b>				<b>1</b>	<b>1</b>			<b>4</b>
Patdown				<b>1</b>	<b>1</b>								<b>2</b>
Patdown - Flyer				<b>1</b>	<b>1</b>								<b>2</b>
Persons w/ Disabilities (PWD)										<b>1</b>			<b>1</b>
Persons w/ Disabilities (PWD) - Internal Medical Devices										<b>1</b>			<b>1</b>
Property - Special Handling						<b>1</b>		<b>2</b>				<b>1</b>	<b>4</b>
Property - Special Handling - Damaged Items - Carry-On						<b>1</b>							<b>1</b>
Property - Special Handling - Missing Items - Carry-On											<b>1</b>		<b>1</b>
Property - Special Handling - Missing Items - Checked								<b>2</b>					<b>2</b>
Screening		<b>1</b>		<b>1</b>					<b>1</b>	<b>1</b>		<b>1</b>	<b>5</b>
Screening - Lengthy Lines		<b>1</b>		<b>1</b>									<b>2</b>
Screening - Procedures/Process									<b>1</b>	<b>1</b>		<b>1</b>	<b>3</b>
<b>2020</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>								<b>2</b>	<b>9</b>
Civil Rights				<b>1</b>									<b>1</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				<b>1</b>									<b>1</b>
Customer Service			<b>1</b>										<b>1</b>
Customer Service - TSO			<b>1</b>										<b>1</b>
Patdown					<b>2</b>								<b>2</b>
Patdown - Flyer					<b>2</b>								<b>2</b>
Property - Special Handling		<b>1</b>		<b>2</b>							<b>1</b>		<b>4</b>
Property - Special Handling - Damaged Items - Carry-On				<b>1</b>									<b>1</b>
Property - Special Handling - Damaged		<b>1</b>		<b>1</b>									<b>2</b>
Property - Special Handling - Missing Items - Checked											<b>1</b>		<b>1</b>
Screening											<b>1</b>		<b>1</b>
Screening - Procedures/Process											<b>1</b>		<b>1</b>
<b>2021</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>							<b>1</b>		<b>6</b>
Customer Service		<b>1</b>											<b>1</b>
Customer Service - TSO		<b>1</b>											<b>1</b>
Expedited Passenger Screening Program			<b>1</b>		<b>2</b>					<b>1</b>			<b>4</b>
Expedited Passenger Screening Program - Known Crew Member						<b>1</b>							<b>1</b>
Expedited Passenger Screening Program - TSA PreCheck			<b>1</b>		<b>1</b>					<b>1</b>			<b>3</b>
Mishandling of Passenger Property					<b>1</b>								<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked					<b>1</b>								<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ROC</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>14</b>	<b>10</b>	<b>15</b>	<b>7</b>	<b>14</b>	<b>6</b>	<b>12</b>	<b>17</b>	<b>9</b>	<b>131</b>
<b>2018</b>													
Civil Rights							1	1				3	5
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination					1	1						1	3
Customer Service					3		1	2			2	2	10
Customer Service - Others					1								1
Customer Service - TSO					2		1	2			2	2	9
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property					1		1				2	4	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1		1				2	2	6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Patdown							1	1	1				3
Patdown - Flyer							1	1	1				3
Persons w/ Disabilities (PWD)					3						1	2	6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1						1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling					1	1			2		1		5
Property - Special Handling - Missing Items - Carry-On									2		1		3
Property - Special Handling - Missing Items - Checked					1	1			2		1		2
Screening							1	3		1	1		9
Screening - Inconsistency								1				1	2
Screening - Lengthy Lines							1	1					2
Screening - Procedures/Process								1			1		2
Screening - 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>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>44</b>
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer as Observer												1	1
Civil Rights					1							1	2
Civil Rights - Hair Patdowns					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	
Customer Service					2	2			1		1	2	9
Customer Service - Others					1	1							2
Customer Service - TSO					1	1			1		1	2	7
Locks					1		1						2
Locks - Missing or Damaged Lock					1		1						2
Mishandling of Passenger Property					1	1	1	1		1	1	1	11
Mishandling of Passenger Property - Damaged/Mis:						1			2	1	1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - D					1	1			1	1	1	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec						1				1			2
Patdown					1					1		1	3
Patdown - Flyer					1					1		1	3
Persons w/ Disabilities (PWD)					1	1	1	1	2		1	1	9
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medicat					1			1				1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Persons w/ Disabilities (PWD) - Mobility Disability					1								1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling					1					1		2	4
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On									1		2		3
Screening					1	1				1			3
Screening - Inconsistency					1								1
Screening - Procedures/Process						1				1			2
<b>2020</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>			<b>2</b>	<b>2</b>	<b>2</b>	<b>28</b>
Civil Rights		1										1	2
Civil Rights - Hair Patdowns		1										1	2
Customer Service					1	2	1						4
Customer Service - Others					1								1
Customer Service - TSO						2	1						3
Locks						1					1		2
Locks - Missing or Damaged Lock						1					1		2
Mishandling of Passenger Property					3		1					1	5
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor												1	1
Mishandling of Passenger Property - D					2		1						3
Mishandling of Passenger Property - D					1								1
Patdown					1	1		1	1				4
Patdown - Flyer					1	1		1	1				4
Persons w/ Disabilities (PWD)							1					1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling					2	2							4
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing I					2	1							3
Screening					1			2			1		5
Screening - Inconsistency					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process						1				1		1	3
Screening - Security Breach						1							1
<b>2021</b>	<b>1</b>			<b>1</b>		<b>2</b>	<b>2</b>	<b>5</b>		<b>1</b>			<b>12</b>
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown								2					2
Patdown - Flyer								2					2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling	1												1
Property - Special Handling - Missing Items - Chec	1												1
Screening						1		1	2	1			5
Screening - Inconsistency						1				1			2
Screening - Procedures/Process							1	2					3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>ROW</b>	2	1	1		1	3		1	1		5	3	18
<b>2018</b>						2					4	2	8
Civil Rights						1							1
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling							1				1		2
Property - Special Handling - Missing Items - Checked							1				1		2
Screening											1	2	3
Screening - Procedures/Process											1	2	3
<b>2019</b>	<b>1</b>						<b>1</b>				<b>1</b>	<b>1</b>	<b>4</b>
Locks	1										1	1	3
Locks - Missing or Damaged Lock	1										1	1	3
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
<b>2020</b>	<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>						<b>4</b>
Customer Service	1						1						2
Customer Service - TSO	1						1						2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Mi:			1										1
Patdown				1									1
Patdown - Flyer				1									1
<b>2021</b>								<b>1</b>	<b>1</b>				<b>2</b>
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
Screening											1		1
Screening - Lengthy Lines											1		1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RST	4	2	2	6	5	5	3	7	11	4	3	7	59
2018					1	3	2	1	2	4	2	3	21
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service						1		1		1		1	3
Customer Service - TSO						1		1		1		1	3
Mishandling of Passenger Property					2						1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1						1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1							1	
Persons w/ Disabilities (PWD)				1			1					1	3
Persons w/ Disabilities (PWD) - General							1					1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1								1	2
Property - Special Handling						1			1			1	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked						1			1			1	2
Screening						1		1	3		2	1	8
Screening - Lengthy Lines									2		1		3
Screening - Procedures/Process						1		1	1		1	1	5
2019	3		2	1	2		1	4		2		4	19
Civil Rights						1				1			2
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service	1												1
Customer Service - TSO	1												1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown			1						1			1	3
Patdown - Flyer				1					1			1	3
Persons w/ Disabilities (PWD)	1								2			2	5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening	1							1		1		1	4
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1								1			1	3
2020	2	2	2		1					1			8
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Customer Service		1											1
Customer Service - TSO		1											1
Locks			1			1							2
Locks - Missing or Damaged Lock				1		1							2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown			2										2
Patdown - Flyer as Observer				2									2
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Ch		1											1
2021	1			1	1		2	4		2			11
Customer Service					1		1						2
Customer Service - TSO					1		1						2
Expedited Passenger Screening Program		1					1	4		2			8
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck		1					1	3		2			7
Screening		1											1
Screening - Procedures/Process		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>RSW</b>	<b>59</b>	<b>76</b>	<b>105</b>	<b>136</b>	<b>135</b>	<b>162</b>	<b>125</b>	<b>106</b>	<b>90</b>	<b>50</b>	<b>48</b>	<b>38</b>	<b>1,130</b>	
<b>2018</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>286</b>	
Advanced Imaging Technology (AIT)						1							1	
Advanced Imaging Technology (AIT) - Flyer						1							1	
Civil Rights				1						1			2	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1	
Civil Rights - Sexual Orientation - Not Transgender										1			1	
Customer Service				8	7	7	5	8	10	2	1	3	51	
Customer Service - Others							2	3	3	1		1	10	
Customer Service - TSO				8	7	7	3	5	7	1	1	2	41	
Locks				2	1	3		1					7	
Locks - Missing or Damaged Lock				2	1	3		1					7	
Lost and Found				1		1							2	
Lost and Found - Airport/TSA				1		1							2	
Mishandling of Passenger Property				16	12	22	10	10	6	4	7	7	94	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				2				1					3	
Mishandling of Passenger Property - Damaged/Missing Items--Checked L				10	11	17	9	9	6	3	2	6	73	
Mishandling of Passenger Property - Damaged/Missing Items--Unspecifie				1									1	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				3	1	5	1			1	5	1	17	
Patdown				2	2		2		4	4	1	2	17	
Patdown - Children										1			1	
Patdown - Flyer				2			2		4	3	1	2	14	
Patdown - Flyer as Observer					1								1	
Patdown - Non-Flyer					1								1	
Persons w/ Disabilities (PWD)				4	2	2	2	1	2	1	1	1	15	
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2	
Persons w/ Disabilities (PWD) - Breast Cancer							1						1	
Persons w/ Disabilities (PWD) - Diabetes										1			1	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1	
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1				1		2	
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1	
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				2				1					3	
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2	
Prohibited & Permitted Items											1		1	
Prohibited & Permitted Items - Firearm/Ammunition											1		1	
Property - Special Handling				4	11	6	9	4	6	5	5	1	51	
Property - Special Handling - Damaged Items - Carry-On				1	1								2	
Property - Special Handling - Damaged Items - Checked				1	3	3		1	2	3	2	1	16	
Property - Special Handling - Missing Items - Carry-On				1		3	1	1	1	1	1		8	
Property - Special Handling - Missing Items - Checked				2	6	3	6	2	3	1	2		25	
Request for Assistance								1					1	
Request for Assistance - Other								1					1	
Screening				9	5	10	7	4	2	2	4	1	44	
Screening - Children										1			1	
Screening - Inconsistency										1			1	
Screening - Lengthy Lines				3	2	5	2				1		13	
Screening - Procedures/Process				4	3	5	5	4	2		3	1	27	
Screening - 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>45</b>	<b>42</b>	<b>28</b>	<b>15</b>	<b>22</b>	<b>22</b>	<b>14</b>	<b>346</b>	
Civil Rights	1	1	2				1				2		7	
Civil Rights - National Origin											1		1	
Civil Rights - Racial Profiling or Discrimination	1	1											2	
Civil Rights - Sex/Gender/Gender Ident	1	1					1				1		4	
Customer Service		4	9	10	1	10	8	6	5	1	5		59	
Customer Service - Others		1	1	1		1			1		1		6	
Customer Service - TSO		3	8	9	1	9	8	6	4	1	4		53	
Locks		2	1	1	2		3	1		1	2		13	
Locks - Missing or Damaged Lock		2	1	1	2		3	1		1	2		13	
Lost and Found				1	1								2	
Lost and Found - Airport/TSA				1	1								2	
Mishandling of Passenger Property		10	10	15	5	10	15	10	5	3	8	5	4	100
Mishandling of Passenger Property - D	1	2					1						5	
Mishandling of Passenger Property - D	7	7	15	4	9	13	10	4	3	8	4	2	86	
Mishandling of Passenger Property - D	2	1		1	1	1				1	2		9	
Patdown		2	2	1		3	1		1	1	1	2	14	
Patdown - Flyer		2	2	1		3	1		1	1		2	13	
Patdown - Flyer as Observer										1			1	
Persons w/ Disabilities (PWD)	1			2	4	6	2	2		3	2	2	24	
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1	
Persons w/ Disabilities (PWD) - Breast Cancer						1						1	2	
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1						2	
Persons w/ Disabilities (PWD) - Diabetes						1	1	2		1	1		6	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1	
Persons w/ Disabilities (PWD) - Metal	1												1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sco				1	2					1			4	
Persons w/ Disabilities (PWD) - Service Animals						1							1	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1							1		2	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1				1			4	
Property - Special Handling		6	4	10	8	6	6	8	7	3	5	2	5	70
Property - Special Handling - Damaged		2	1					1	1				6	
Property - Special Handling - Damaged		2	1	3	3	1	2	4		1	2	1	21	
Property - Special Handling - Missing Items - Carry-On				1	1				1			1	4	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items	2	2	7	4	4	4	3	6	1	3		3	39
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	2	3	5	6	7	6	10	6	3	3	2	3	56
Screening - Crew Member or Airline Employee						1						1	2
Screening - Inconsistency			1		2						1		4
Screening - Lengthy Lines				2	2	1	5						10
Screening - Procedures/Process	2	3	3	4	3	4	5	6	3	2	2	2	39
Screening - Security Breach			1										1
<b>2020</b>	<b>17</b>	<b>35</b>	<b>50</b>	<b>37</b>	<b>44</b>	<b>37</b>	<b>5</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>265</b>
Civil Rights		1	1	2				1					5
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination	1							1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2										2
Customer Service	4	7	8	7	6	7	1	2	1	1	3		47
Customer Service - Others		2		1									3
Customer Service - TSO	4	5	8	6	6	7	1	2	1	1	3		44
Locks			3		3	2			1				9
Locks - Missing or Damaged Lock		3			3	2			1				9
Lost and Found		1		1	1				1				4
Lost and Found - Airport/TSA		1		1	1				1				4
Mishandling of Passenger Property	5	5	11	12	11	5	1	1	4	2	1	4	62
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L			2	1						1			4
Mishandling of Passenger Property - D	5	4	9	8	6	5		1	3	1		4	46
Mishandling of Passenger Property - Disarrayed It	1	2	2	4			1		1	1			12
Patdown			1	2	1	1	2	1					8
Patdown - Flyer		1	2	1	1	2	1						8
Persons w/ Disabilities (PWD)	1	3	4	1	4	1				1			15
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes						1				1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to			1										1
Persons w/ Disabilities (PWD) - Medically Necess	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability	2					2							4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			2										2
Persons w/ Disabilities (PWD) - Wheel	1			1			1						3
Property - Special Handling	2	7	9	4	4	8	2	1	2	1	3	3	46
Property - Special Handling - Damaged Items - Ca	1		1	1	1	1					1		5
Property - Special Handling - Damaged	1	2	2	1	1	3	1		1	1	1	1	15
Property - Special Handling - Missing Items - Carr	1	2	2			1							6
Property - Special Handling - Missing I	1	3	5		2	4		1	1		1	2	20
Screening	5	10	12	9	14	12		3		2		2	69
Screening - Crew Member or Airline Er	1			1	1								3
Screening - Lengthy Lines		5	2	1	4								12
Screening - Procedures/Process	4	5	10	7	9	12		3		2		2	54
<b>2021</b>	<b>20</b>	<b>15</b>	<b>12</b>	<b>23</b>	<b>15</b>	<b>28</b>	<b>43</b>	<b>40</b>	<b>37</b>				<b>233</b>
Civil Rights	1	1	1	1		2	2						8
Civil Rights - Racial Profiling or Discrin	1		1	1		1	1						5
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1					1	1						3
Claims			1										1
Claims - Status			1										1
Customer Service	4	3	2	7	4	7	2	7	7				43
Customer Service - Others							1		1				2
Customer Service - TSO	4	3	2	7	4	7	1	7	6				41
Duplicate E-mail						1							1
Duplicate E-mail - General						1							1
Expedited Passenger Screening Program	5	6	2	8	24	17	20						82
Expedited Passenger Screening Program - Active Duty Militar	1												1
Expedited Passenger Screening Program - TSA Application Program						6	2	1					9
Expedited Passenger Screening Program - TSA PreCheck	4	6	2	8	18	15	19						72
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	1					1	1						3
Locks - Missing or Damaged Lock	1					1	1						3
Lost and Found	3					2			1				6
Lost and Found - Airport/TSA	3					2			1				6
Mishandling of Passenger Property	5	4	2	2	3	3	1	4					24
Mishandling of Passenger Property - D	2		1		1	1	1	1					6
Mishandling of Passenger Property - D	2	2	2	1	2			3					12
Mishandling of Passenger Property - D	1	2			1	2							6
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1	1		1	1				1				5
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Gener	1								1				2
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necess	1												1
Prohibited & Permitted Items							2		2				4
Prohibited & Permitted Items - Beauty & Grooming Items							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1					1
Prohibited & Permitted Items - Remains								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	4	3		1		2	3	5	5				23
Property - Special Handling - Damaged Items - Carry-On						1				3			4
Property - Special Handling - Damaged	4	2					2	1	1				10
Property - Special Handling - Missing Items - Carry-On								2	1				3
Property - Special Handling - Missing Items - Checked	1			1		1	1	2					6
Screening	1	3	1	3	5	5	5	6	1				30
Screening - Children					1								1
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency				1	1	1		1					4
Screening - Lengthy Lines					1			1					2
Screening - Procedures/Process	1	3	1	2	2	4	5	2	1				21
Screening - Retrieving Abandoned/Confiscated Items								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RUT	1						1				1		3
2018							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
2019											1		1
Customer Service											1		1
Customer Service - TSO											1		1
2020	1												1
Customer Service	1												1
Customer Service - TSO	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SAF</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>12</b>	<b>5</b>	<b>3</b>	<b>73</b>
<b>2018</b>													
Civil Rights												1	1
Civil Rights - Headwear												1	1
Customer Service											1		1
Customer Service - TSO											1		1
Locks										1	4	1	7
Locks - Missing or Damaged Lock										1	4	1	7
Mishandling of Passenger Property					2			3	2	1	1		10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked						2		2	1	1		1	9
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling								1		1	1		3
Property - Special Handling - Missing Items - Checked								1		1	1		3
Screening						2	1	1		2	1	2	10
Screening - Inconsistency								1					1
Screening - Procedures/Process						2	1	1		2	1	2	9
<b>2019</b>	<b>4</b>	<b>1</b>				<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>1</b>		<b>20</b>
Customer Service											1		1
Customer Service - TSO											1		1
Locks					1						1		2
Locks - Missing or Damaged Lock					1						1		2
Mishandling of Passenger Property		2						1		1	1		5
Mishandling of Passenger Property - D	1							1			1		3
Mishandling of Passenger Property - D	1									1			2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling										2	3		5
Property - Special Handling - Damaged Items - Checked										1	1		2
Property - Special Handling - Missing Items - Checked										1	2		3
Screening		2					2		1	1			6
Screening - Inconsistency									1				1
Screening - Procedures/Process		2					2			1			5
<b>2020</b>	<b>5</b>	<b>3</b>		<b>2</b>	<b>1</b>					<b>1</b>		<b>1</b>	<b>13</b>
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - D	1												1
Property - Special Handling		2		2								1	5
Property - Special Handling - Damaged	1												1
Property - Special Handling - Damaged Items - Checked	1											1	2
Property - Special Handling - Missing I	1	1											2
Screening		1		1			2	1					5
Screening - Inconsistency								1					1
Screening - Procedures/Process					1		1						2
Screening - Retrieving Abandoned/Cor				1				1					2
<b>2021</b>		<b>2</b>				<b>1</b>		<b>2</b>	<b>2</b>				<b>7</b>
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program										1	1		2
Expedited Passenger Screening Program - TSA PreCheck										1	1		2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Mi			1										1
Patdown										1			1
Patdown - Flyer										1			1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Lighters/Matches				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SAN</b>	<b>174</b>	<b>111</b>	<b>139</b>	<b>184</b>	<b>159</b>	<b>178</b>	<b>184</b>	<b>171</b>	<b>219</b>	<b>184</b>	<b>185</b>	<b>132</b>	<b>2,020</b>
<b>2018</b>				<b>61</b>	<b>51</b>	<b>75</b>	<b>91</b>	<b>75</b>	<b>81</b>	<b>80</b>	<b>77</b>	<b>56</b>	<b>647</b>
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Flyer													1
Civil Rights				1		1	2	5	3	7	1	2	22
Civil Rights - Age											1		1
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination				1		1		4	1	3			10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										2		2	4
Civil Rights - Sexual Orientation - Not Transgender								1			1		2
Civil Rights - Transgender Screening							2			1			3
Customer Service				17	14	19	33	19	21	24	20	16	183
Customer Service - Others				1	4	5	5			3	2	1	21
Customer Service - TSO				16	10	14	28	19	21	21	18	15	162
Locks				4	2	3	1	5	2	4	2	2	25
Locks - General						1			1		1		3
Locks - Missing or Damaged Lock				4	2	2	1	5	1	4	1	2	22
Lost and Found								1	1		1		3
Lost and Found - Airport/TSA								1	1		1		3
Mishandling of Passenger Property				12	12	20	17	12	15	15	16	11	130
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on L				1	1		2	1	3		1	2	11
Mishandling of Passenger Property - Damaged/Missing Items-Checked E				10	9	16	12	9	10	14	10	8	98
Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage						1		1			1		3
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Chec				1	2	3	3	1	2	1	4	1	18
Patdown				1	2	4	4	5	3	7	3	4	33
Patdown - Children											1		1
Patdown - Flyer				1	2	4	4	5	3	6	2	3	30
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				2	4	5	7	6	6	3	6	3	42
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1				1	2
Persons w/ Disabilities (PWD) - Diabetes				2			3			1		1	7
Persons w/ Disabilities (PWD) - General					1	1	1						4
Persons w/ Disabilities (PWD) - Hearing Impairment								2	1				3
Persons w/ Disabilities (PWD) - Internal Medical Devices							2						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				2	1						1		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									2	2	3		7
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1							2		3
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1				1	1	1			4
Property - Special Handling				13	6	11	14	10	15	10	21	11	111
Property - Special Handling - Damaged Items - Carry-On				4			3	2	2	2	3	1	17
Property - Special Handling - Damaged Items - Checked				2		4	3	4	5	1	4	5	28
Property - Special Handling - Missing Items - Carry-On				1	4		2		2	4	3	1	17
Property - Special Handling - Missing Items - Checked				6	2	7	6	4	6	3	11	4	49
Screening				11	11	12	13	12	15	10	7	6	97
Screening - Inconsistency				1	2	1		1	1	1	2		9
Screening - Lengthy Lines				1	2	1	2	1	2		1		10
Screening - Procedures/Process				9	7	10	11	9	12	9	3	5	75
Screening - Retrieving Abandoned/Confiscated Items										1	1		2
Screening - Security Breach								1					1
<b>2019</b>	<b>80</b>	<b>44</b>	<b>56</b>	<b>53</b>	<b>49</b>	<b>60</b>	<b>62</b>	<b>50</b>	<b>66</b>	<b>80</b>	<b>75</b>	<b>53</b>	<b>728</b>
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights				5	6	4	1	1	4	3	2	3	37
Civil Rights - Age				1	2							1	4
Civil Rights - Constitutional Rights					1								1
Civil Rights - Hair Patdowns				1							1		2
Civil Rights - National Origin													1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimin				3	2	2	1	1	2	1	2		15
Civil Rights - Sex/Gender/Gender Identity- Not Tra				1	2		3	1	1		1		9
Civil Rights - Sexual Orientation - Not Transgender													1
Civil Rights - Transgender Screening						1				1	1		3
Customer Service				23	10	8	10	17	16	14	7	11	18
Customer Service - Others				1	3		2	1	1	1		2	11
Customer Service - TSO				22	7	8	10	15	15	13	6	11	16
Locks				2	4	1	3	1	2	3	4	4	5
Locks - Missing or Damaged Lock				2	4	1	3	1	2	3	4	4	5
Mishandling of Passenger Property				16	7	12	14	11	14	14	13	13	159
Mishandling of Passenger Property - D				2	1		1	1	1	1	1	1	9
Mishandling of Passenger Property - D				12	5	8	12	8	12	10	9	8	13
Mishandling of Passenger Property - Damaged/Missing Items-				1	1	1		2			1		7
Mishandling of Passenger Property - D				2	1	3	1	1	2	3	2	3	26
Patdown				5	3	2	5	2	4	3	1	3	39
Patdown - Flyer				4	3	2	5	1	4	3	2	4	35
Patdown - Flyer as Observer				1								1	2
Patdown - Non-Flyer						1					1		2
Persons w/ Disabilities (PWD)				4	2	5	3	2	3	4	1	9	2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Autism Spectrum								1		1			2
Persons w/ Disabilities (PWD) - Breast Cancer				2									2
Persons w/ Disabilities (PWD) - Cancer (general) I	1								1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1				1	2
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General	1						1			1	1		4
Persons w/ Disabilities (PWD) - Hearing Impairment		1									1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
Persons w/ Disabilities (PWD) - Medications	1		1							2	1		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility	1	1			3		1		1		3		10
Persons w/ Disabilities (PWD) - Prosthetic/Amputees and Ca		1								1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animal	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1	1	2					6
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling	16	7	16	13	10	14	18	14	14	23	14	14	173
Property - Special Handling - Damaged Items - Ca	2	3	4	3	4	3	3	2	2	3	2	4	32
Property - Special Handling - Damaged Items - Other	5	2	5	2	4	5	5	3	3	7	4	4	49
Property - Special Handling - Missing Items	4	1	3	1	2	1	4	2		2	3	3	26
Property - Special Handling - Missing Items - Other	7	2	5	6	1	4	6	7	9	11	5	3	66
Request for Assistance											2		2
Request for Assistance - Other											1		1
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening	9	8	5	6	3	4	4	6	19	7	11	5	87
Screening - Inconsistency	2				1				1	2	1		7
Screening - Lengthy Lines	1	1							1		1		4
Screening - Procedures/Process	8	5	4	5	2	3	4	6	15	4	9	4	69
Screening - Retrieving Abandoned/Confiscated Items				1					1	1			3
Screening - Security Breach	1					1			1		1		4
<b>2020</b>	<b>63</b>	<b>50</b>	<b>65</b>	<b>58</b>	<b>49</b>	<b>27</b>	<b>8</b>	<b>5</b>	<b>16</b>	<b>24</b>	<b>33</b>	<b>23</b>	<b>421</b>
Civil Rights	3	2	4	2	1		1	1	1				15
Civil Rights - Racial Profiling or Discrimination	3	1	2	1			1		1				9
Civil Rights - Screening of Religious or Cultural Garments			1										1
Civil Rights - Sex/Gender/Gender Identity - Not Transgender	1	1	1	1	1								4
Civil Rights - Sexual Orientation - Not Transgender								1					1
Customer Service	13	3	10	5	10	5	2	1	1	1	9	3	63
Customer Service - Others				1					1		1		3
Customer Service - TSO	13	3	9	5	10	5	2	1		1	8	3	60
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks	5	3	3	4		3				1	2	1	22
Locks - General	1												1
Locks - Missing or Damaged Lock	4	3	3	4		3				1	2	1	21
Lost and Found	1		1							1			3
Lost and Found - Airport/TSA	1		1							1			3
Mishandling of Passenger Property	7	12	17	16	13	2	1	1	5	4	5	5	88
Mishandling of Passenger Property - Damaged/Missing Items	1	2							1	1	1	1	7
Mishandling of Passenger Property - Disarrayed Item	6	8	13	14	10	2	1	1	4	3	4	1	67
Mishandling of Passenger Property - Damaged Item	1												1
Mishandling of Passenger Property - Disarrayed Item	4	3			3							3	13
Patdown	2	1	2	2	2	1			2	1	1		14
Patdown - Flyer	2	1	1	1	2	1			2	1	1		12
Patdown - Flyer as Observer				1	1								2
Persons w/ Disabilities (PWD)	6	4	7	2	5	2	1	1	1	2		1	32
Persons w/ Disabilities (PWD) - Cognitive /Developmental	1												2
Persons w/ Disabilities (PWD) - Diabetes		1					1						2
Persons w/ Disabilities (PWD) - General		1			1				1				3
Persons w/ Disabilities (PWD) - Medications	2	1	2	1	2				1				9
Persons w/ Disabilities (PWD) - Mobility	1			1	2					1			5
Persons w/ Disabilities (PWD) - Prosthetic/Amp	3					1						1	5
Persons w/ Disabilities (PWD) - Touch Aversion (p	2						1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	2					1							3
Persons w/ Disabilities (PWD) - Wounded Warrior	1												1
Property - Special Handling	21	16	15	13	10	9			5	12	13	9	123
Property - Special Handling - Damaged Items	3	3	2			1			1	2			12
Property - Special Handling - Damaged Items - Other	4	1	5	1	4	3			1	1	3	3	26
Property - Special Handling - Missing Items	2	2	2	3		1				1			11
Property - Special Handling - Missing Items - Other	12	10	6	9	6	4			4	9	8	6	74
Screening	5	8	6	14	8	5	3	1	1	2	3	4	60
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines			2	1									1
Screening - Procedures/Process	4	6	4	13	7	4	2	1	1	1	3	3	49
Screening - Retrieving Abandoned/Confiscated Items	1								1				2
Screening - Security Breach				1		1							2
<b>2021</b>	<b>31</b>	<b>17</b>	<b>18</b>	<b>12</b>	<b>10</b>	<b>16</b>	<b>23</b>	<b>41</b>	<b>56</b>				<b>224</b>
Airline									2				2
Airline - Policy/Regulations/Service									2				2
Civil Rights	1		5			1	2	5	1				15
Civil Rights - Racial Profiling or Discrimination			4		1	1	4						10
Civil Rights - Sex/Gender/Gender Identity	1					1	1						3
Civil Rights - Sexual Orientation - Not Transgender			1			1	1						1
Civil Rights - Transgender Screening									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	6	1	3	6	1	1	3	6	9				36
Customer Service - CSM	1												1
Customer Service - TSO	5	1	3	6	1	1	3	6	9				35
Expedited Passenger Screening Program				1	3	1	7	15	27				54
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck			1	3	1	6	13	26					50
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Human Capital									1				1
Human Capital - Prospective Employment with TSA								1					1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks	1	2	1	1				1					6
Locks - Missing or Damaged Lock	1	2	1	1				1					6
Lost and Found	1	1						1					3
Lost and Found - Airport/TSA	1	1						1					3
Mishandling of Passenger Property	4	4	3	2	4	4	1	2	1				25
Mishandling of Passenger Property - Damaged/Mis	1	1	1	1	2	1	1						8
Mishandling of Passenger Property - D	3	1	2	1	3	1			1				12
Mishandling of Passenger Property - D	1	2				1		1					5
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	2	1					2		2				7
Patdown - Flyer	1	1							1				3
Patdown - Flyer as Observer	1						2		1				4
Persons w/ Disabilities (PWD)	2			1			1	3					7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabet	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sco			1										1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Wheel	1												1
Property - Special Handling	8	7	1			1	4	4	6	9			40
Property - Special Handling - Damaged Items - Carry-On					1	1		3	3	3			8
Property - Special Handling - Damaged	4	4						3	1	1			13
Property - Special Handling - Missing I	1						1			4			6
Property - Special Handling - Missing I	3	3	1			2	1	2	1				13
Screening	6	1	4	1	1	4	1	3	5				26
Screening - Children							1						1
Screening - Classified Materials								1					1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines										2			2
Screening - Procedures/Process	6	1	4	1		2		3	2				19

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAT	40	57	58	67	64	50	68	78	77	59	47	56	721
2018				21	21	22	24	29	27	28	19	18	209
Civil Rights					1					2	1		4
Civil Rights - Hair Patdowns					1						1		2
Civil Rights - Racial Profiling or Discrimination										2			2
Customer Service				3	5	2	3	8	7	6	3	2	39
Customer Service - Others					1			2	2	1			6
Customer Service - TSO				3	4	2	3	6	5	5	3	2	33
Locks				4	2	1	2	1	1	1	1	1	13
Locks - Missing or Damaged Lock				4	2	1	2	1	1	1	1	1	13
Mishandling of Passenger Property				10	4	7	7	6	8	7	5	7	61
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1			1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked				9	3	6	6	5	7	5	3	6	50
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1			1	1		1	1	1	6
Patdown					1	2	2	1	1	3	2	1	13
Patdown - Flyer					1	2	2	1	1		2	1	11
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)					1	1	1	4	1				8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1	1				2
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				3	6	4	8	6	5	11	4	3	50
Property - Special Handling - Damaged Items - Carry-On					1	1		1	1	3	1	1	9
Property - Special Handling - Damaged Items - Checked				3	3	1	4	1	2	5	2		21
Property - Special Handling - Missing Items - Carry-On					1	1			1				3
Property - Special Handling - Missing Items - Checked				2	1	3	4	1	3	1	2		17
Request for Assistance					1						1		2
Request for Assistance - Other											1		1
Request for Assistance - Wounded Warrior (MSIJSOC)					1								1
Screening					2	3	3	2	2	1	3	3	19
Screening - Inconsistency								1		1			3
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process					2	2	2	1	2		2	3	14
2019	20	31	34	26	17	16	25	30	23	24	26	28	300
Civil Rights	4	5	2	2							2		15
Civil Rights - Hair Patdowns		1											1
Civil Rights - National Origin		2											2
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination	3	1											5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1	1	2										4
Civil Rights - Transgender Screening				1							1		2
Customer Service	3	7	8	3	1	6	6	3	5	6	4	7	59
Customer Service - Others		4			1								5
Customer Service - TSO	3	3	8	3		6	6	3	5	6	4	7	54
Locks				2	2		1	3	1		1	2	12
Locks - Missing or Damaged Lock				2	2		1	3	1		1	2	12
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	8	2	11	7	5	2	7	7	4	4	7	10	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	2	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked	5	2	8	6	4		4	7	4	4	4	5	53
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2		3	1	1	2	3				2	3	17
Patdown	1	1						3	2				7
Patdown - Flyer	1	1						3	2				7
Persons w/ Disabilities (PWD)	2	1		2	1	1	1		1	1	3		13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1							1		1
Persons w/ Disabilities (PWD) - Medical Devices - Prosthetic/Amputees and Casts				1							1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1				1		2
Property - Special Handling	3	11	6	9	5	5	6	10	6	9	5	6	81
Property - Special Handling - Damaged Items - Carry-On	1	1		1		2		2	1	1	1	3	13
Property - Special Handling - Damaged Items - Checked	1	3	2	4	1	1	1	4	2	1	1		21
Property - Special Handling - Missing Items - Carry-On	2	2	2	2					2	2	1		13
Property - Special Handling - Missing Items - Checked	1	5	2	2	2	2	5	4	1	5	2	3	34
Screening	3	5	4	1	1	2	4	4	4	4	4	2	38
Screening - Children						1							1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1	1				2		1	1		1	7
Screening - Procedures/Process	3	4	3	1	1	1	2	4	3	2	3	1	28
Screening - Security Breach												1	1
2020	15	20	20	16	19	6	2	3	9	7	2	10	129
Civil Rights	1	1		2	1				1				6

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination		1		1	1								4
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	4	2	4	1	5	1	1	1	3	3	3	28	
Customer Service - Others										1			1
Customer Service - TSO	4	2	4	1	5	1	1	1	2	3	3	27	
Locks	1	2	1		3	1					1	9	
Locks - General					1								1
Locks - Missing or Damaged Lock	1	2	1		2	1					1	8	
Mishandling of Passenger Property	5	4	6	3	4				1	1	1	3	28
Mishandling of Passenger Property - Damaged	5	4	6	3	3				1	1	1	3	26
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked					1						1		2
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	1	1	1	1	2					1		7	
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - General				1						1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2								2
Persons w/ Disabilities (PWD) - Mobility Disability		1											1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Gels/Aerosols	1												1
Property - Special Handling	2	4	4	7	2	1		1	3	2	1	2	29
Property - Special Handling - Damaged	1	1	1	3				1	2	1	1		11
Property - Special Handling - Missing Items - Carry-on	1	1			1								3
Property - Special Handling - Missing Items	1	2	2	4	1	1			1	1	1	2	15
Screening	5	4	2	2	3	1	1			1	1	1	20
Screening - Procedures/Process	4	3	2	2	3	1	1			1	1	1	18
Screening - Security Breach	1	1											2
<b>2021</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>17</b>	<b>16</b>	<b>18</b>				<b>83</b>
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights	1	1	2				1						5
Civil Rights - Racial Profiling or Discrimination	1	1	1										3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1						2
Customer Service	1		1	1	1	1	3	4	3				15
Customer Service - TSO	1		1	1	1	1	3	4	3				15
Expedited Passenger Screening Program		2			1	3	5	7	5				23
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program						1	1	1					3
Expedited Passenger Screening Program - TSA PreCheck	2			1	2	3	6	5					19
Locks		1							1				2
Locks - Missing or Damaged Lock		1							1				2
Mishandling of Passenger Property	2	1		1			2		1				7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L			1										1
Mishandling of Passenger Property - Damaged	1	1					1		1				4
Mishandling of Passenger Property - Damaged	1						1						2
Persons w/ Disabilities (PWD)				1					2				3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1
Prohibited & Permitted Items				2					1				3
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Prohibited & Permitted Items - Remains				1									1
Property - Special Handling	2	1					3	4	3				13
Property - Special Handling - Damaged Items - Carry-On						1	1						2
Property - Special Handling - Damaged	1	1					2	1	1				6
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items	1						1	2					4
Screening		2			2	2	3	1	1				11
Screening - Inconsistency					2		1		1				4
Screening - Procedures/Process		2				1	2	1					6
Screening - Retrieving Abandoned/Confiscated Items						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAV	30	20	21	28	27	27	30	38	26	37	21	21	326
2018				8	9	9	5	6	11	16	7	11	82
Civil Rights								1					1
Civil Rights - Screening of Religious or Cultural Garments								1					1
Customer Service					1	1	1	1	2	1	1	1	9
Customer Service - TSO					1	1	1	1	2	1	1	1	9
Locks				1						1			2
Locks - Missing or Damaged Lock				1						1			2
Mishandling of Passenger Property				3	2	5	2	1	5	7	3	4	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			1		2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked				3	2	4	1	1	4	3	1	4	23
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		4			5
Patdown					3	1				1		1	6
Patdown - Flyer					2	1				1		1	5
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)					1						1	1	3
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1						1		2
Property - Special Handling				2	1	2		2	3	5		4	19
Property - Special Handling - Damaged Items - Carry-On							1			2		2	5
Property - Special Handling - Damaged Items - Checked									2	1		1	4
Property - Special Handling - Missing Items - Carry-On					1	1		1		1			4
Property - Special Handling - Missing Items - Checked				2				1		2		1	6
Screening					2	1		2	1	1	1	2	10
Screening - Lengthy Lines							2				1		3
Screening - Procedures/Process				2				1	1		1		5
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach											1		1
2019	10	12	11	6	8	6	15	21	6	15	11	6	127
Civil Rights	3	2						1			1		7
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination	1	1											2
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1							1			1	1	3
Civil Rights - Transgender Screening			1										1
Customer Service	1	1	1			1	3	3	1	2	3	1	17
Customer Service - Others	1							1			1		3
Customer Service - TSO			1	1		1	3	2	1	2	2	1	14
Locks	1	1	1	1	2	1		3		1			11
Locks - Missing or Damaged Lock	1	1	1	1	2	1		3		1			11
Mishandling of Passenger Property	3	3		1	2	2	4	4	1	4	4	2	30
Mishandling of Passenger Property - D	1						1			1			4
Mishandling of Passenger Property - D	1	3		1	1	2	3	3		4	3	1	22
Mishandling of Passenger Property - D	1				1			1			1		4
Patdown			1	2				1	3		1		8
Patdown - Flyer			1	2				1	3		1		8
Persons w/ Disabilities (PWD)						1		1	1	1	1		5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1	1					2
Property - Special Handling	2	2	3	1	4	1	5	3	3	4	3	2	33
Property - Special Handling - Damaged Items - Carry-On		1		1	1	1	2		1	1	1		8
Property - Special Handling - Damaged	2						1	1	2				8
Property - Special Handling - Missing Items - Carry-On			1	1			1	1		1	2	1	7
Property - Special Handling - Missing Items - Chec	2	2			2		1	2			1		10
Screening	4	1	2	2				2	3		2		16
Screening - Inconsistency	2												2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	1	2	2			2	3		2			13
2020	13	5	8	10	6	6	1		3	6	3	4	65
Civil Rights	1					2				1			4
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination						1				1			2
Customer Service	1	2	1	1	2					2		1	10
Customer Service - TSO	1	2	1	1	2					2		1	10
Locks	2				2								4
Locks - Missing or Damaged Lock	2				2								4
Mishandling of Passenger Property	4		4	4	2	2	1		1	1	1		20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L			1					1					2
Mishandling of Passenger Property - D	3	4	3	2	2					1			15
Mishandling of Passenger Property - D	1						1				1		3
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - Mobility Disability		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Property - Special Handling	2	1	2	2	1	1						2	11
Property - Special Handling - Damaged Items - Ca	1	1											2
Property - Special Handling - Damaged	1				1								2
Property - Special Handling - Missing I	1				1							1	3
Property - Special Handling - Missing Items - Checked			1		1	1						1	4
Screening	2	1	1	1	1	1			2	2	1	1	12
Screening - Lengthy Lines	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1	1	1	1		1			2	2	1	1	11
<b>2021</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>11</b>	<b>6</b>				<b>52</b>
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service		1	1		4	1	2	3					12
Customer Service - TCC			1										1
Customer Service - TSO		1			4	1	2	3					11
Expedited Passenger Screening Program				1			1	5	5				11
Expedited Passenger Screening Program - TSA PreCheck							1	5	5				11
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	4	2			1			1					8
Mishandling of Passenger Property - Damaged/Mis		1											1
Mishandling of Passenger Property - D	3	1			1								5
Mishandling of Passenger Property - D	1						1						2
Patdown					1				1				2
Patdown - Flyer									1				1
Patdown - General					1								1
Persons w/ Disabilities (PWD)	1							1					2
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Medical	1												1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Alcohol and Tobacco							1						1
Property - Special Handling	2		1	1		3	3						10
Property - Special Handling - Damaged	1						1						2
Property - Special Handling - Damaged Items - Checked	1		1			1							3
Property - Special Handling - Missing I	1					1	3						5
Screening					1	2				1			4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process					1	2							3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SBA</b>	<b>8</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>12</b>	<b>13</b>	<b>9</b>	<b>5</b>	<b>96</b>
<b>2018</b>													
Customer Service				1	4	3	2	3	4	5	4	1	27
Customer Service - Others												1	1
Customer Service - TSO				1						1	1		4
Locks					1					1	1		3
Locks - Missing or Damaged Lock					1					1	1		3
Mishandling of Passenger Property					1		1	2			1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1					1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown						1	2			1	2	1	7
Patdown - Flyer						1	2			1	2	1	7
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - Service Animals						1						1	
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1			1	
Screening						1		1			1		4
Screening - Procedures/Process						1		1			1		4
<b>2019</b>	<b>3</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>33</b>
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service						1	1	1			1		4
Customer Service - Others						1						1	
Customer Service - TSO							1	1			1		3
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Patdown	1	1			1	1	1	1		2	2	2	12
Patdown - Flyer		1			1	1	1	1		2	2	2	11
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)										2	1	1	4
Persons w/ Disabilities (PWD) - Autism Spectrum										1	1	1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling	1	1					1			1	2	1	8
Property - Special Handling - Damaged Items - Carry-On										1		1	1
Property - Special Handling - Damaged	1	1								1		1	4
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked										1		1	2
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening							1	1				2	
Screening - Procedures/Process							1	1				2	
<b>2020</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>5</b>		<b>1</b>				<b>1</b>	<b>1</b>		<b>20</b>
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service	1			1		2							4
Customer Service - Others	1											1	
Customer Service - TSO				1	2							3	
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	2	1			1								4
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - Damaged/Mi:	1				1							2	
Mishandling of Passenger Property - D	1												1
Patdown	1			1	1								3
Patdown - Flyer	1			1	1								3
Property - Special Handling				1	1							1	3
Property - Special Handling - Damaged Items - Checked					1							1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked					1							1	1
Screening		1					1				1		3
Screening - Procedures/Process		1					1				1		3
<b>2021</b>		<b>1</b>	<b>1</b>		<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>				<b>16</b>
Customer Service							1				1		2
Customer Service - TSO								1			1		2
Expedited Passenger Screening Program										1	2		3
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck									1	1			2
Mishandling of Passenger Property		1	1			2	1						5
Mishandling of Passenger Property - Damaged/Mi:	1	1				2	1						5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Screening						1		2	2				5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process								2	1				3
Screening - Retrieving Abandoned/Confiscated Items						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SBN</b>	<b>10</b>	<b>10</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>11</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>10</b>	<b>5</b>	<b>83</b>
<b>2018</b>													
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Flyer													1
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service													3
Customer Service - TSO													3
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage													1
Patdown													4
Patdown - Flyer													4
Persons w/ Disabilities (PWD)													2
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks													1
Property - Special Handling													4
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Checked													3
Screening													6
Screening - Lengthy Lines													1
Screening - Procedures/Process													5
<b>2019</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>32</b>	
Civil Rights	1	1											3
Civil Rights - Racial Profiling or Discrimination	1	1											3
Customer Service	2	1											7
Customer Service - TSO	2	1											7
Locks	1												2
Locks - Missing or Damaged Lock	1												2
Mishandling of Passenger Property	1												5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage	1												2
Patdown													1
Patdown - Flyer													1
Property - Special Handling	2	3	1	1	1								11
Property - Special Handling - Damaged Items - Ca	3												3
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Ca	1												2
Property - Special Handling - Missing Items - Checked	1												5
Screening													3
Screening - Lengthy Lines													2
Screening - Procedures/Process													1
<b>2020</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>3</b>					<b>2</b>	<b>9</b>
Customer Service													1
Customer Service - Others													1
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked Baggage	1	1											2
Property - Special Handling													1
Property - Special Handling - Missing Items - Carry-On													1
Screening													5
Screening - Inconsistency													1
Screening - Procedures/Process													3
Screening - Retrieving Abandoned/Confiscated Items													1
<b>2021</b>	<b>2</b>	<b>2</b>			<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>			<b>17</b>
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program													6
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck													5
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Electronic Devices													1
Property - Special Handling	1	1											4
Property - Special Handling - Damaged Items - Ch	1												3
Property - Special Handling - Missing Items - Ch	1												1
Screening													3
Screening - Crew Member or Airline Employee													1
Screening - Procedures/Process													2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SBP</b>	2	3	5	1	6	5	9	6	5	5	7	6	60
<b>2018</b>					1	2		3	1	3	5	3	18
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Mishandling of Passenger Property								1	1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1	1			3
Patdown						1					1		2
Patdown - Flyer						1					1		2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening						2		1			3	2	8
Screening - Procedures/Process						2		1			3	2	8
<b>2019</b>	2	3	2	1	2	2	4	3	2		2	3	26
Customer Service	2	1			1	1	2			1		1	9
Customer Service - Others	2	1				1	1						5
Customer Service - TSO						1		1				1	4
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property						1	2	2			1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2	2					4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1	1	3
Patdown	1					1						1	3
Patdown - Flyer	1					1						1	3
Persons w/ Disabilities (PWD)		1									1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1					1							2
Screening - Procedures/Process	1					1							2
<b>2020</b>		3			2					2	2		9
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Mishandling of Passenger Property		3			1					1			5
Mishandling of Passenger Property - Damaged/Missing Items-		3			1					1			5
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2021</b>					1	1	5						7
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Expedited Passenger Screening Program						1	1						2
Expedited Passenger Screening Program - TSA PreCheck						1	1						2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening						1		1					2
Screening - Procedures/Process						1		1					2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SBY</b>													
<b>2018</b>	2	1			1	3		2		1		1	11
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Property - Special Handling						1				1			2
Property - Special Handling - Damaged Items - Checked						1				1			2
<b>2019</b>		1							2				3
Customer Service		1											1
Customer Service - TSO		1											1
Screening								2					2
Screening - Lengthy Lines							1						1
Screening - Security Breach							1						1
<b>2020</b>	1	1			1							1	4
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property	1	1										1	3
Mishandling of Passenger Property - Damaged/Mi:	1	1										1	3
<b>2021</b>						1							1
Screening						1							1
Screening - Crew Member or Airline Employee						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SCC</b>	<b>1</b>								<b>1</b>		<b>2</b>	<b>3</b>	<b>7</b>
<b>2018</b>											<b>2</b>	<b>2</b>	
Mishandling of Passenger Property											<b>1</b>	<b>1</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											<b>1</b>	<b>1</b>	
Screening											<b>1</b>	<b>1</b>	
Screening - Procedures/Process											<b>1</b>	<b>1</b>	
<b>2019</b>										<b>1</b>	<b>1</b>	<b>2</b>	
Customer Service										<b>1</b>	<b>1</b>	<b>2</b>	
Customer Service - Others											<b>1</b>	<b>1</b>	
Customer Service - TSO											<b>1</b>	<b>1</b>	
<b>2020</b>	<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>
Mishandling of Passenger Property - D	<b>1</b>								<b>1</b>		<b>1</b>		<b>3</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SCK</b>	1	1	2	4	1	1	2	1	1	2	2	3	20
<b>2018</b>													
Civil Rights						1		1		1		3	6
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service												3	3
Customer Service - TSO												3	3
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2019</b>						1				1	2		4
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked & Rechecked					1						1		2
Screening										1			1
Screening - Procedures/Process										1			1
<b>2020</b>	1	1	2	2		1					1		8
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service			1				1						2
Customer Service - TSO			1				1						2
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Screening			2								1		3
Screening - Crew Member or Airline Employee			1										1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process										1			1
<b>2021</b>						1		1					2
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SDF	21	24	32	27	23	33	20	38	39	36	24	20	337
2018				4	7	13	11	13	16	14	10	6	94
Civil Rights						1				2	1		4
Civil Rights - Hair Patdowns						1				1			2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service					1	4		1	1			1	8
Customer Service - Others						1						1	1
Customer Service - TSO						1	3		1	1		1	7
Locks					1					2	1		4
Locks - Missing or Damaged Lock					1					2	1		4
Lost and Found						1						1	2
Lost and Found - Airport/TSA						1						1	2
Mishandling of Passenger Property				2	2	3	3	8	4	4	4	3	33
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	2	3	2	6	4	4	2	3	28
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	2			2		5
Patdown						1	1	1	1	1	1	1	7
Patdown - Flyer						1	1	1	1	1	1	1	7
Persons w/ Disabilities (PWD)							1					1	2
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1					1	1
Property - Special Handling				1		2	4	2	8	3	2		22
Property - Special Handling - Damaged Items - Checked						1	1	1	3			6	
Property - Special Handling - Missing Items - Carry-On						1						1	
Property - Special Handling - Missing Items - Checked			1				3	1	5	3	2		15
Screening						2	1	3	1	2	2	1	12
Screening - Lengthy Lines						1	1	1					3
Screening - Procedures/Process							2	1	1	2	1		7
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach					1								1
2019	5	10	9	9	6	13	7	19	11	17	10	7	123
Civil Rights	1					1		1		1	1		5
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1	1	1	2	1	1	1	1		2	1		12
Customer Service - TSO	1	1	1	2	1	1	1	1		2	1		12
Locks	1		1	1		2		4	1	2		1	13
Locks - Missing or Damaged Lock	1		1	1		2		4	1	2		1	13
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	4	2	2	2	2	2	3	5	3	4	1	4	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Mis	4	2	2	2	2	2	2	3	2	2	1	4	26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	2		2			5
Patdown		1				1				1		1	4
Patdown - Flyer		1				1				1		1	4
Persons w/ Disabilities (PWD)	1	1	1					1	2	2			8
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medic	1	1										2	
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel			1									1	
Persons w/ Disabilities (PWD) - Service Animals										2			2
Property - Special Handling	2	1	3	3	2	3	2	3	3	5	4	1	32
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged	1		1	1				1	1	2	3		10
Property - Special Handling - Missing Items - Carry-On			1			1						1	3
Property - Special Handling - Missing I	1	1	1	2	2	1	2	2	2	3	1		18
Screening		1	1	1		4	1	4		1	3		16
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1	1	1		4	1	4		1	1		14
Screening - Security Breach											1		1
2020	11	9	14	11	9	2		1	2	5	4	7	75
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights	1		1	1							1		4
Civil Rights - Racial Profiling or Discrin	1		1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service			3	1	1			1				1	7
Customer Service - TSO			3	1	1			1				1	7
Locks	2	1	2						1	1			7
Locks - Missing or Damaged Lock	2	1	2						1	1			7
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	3	2	4	3	2				1	1		2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - D	1	2	3	3	2					1	2		14
Mishandling of Passenger Property - D	2		1										3
Patdown	1		2			1	1				1		6
Patdown - Flyer	1		1				1					1	4
Patdown - Non-Flyer			1			1							2
Persons w/ Disabilities (PWD)			2										2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Hearing Impairme	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (p	1												1
Property - Special Handling	5	1	1	1	4					2	4	18	
Property - Special Handling - Damaged Items - Carry-On											1	1	
Property - Special Handling - Damaged Items - Ch	1				3							4	
Property - Special Handling - Missing I	1											1	
Property - Special Handling - Missing I	4		1	1	1					2	3	12	
Request for Assistance				1								1	
Request for Assistance - Other				1								1	
Screening	1	2	1	2	1	1				1	1	10	
Screening - Lengthy Lines						1						1	
Screening - Procedures/Process	1	2	1	2	1						1	8	
Screening - Security Breach											1	1	
<b>2021</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>10</b>				<b>45</b>
Civil Rights				2								2	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2								2	
Customer Service	2	2	7	1		1		1	2			16	
Customer Service - TSO	2	2	7	1		1		1	2			16	
Expedited Passenger Screening Program					1	1		2	5			9	
Expedited Passenger Screening Program - TSA PreCheck					1	1		2	5			9	
Locks					1							1	
Locks - Missing or Damaged Lock					1							1	
Mishandling of Passenger Property	2					1				1		4	
Mishandling of Passenger Property - D	2					1				1		4	
Patdown									1			1	
Patdown - Flyer									1			1	
Persons w/ Disabilities (PWD)				1								1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1								1	
Property - Special Handling	1	2					1	1	2			7	
Property - Special Handling - Damaged Items - Ca	1						1		1			3	
Property - Special Handling - Damaged Items - Checked									1			1	
Property - Special Handling - Missing I	1	1							1			3	
Screening				1			2	1				4	
Screening - Inconsistency							1					1	
Screening - Procedures/Process				1			1	1				3	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SDY</b>				1		1			1				3
<b>2018</b>				1									1
Customer Service					1								1
Customer Service - TSO					1								1
<b>2021</b>						1			1				2
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA Application Program								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SEA	224	212	230	246	255	252	235	308	360	244	268	216	3,050
2018				87	88	100	90	124	151	118	114	86	958
Civil Rights				5	4	2	4	5	7	6	5		38
Civil Rights - Age											1		1
Civil Rights - National Origin							1		3	1	1		6
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination				1	2		3	3	2	4	3		18
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				3	2				1				6
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening				1		1		1	1				4
Customer Service				11	13	14	24	24	22	20	25	11	164
Customer Service - CSM						3	1	1	3	4	2		1
Customer Service - Others									3	4	2		14
Customer Service - TSO				11	13	11	23	23	19	16	23	10	149
Locks				3	10	5	4	4	5	4	7	5	47
Locks - General				1									1
Locks - Missing or Damaged Lock				2	10	5	4	4	5	4	7	5	46
Lost and Found				1	2			1	3	3	3		13
Lost and Found - Airport/TSA				1	2			1	3	3	3		13
Mishandling of Passenger Property				29	18	20	21	16	25	26	31	24	210
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on L				2	2	4	3	1	2	4	2	1	21
Mishandling of Passenger Property - Damaged/Missing Items-Checked E				22	12	13	15	15	17	18	23	20	155
Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage										1	2		3
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Chec				5	4	3	3		6	3	4	3	31
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown				10	4	2		3	1	5	7	1	33
Patdown - Flyer				10	4			3	1	4	4	1	27
Patdown - Flyer as Observer						1				1	3		5
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)				2	6	7	3	4	3	6	3	8	42
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabi				1	1	1				1			4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				1		4	1	1				1	8
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1		1	1					1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1			1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				2								2	4
Persons w/ Disabilities (PWD) - Service Animals										2			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment										1		1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		1	2	1		2	7
Property - Special Handling				20	22	24	11	18	20	19	14	22	170
Property - Special Handling - Damaged Items - Carry-On				5	2	4	3	2	2	3	1	2	24
Property - Special Handling - Damaged Items - Checked				5	8	3	2	3	5	6	5	5	42
Property - Special Handling - Missing Items - Carry-On				3	4	3	2	1	7	3	5	7	35
Property - Special Handling - Missing Items - Checked				7	8	14	4	12	6	7	3	8	69
Request for Assistance						1	2			1			4
Request for Assistance - Other						1	1						2
Request for Assistance - Wounded Warrior (MSIJSOC)							1			1			2
Screening				6	8	24	23	49	65	28	19	14	236
Screening - Children											1		1
Screening - Crew Member or Airline Employee								1					1
Screening - Gate Pass									1				1
Screening - Inconsistency				1		2			1	1	2		7
Screening - Lengthy Lines				1	4	12	12	27	50	6	10	5	127
Screening - Procedures/Process				3	4	9	10	19	12	21	5	6	89
Screening - Retrieving Abandoned/Confiscated Items				1			1	1	1		1	1	6
Screening - Security Breach						1	1				2		4
2019	93	109	104	52	68	80	73	95	92	95	92	90	1,043
Advanced Imaging Technology (AIT)				1					1				2
Advanced Imaging Technology (AIT) - Flyer				1					1				2
Civil Rights	4	3	5	2		5	2	5	4	3	1	5	39
Civil Rights - Age	1			1						1		1	4
Civil Rights - Constitutional Rights					1		1						2
Civil Rights - Hair Patdowns				1		1							2
Civil Rights - Headwear	1												1
Civil Rights - National Origin						1		1					2
Civil Rights - Racial Profiling or Discrimination	2	3				1		2	2	1		2	13
Civil Rights - Sex/Gender/Gender Ident	2	1	1			1	1	1		1	1	1	10
Civil Rights - Transgender Screening						1		1	2			1	5
Customer Service	15	21	28	8	13	8	20	15	23	13	21	25	210
Customer Service - Others		1	1		1	1	1		1		2	1	9
Customer Service - TSO	15	20	27	8	12	7	19	15	22	13	19	24	201
Locks	5	8	4	3	6	7	2	1	4	3	4	5	52
Locks - General			1										1
Locks - Missing or Damaged Lock	5	8	3	3	6	7	2	1	4	3	4	5	51

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found	1	1	1	2			1	2	2	1	2		13
Lost and Found - Airport/TSA	1	1	1	2			1	2	2	1	2		13
Mishandling of Passenger Property	17	23	27	11	10	12	11	17	18	20	23	21	210
Mishandling of Passenger Property - Damaged/Missing Items	1	1				1			2	2	2	3	12
Mishandling of Passenger Property - Damaged	12	18	21	8	9	9	8	12	15	16	17	16	161
Mishandling of Passenger Property - Damaged/Missing Items	1										1		2
Mishandling of Passenger Property - Damaged	5	4	4	3	1	2	3	5	1	2	3	2	35
Patdown	2	5	2	2	5	4	4	9	3	9	4	2	51
Patdown - Children		1								1			2
Patdown - Flyer	2	3	1	1	5	2	3	9	3	6	4	2	41
Patdown - Flyer as Observer		1				2				2			5
Patdown - Non-Flyer			1	1			1						3
Persons w/ Disabilities (PWD)	5	8	8	1	2	9	9	4	7	6	3	5	67
Persons w/ Disabilities (PWD) - Autism Spectrum							1			1			2
Persons w/ Disabilities (PWD) - Breast Cancer											1	1	
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast			2							1			3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1	1						3
Persons w/ Disabilities (PWD) - Diabetes	1							1	1				4
Persons w/ Disabilities (PWD) - General	1						1	1					4
Persons w/ Disabilities (PWD) - Internal	1				1		1		1			1	5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to		1										1	2
Persons w/ Disabilities (PWD) - Medically Necessary	3	1						1			2		7
Persons w/ Disabilities (PWD) - Metal	1									1			2
Persons w/ Disabilities (PWD) - Mobility	1	2	1			3		2		2	2		13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1					1	2
Persons w/ Disabilities (PWD) - Service Animals	1			1									2
Persons w/ Disabilities (PWD) - Touch Aversion (p	1	1					1						3
Persons w/ Disabilities (PWD) - Wheel	1		2			2	2	1	3			1	12
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling	19	19	12	11	13	14	18	14	13	28	16	22	199
Property - Special Handling - Damaged	1	1	1	1	3	1	1	1	1	1	2	1	15
Property - Special Handling - Damaged	1	5	3	3	2	3	5	3	3	5	3	6	42
Property - Special Handling - Missing I	6	3	1	2	4	2	2	5	1	7	5	7	45
Property - Special Handling - Missing I	11	10	7	5	4	8	10	5	8	15	6	8	97
Request for Assistance	1	1				1				2	1		6
Request for Assistance - Other	1	1				1				2	1		6
Screening	24	20	16	12	19	20	6	28	17	10	17	5	194
Screening - Children					1								1
Screening - Crew Member or Airline Empl	1										1		2
Screening - Inconsistency	2	2	1		1	1	1			1	1		10
Screening - Lengthy Lines	7	7	4	1	4	7	1	8	5		2		46
Screening - Procedures/Process	11	11	10	9	13	11	3	20	11	8	12	5	124
Screening - Retrieving Abandoned/Confiscated Items				1		1							2
Screening - Security Breach	3		1	1		1				1	1		9
2020	82	68	101	75	73	36	16	18	32	31	62	40	634
Advanced Imaging Technology (AIT)	1				1								2
Advanced Imaging Technology (AIT) -	1												1
Advanced Imaging Technology (AIT) - Flyer as Observer				1									1
Civil Rights	6	1	5	2	2	1	1	1			3	1	22
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin													1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrin	4	1	1	1			1	1			1	1	10
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identit	2		1	1									4
Civil Rights - Transgender Screening			1		2						1		4
Customer Service	15	12	15	25	11	4	1	4	4	5	6	5	107
Customer Service - Others	4												4
Customer Service - TSO	11	12	15	25	11	4	1	4	4	5	6	5	103
Locks	7	5	6	5	4	1				2	6	1	37
Locks - Missing or Damaged Lock	7	5	6	5	4	1				2	6	1	37
Lost and Found	1	1	1	1	1				1		1		6
Lost and Found - Airport/TSA	1	1	1	1	1				1		1		6
Mishandling of Passenger Property	21	12	35	11	13	12	4	3	11	11	14	12	159
Mishandling of Passenger Property - D	3		4	2							2		11
Mishandling of Passenger Property - D	13	10	24	7	10	7	3	2	8	10	10	11	115
Mishandling of Passenger Property - D	5	2	7	2	3	5	1	1	3	1	2	1	33
Notice of Violation/Civil Penalties													1
Notice of Violation/Civil Penalties - General												1	1
Patdown	1	2	3	3		1	1	1	1		1		14
Patdown - Flyer	1	2	3	3		1	1	1	1		1		14
Persons w/ Disabilities (PWD)	5	9	2	6	4	2		1	1	1	5	2	38
Persons w/ Disabilities (PWD) - Autism	1												1
Persons w/ Disabilities (PWD) - Breast	1												1
Persons w/ Disabilities (PWD) - Cognitive /Develo	1	1				1							2
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Gener	1									1	1		3
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				2	1			1					4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability	4	1									2	1	8
Persons w/ Disabilities (PWD) - Ostom	1				1								2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment													1 1
Persons w/ Disabilities (PWD) - Service Animal	1												2 2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1					1							3 3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	3				3								6 6
Prohibited & Permitted Items													2 2
Prohibited & Permitted Items - Firearm/Ammunition													1 1
Prohibited & Permitted Items - Food/Beverages													1 1
Property - Special Handling	11	13	17	16	24	4	5	6	9	8	17	10	140
Property - Special Handling - Damaged	1		1	1				1	1		3	2	10
Property - Special Handling - Damaged Item	3	5	6	5	10	1	1	3	1	3	5	1	44
Property - Special Handling - Missing Item	3		2	1	5	2	1	2	2	1	1	4	24
Property - Special Handling - Missing Item	4	8	8	9	9	1	3		5	4	8	3	62
Request for Assistance						1							2 2
Request for Assistance - Other						1							2 2
Screening	15	13	17	5	13	10	4	3	5	4	9	6	104
Screening - Crew Member or Airline Employee						1	1		1				3 3
Screening - Inconsistency	1	1				1							4 4
Screening - Lengthy Lines	4		2	2	4								12 12
Screening - Procedures/Process	10	11	10	3	9	6	3	3	4	2	9	5	75 75
Screening - Retrieving Abandoned/Confiscated Item	1	1				1							3 3
Screening - Security Breach						1					1		7 7
<b>2021</b>	<b>49</b>	<b>35</b>	<b>25</b>	<b>32</b>	<b>26</b>	<b>36</b>	<b>56</b>	<b>71</b>	<b>85</b>				<b>415</b>
Airline							1						1 1
Airline - Policy/Regulations/Service							1						1 1
Civil Rights				1	2	1		2	1	4	5		16 16
Civil Rights - Constitutional Rights											1		1 1
Civil Rights - Hair Patdowns											1		1 1
Civil Rights - Racial Profiling or Discrimination	1	2	1							2	1		7 7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1	1	2	2			6 6
Civil Rights - Transgender Screening							1						1 1
Customer Service	8	6	10	17	7	9	10	17	14				98 98
Customer Service - CSM	1												1 1
Customer Service - Others						1	1						2 2
Customer Service - TSO	8	5	10	17	6	8	10	17	14				95 95
Expedited Passenger Screening Program				2	1	1	7	17	18	38			84 84
Expedited Passenger Screening Program - DoD								1					1 1
Expedited Passenger Screening Program - TSA Application Program								2	3	4			9 9
Expedited Passenger Screening Program - TSA PreCheck	2	1	1		7	14	15	15	34				74 74
Hazardous Materials Safety							1						1 1
Hazardous Materials Safety - General							1						1 1
Locks	3	1											4 4
Locks - Missing or Damaged Lock	3	1											4 4
Lost and Found	1		1				1						3 3
Lost and Found - Airport/TSA	1	1					1						3 3
Mishandling of Passenger Property	8	10	3	3	3	3	3	5	4				42 42
Mishandling of Passenger Property - Damaged/Missing Item	1	2						3					6 6
Mishandling of Passenger Property - Damaged Item	5	7	1	3	2	2	3	2	3				28 28
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1 1
Mishandling of Passenger Property - Damaged Item	3	2				1				1			7 7
No Jurisdiction						2	2	1	2				7 7
No Jurisdiction - No Referral							1						1 1
No Jurisdiction - Refer to CBP						1	1						2 2
No Jurisdiction - Refer to FAA										1			1 1
No Jurisdiction - Refer to Other						1		1	1				3 3
Patdown	3					1	1	2	3	3			13 13
Patdown - Flyer	2					1	1	2	3	3			12 12
Patdown - Non-Flyer	1												1 1
Persons w/ Disabilities (PWD)	3			1		3	4	4	3				18 18
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1 1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1 1
Persons w/ Disabilities (PWD) - Diabetes	2					1							3 3
Persons w/ Disabilities (PWD) - General							1		1				2 2
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1 1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1 1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1 1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	1								1				2 2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1 1
Persons w/ Disabilities (PWD) - Service Animals							1						1 1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1 1
Persons w/ Disabilities (PWD) - Wheelchair	1						2						3 3
Prohibited & Permitted Items				1		1	1						3 3
Prohibited & Permitted Items - Firearm/Ammunition				1			1						2 2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1 1
Property - Special Handling	16	9	3	2	2	7	6	15	13				73 73
Property - Special Handling - Damaged	1			1	1	1	1	2	2				9 9
Property - Special Handling - Damaged Item	4	4	1			1	2	5	2				19 19
Property - Special Handling - Missing Item	7				1	2	3	2	4				19 19
Property - Special Handling - Missing Item	4	5	2	1		3		6	5				26 26
Request for Assistance		1											1 1
Request for Assistance - Other		1											1 1
Screening	7	6	4	4	8	3	11	3	5				51 51
Screening - Inconsistency		1	1	1	1		2	1					7 7
Screening - Lengthy Lines							4	1					5 5
Screening - Procedures/Process	7	5	3	3	7	3	5	1	5				39 39

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SFB</b>	27	33	31	26	26	43	44	26	54	27	27	17	381
<b>2018</b>				5	8	9	14	11	20	10	10	5	92
Civil Rights					1				1	1			3
Civil Rights - Racial Profiling or Discrimination					1					1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service				2	2	2	5	5	3	5	4	2	30
Customer Service - Others						1			2	1	2		6
Customer Service - TSO				2	2	1	5	5	1	4	2	2	24
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1	1	2	4		1		2	1	12
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Con					1						1		2
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage							1				1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	3		1				5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1						1		3
Patdown					1	1			2		1		5
Patdown - Flyer					1	1			2		1		5
Persons w/ Disabilities (PWD)					1		3	5	4	1	1	2	17
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes							2	1					3
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	2					3
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1					1		1		3
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								2					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	1			2
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Property - Special Handling					1	1			6	2	1		11
Property - Special Handling - Damaged Items - Checked									2				2
Property - Special Handling - Missing Items - Carry-On				1	1				2	1	1		6
Property - Special Handling - Missing Items - Checked									2	1			3
Screening						1	5	2	1	3	1		13
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process					1	4	2		3	1			11
<b>2019</b>	13	14	12	5	12	15	19	8	16	10	14	6	144
Civil Rights	1					1			1				3
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	5	5	6	2	6	4	9	1	7	5	3	1	54
Customer Service - Others		1	1		2	1	2		4	1			12
Customer Service - TSO	5	4	5	2	4	3	7	1	3	4	3	1	42
Lost and Found						1			1				2
Lost and Found - Airport/TSA						1			1				2
Mishandling of Passenger Property	3	1	1	1	1	2			2		2	1	14
Mishandling of Passenger Property - Damaged/Missing Items - Checked	2	1	1	1	1	1					1		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1				1			1	1			5
Patdown	1	1			1	1	1			1	3	1	10
Patdown - Flyer	1	1			1	1	1			1	3	1	10
Persons w/ Disabilities (PWD)	1	1	3	1	1	1	2	1	1	1	1	1	15
Persons w/ Disabilities (PWD) - Autism Spectrum							1						2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1		2
Persons w/ Disabilities (PWD) - Diabetes	1					1							2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Hearing Impairment	1						1						2
Persons w/ Disabilities (PWD) - Mobility	1	1				1		1					4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1							1		2
Property - Special Handling		2					3	5	2	1	1	2	16
Property - Special Handling - Damaged Items - Carry-On							2		2				2
Property - Special Handling - Missing Items - Carry-On	1						2	1		1		2	7
Property - Special Handling - Missing Items - Checked	1						1	2	2		1		7
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	2	4	2		2	2	3	4	3	2	3	2	29
Screening - Lengthy Lines	1					1		1	2	1			5
Screening - Procedures/Process	1	3	1		2	2	3	2	3		2	2	21
Screening - Retrieving Abandoned/Confiscated Items	1					1		1					2
Screening - Security Breach				1									1
<b>2020</b>	10	11	18	12	4	12	1	2	4	7	3	6	90
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	3	3	6	2	2	4		1	2	3	2	3	31
Customer Service - Others				1	1					1			3
Customer Service - TSO	3	3	6	1	1	4		1	2	2	2	3	28
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2	1	1	1		1		1		2			8
Mishandling of Passenger Property - Damaged/Missing Items Private Scr	1									2			3
Mishandling of Passenger Property - Damaged/Mi:	1	1				1		1					4
Mishandling of Passenger Property - Disarrayed It	1												1
Patdown		1			1								2
Patdown - Flyer		1			1								2
Persons w/ Disabilities (PWD)	2	1	3	1	2	2							11

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medical		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1	1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel Chair)				1									1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Other Disabilities				1									1
Persons w/ Disabilities (PWD) - Respiratory		1											1
Property - Special Handling			2	3		1	1		2	2		1	12
Property - Special Handling - Damaged Items - Carry-On				1						1			2
Property - Special Handling - Damaged Items - Checked		1				1							2
Property - Special Handling - Missing Items - Carry-On		1	1			1		1		1			4
Property - Special Handling - Missing Items - Checked			1					2			1		4
Screening	4	4	5	4		4					1	2	24
Screening - Children				1									1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency											1		1
Screening - Lengthy Lines	2	1											3
Screening - Procedures/Process	1	3	5	3		4					1		17
Screening - Retrieving Abandoned/Confiscated Items	1												1
<b>2021</b>	<b>4</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>10</b>	<b>5</b>	<b>14</b>				<b>55</b>
Civil Rights			1	1	1		3	1	1				8
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimination					1		3	1					5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1						1			2
Customer Service	5		2		5	1	2	3					18
Customer Service - TSO	5		2		5	1	2	3					18
Expedited Passenger Screening Program								1	3				4
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA PreCheck								1	2				3
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Mishandling of Passenger Property					1	1			1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked					1	1							2
Patdown								1					1
Patdown - Children								1					1
Persons w/ Disabilities (PWD)	1	1						1					3
Persons w/ Disabilities (PWD) - Autism	1												1
Persons w/ Disabilities (PWD) - Cancer (general)	1		1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling		1				1		1	1				4
Property - Special Handling - Damaged Items - Checked		1							1				2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked								1					1
Screening	3	1		1			4		4				13
Screening - Inconsistency							1						1
Screening - Procedures/Process	3	1		1			3		3				11
Screening - Retrieving Abandoned/Confiscated Items									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SFO</b>	<b>128</b>	<b>137</b>	<b>133</b>	<b>164</b>	<b>175</b>	<b>171</b>	<b>147</b>	<b>191</b>	<b>230</b>	<b>152</b>	<b>159</b>	<b>107</b>	<b>1,894</b>
<b>2018</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>594</b>
Civil Rights				1	2	3	5	12	3	2	4	1	33
Civil Rights - Headwear										1	1		2
Civil Rights - National Origin						1	1	3				1	6
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination				1	1	2	4	5	2	1	1	1	18
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	1			1	2
Civil Rights - Sexual Orientation - Not Transgender								1				1	
Civil Rights - Transgender Screening						1		2					3
Customer Service				11	16	24	22	28	28	19	22	6	176
Customer Service - Others					1				1		1		3
Customer Service - TSO				11	15	24	22	28	27	19	21	6	173
Locks				6	1	1	5	2	5	5	5	2	27
Locks - Missing or Damaged Lock				6	1	1	5	2	5	5	5	2	27
Lost and Found				2		1				1	1	2	7
Lost and Found - Airport/TSA				2		1				1	1	2	7
Mishandling of Passenger Property				15	11	9	10	10	13	17	12	12	109
Mishandling of Passenger Property - Damaged/Missing Items Private Scr				8	4	3	4	3	6	8	6	5	47
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	2	2	2			1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked				7	5	4	3	4	7	5	4	6	45
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1		1	1		2	1	1	7
Patdown				2	2	3	2		6	4	6	3	28
Patdown - Children										1			1
Patdown - Flyer				2	2	3	2		6	3	5	3	26
Patdown - Flyer as Observer										1		1	
Persons w/ Disabilities (PWD)				3	2	4		2	6	4	2	3	26
Persons w/ Disabilities (PWD) - Diabetes					1					1			2
Persons w/ Disabilities (PWD) - General						1				1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									2	1	1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2				3	1	1	1	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1		1		1			1		4
Persons w/ Disabilities (PWD) - Visual Impairment									1				
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1							1		2
Property - Special Handling				7	6	4	7	8	4	11	3	6	56
Property - Special Handling - Damaged Items - Carry-On						1	1		1	2		1	6
Property - Special Handling - Damaged Items - Checked					1	1	2	1		1	1	1	8
Property - Special Handling - Missing Items - Carry-On				1	3		2	3	2	3	2	1	17
Property - Special Handling - Missing Items - Checked				6	2	2	2	4	1	5		3	25
Request for Assistance								1			1		2
Request for Assistance - Other								1			1		2
Screening				6	8	15	11	33	22	15	15	5	130
Screening - Children				1									1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1				1			2		4
Screening - Lengthy Lines					2	2		14	13	1	6		38
Screening - Procedures/Process				3	6	12	11	18	8	13	6	5	82
Screening - Security Breach				1		1			1		1		4
<b>2019</b>	<b>63</b>	<b>65</b>	<b>68</b>	<b>51</b>	<b>52</b>	<b>58</b>	<b>61</b>	<b>59</b>	<b>65</b>	<b>60</b>	<b>76</b>	<b>51</b>	<b>729</b>
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights	2	3	6	9	4	1	2	1	2	7	7	2	46
Civil Rights - Age	1	1	1										3
Civil Rights - Constitutional Rights	1												1
Civil Rights - Hair Patdowns				1						1			2
Civil Rights - Headwear											1		1
Civil Rights - National Origin				1					1		1		3
Civil Rights - Racial Profiling or Discrimination	1	2	1	2	1	1		1	1	3	2	2	16
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity	2		3	3	2		1			2	3		16
Civil Rights - Transgender Screening				2					1				3
Customer Service	22	16	19	13	13	17	27	14	25	14	25	11	216
Customer Service - Others		2			1	1		2		1	1	1	8
Customer Service - TSO	22	16	17	13	13	16	26	14	23	14	24	10	208
Locks	2	5	3	1	1	5		4	4	5	6	3	39
Locks - General				1				1					2
Locks - Missing or Damaged Lock	2	5	2	1	1	4		4	4	5	6	3	37
Lost and Found					1	1					3		5
Lost and Found - Airport/TSA					1	1					3		5
Mishandling of Passenger Property	5	9	12	7	6	7	6	5	6	12	5	12	92
Mishandling of Passenger Property - Damage	2	5	10	5	2	6	3	1	2	5	2	5	48
Mishandling of Passenger Property - Damaged/Missing Items	1		1			1	1						4
Mishandling of Passenger Property - Disarrayed Items	3	2	1		1	1	2	2	2	5	2	7	28
Mishandling of Passenger Property - Disarrayed Items - Carry-on or Checked	1	1	1	1	3		1	2	2	2	1		12
Patdown	3	1		3	5	2	4	4	3	3	5	5	38
Patdown - Flyer	3	1		3	5	2	4	4	3	3	5	5	38
Persons w/ Disabilities (PWD)	5	8	8	3	3	4	1	3	4	6	2	2	49
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cancer	1												1
Persons w/ Disabilities (PWD) - Cognitive	1			1		1							3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - General	1					1		1	1				4
Persons w/ Disabilities (PWD) - Hearing	1									2			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to Body			1										1
Persons w/ Disabilities (PWD) - Medically Necessary	1	2										1	4
Persons w/ Disabilities (PWD) - Metal Implants (joints)	1	1				1							3
Persons w/ Disabilities (PWD) - Mobility	1	2				2			1	2			8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthetic Limbs	1												1
Persons w/ Disabilities (PWD) - Service Animals		2									1		3
Persons w/ Disabilities (PWD) - Touch Aversion (physical contact)	1	1							1		1		4
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	2		2			1			2		1		8
Property - Special Handling	5	3	6	8	3	7	8	10	5	3	8	4	70
Property - Special Handling - Damaged Items - Checked	1		1			1	1	1			2	1	8
Property - Special Handling - Damaged Items - Checked		2			1	2	3	3	1	1	2		15
Property - Special Handling - Missing Items	3		4	2	1	1	1	2	2		2	3	21
Property - Special Handling - Missing Items	2	2		5	1	3	3	4	2	2	2		26
Request for Assistance	2	2	2		1						1		8
Request for Assistance - Other	2	1			1								4
Request for Assistance - Wounded Warrior (MSIJ)		1	2								1		4
Screening	17	18	12	7	15	14	13	17	16	10	14	12	165
Screening - Inconsistency	1	1	1			1	2				1		8
Screening - Lengthy Lines	8	5	2		2	3		2	2	3	3	1	31
Screening - Procedures/Process	6	11	9	7	11	9	11	14	13	5	10	6	112
Screening - Retrieving Abandoned/Corporal	1	1				1					1	1	5
Screening - Security Breach	1			2				1	1	1		3	9
<b>2020</b>	<b>47</b>	<b>49</b>	<b>58</b>	<b>55</b>	<b>53</b>	<b>33</b>	<b>4</b>	<b>4</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>16</b>	<b>356</b>
Civil Rights	3	1	2	2	4	1			1	2			16
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear					1								1
Civil Rights - Racial Profiling or Discrimination	1	1	2		2				1	2			9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	1							3
Civil Rights - Transgender Screening	1												1
Customer Service	11	13	12	10	15	13	1		3	2	2	1	83
Customer Service - Others	2	2	1	2									7
Customer Service - TSO	11	11	10	9	13	13	1		3	2	2	1	76
Flying Armed											1		1
Flying Armed - General											1		1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching							1						1
Locks	2	2		4	4				1	1	3		17
Locks - Missing or Damaged Lock	2	2		4	4				1	1	3		17
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	7	4	11	7	6	5	1	1	2	1	4	4	53
Mishandling of Passenger Property - Domestic	2		4	3	3	2			1	1	3		19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		2
Mishandling of Passenger Property - Domestic	4	4	6	4	1	3	1	1	1			1	26
Mishandling of Passenger Property - Domestic	1		1		2						1	1	6
Patdown	3	5	3	1	2	2		1					18
Patdown - Flyer	2	5	3	1	2	2		1					17
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	4	3	6		3						1	1	19
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal	1												1
Persons w/ Disabilities (PWD) - Medically Necessary	1	1		1									3
Persons w/ Disabilities (PWD) - Metal Implants (joints)	1												1
Persons w/ Disabilities (PWD) - Mobility	1		2		1								5
Persons w/ Disabilities (PWD) - Touch	1		1										3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1	1											2
Property - Special Handling	5	6	5	11	3	5		2	3	2		4	46
Property - Special Handling - Damaged Items - Carry-On		1	2				1	1					5
Property - Special Handling - Damaged Items - Domestic	1			3	1	2			1	1		2	11
Property - Special Handling - Missing Items	2	2	3	2									10
Property - Special Handling - Missing Items	2	4	1	4	2	3	1	1	1	1		1	20
Screening	12	15	19	19	16	6	2		1	4	2	4	100
Screening - Crew Member or Airline Employee					1						1		2
Screening - Lengthy Lines	5	3	4	6	2								20
Screening - Procedures/Process	5	12	14	10	13	6	1		1	4	1	4	71
Screening - Retrieving Abandoned/Corporal	1			3									4
Screening - Security Breach	1		1			1							3
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area) - General												1	1
<b>2021</b>	<b>18</b>	<b>23</b>	<b>7</b>	<b>11</b>	<b>17</b>	<b>17</b>	<b>22</b>	<b>30</b>	<b>70</b>				<b>215</b>
Civil Rights	1	2		1	2		2	1	3				10
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination	1	1				2	1	1	2				7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Transgender Screening									1				1
Claims					1			1					2
Claims - General					1			1					2
Customer Service	5	4	2	2	2	3	3	4	10				35
Customer Service - Others	1					1			2				4
Customer Service - TSO	4	4	2	2	2	2	3	4	8				31
Expedited Passenger Screening Program						1	5	10	12	40			68
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - TSA Application Program								2	3				5
Expedited Passenger Screening Program - TSA PreCheck					1	5	10	9	36				61
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Identification (ID) Requirements								1	1				2
Identification (ID) Requirements - Domestic								1	1				2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	3	6	2	3	5	2		3	4				28
Mishandling of Passenger Property - D	1	2	1										4
Mishandling of Passenger Property - D	2	1							1				4
Mishandling of Passenger Property - Damaged/Mis	3			2	5	2		3	2				17
Mishandling of Passenger Property - Disarrayed Items--Carry-	1	1							1				3
No Jurisdiction					1	1			3	1			6
No Jurisdiction - No Referral					1								1
No Jurisdiction - Refer to Other						1			3	1			5
Patdown							2	1		1			4
Patdown - Flyer							2	1		1			4
Persons w/ Disabilities (PWD)	2							1		1			4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Mobility	1												1
Persons w/ Disabilities (PWD) - Touch	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Food/Beverages								1					1
Property - Special Handling	2	5	1	3	5	2	2	1	3				24
Property - Special Handling - Damaged	1			1		1	1	1	2				7
Property - Special Handling - Missing Items - Carr	4	1			1			1					7
Property - Special Handling - Missing I	1	1		2	4	1			1				10
Screening	4	6	2	1	2	1	2	4	7				29
Screening - Inconsistency									1				1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	4	6	2	1	2	1	2	3	5				26
Screening - Retrieving Abandoned/Confiscated Items									1				1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SGF</b>	11	11	5	9	4	9	4	15	19	12	7	7	113
<b>2018</b>				3	1	3	3	8	2	4	3	3	30
Civil Rights										1		1	2
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service				1		1					1		3
Customer Service - TSO				1		1					1		3
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property				1	1	1		5	1	1	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1		1		4	1		1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Patdown									2		1		3
Patdown - Flyer									2		1		3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked								1					1
Screening					1	1	1		1	1	1	1	7
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1		1		1		1	1	5
Screening - Security Breach										1			1
<b>2019</b>	3	7	3	1		1	1	2	7	3	4	1	33
Civil Rights		1								1	1	1	4
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination		1								1	1		3
Customer Service				1						1			2
Customer Service - TSO				1						1			2
Locks	1					1						1	3
Locks - Missing or Damaged Lock	1					1						1	3
Mishandling of Passenger Property	2	2	1						1	1	1		8
Mishandling of Passenger Property - D	2	2	1						1	1	1		8
Patdown		1							3	1			5
Patdown - Flyer		1							2	1			4
Patdown - Flyer as Observer									1				1
Property - Special Handling	2			1				1	2				6
Property - Special Handling - Damaged Items - Ca	1												1
Property - Special Handling - Damaged Items - Checked				1				1	2				4
Property - Special Handling - Missing Items - Chec	1												1
Screening	2								2		1		5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1								2		1		4
<b>2020</b>	5	3	2	4	3	3		2		5		3	30
Civil Rights	3				1					1			5
Civil Rights - Constitutional Rights	1												1
Civil Rights - Racial Profiling or Discrimin	2				1					1			4
Customer Service	2					1		1					4
Customer Service - Others	1					1		1					2
Customer Service - TSO	1							1					2
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Mishandling of Passenger Property						1				1		2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												2	2
Patdown		2			1					1			4
Patdown - Flyer		2			1					1			4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Property - Special Handling	2			1				1		1		1	6
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged	1								1				2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing I	1											1	2
Screening		1			1	1	1						4
Screening - Lengthy Lines		1						1					1
Screening - Procedures/Process		1			1	1	1						3
<b>2021</b>	3	1		1		2		3		10			20
Civil Rights	1							1	1				3
Civil Rights - Hair Patdowns									1				1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Transgender Screening	1												1
Customer Service					1					4			5
Customer Service - CSM										1			1
Customer Service - TSO						1				3			4
Expedited Passenger Screening Program								1	4				5
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA PreCheck								1	3				4
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Locks						1							1
Locks - General						1							1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility		1											1
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening		1											1
Screening - Security Breach		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGJ	1												1
2019	1												1
Locks	1												1
Locks - Missing or Damaged Lock	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SGU</b>	2	5	4	2	1	6	4	5	2	3	2	1	37
<b>2018</b>													6
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Diabetes													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
Screening													1
Screening - Procedures/Process													1
<b>2019</b>	1	2	3	2		3	1	2					14
Customer Service					1	1							3
Customer Service - Others													1
Customer Service - TSO					1	1							2
Mishandling of Passenger Property	1												3
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
Property - Special Handling			1	2									5
Property - Special Handling - Damaged Items - Checked					1								3
Property - Special Handling - Missing Items - Chec			1	1									2
Screening					1								3
Screening - Procedures/Process					1	1							3
<b>2020</b>		1											4
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)													1
Screening													1
Screening - Procedures/Process													1
<b>2021</b>	1	2	1		1	3	3	1	1				13
Civil Rights		1				1							2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service			1		1	1							3
Customer Service - Others							1						1
Customer Service - TCC				1									1
Customer Service - TSO							1						1
Expedited Passenger Screening Program						1	1						2
Expedited Passenger Screening Program - TSA PreCheck						1	1						2
Property - Special Handling	1												2
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing I	1												1
Screening		1					2						4
Screening - Lengthy Lines		1					1						2
Screening - Procedures/Process								1					2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SHD</b>	1	1	1					1	1	4	1	2	12
<b>2018</b>								1			1		2
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
<b>2019</b>	1	1								1	1		4
Mishandling of Passenger Property		1								1	1		3
Mishandling of Passenger Property - Damaged/Missing	1									1	1		3
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
<b>2020</b>	1										1		2
Property - Special Handling		1									1		2
Property - Special Handling - Damaged	1												1
Property - Special Handling - Missing Items - Checked											1		1
<b>2021</b>								1	3				4
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - Active Duty Military								1					1
Patdown										2			2
Patdown - Flyer										1			1
Patdown - Flyer as Observer										1			1
Screening										1			1
Screening - Inconsistency										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SHR</b>													
<b>2018</b>													
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Screening													1
Screening - Procedures/Process													1
<b>2019</b>													
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
Patdown													1
Patdown - Flyer													1
<b>2020</b>													3
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Property - Special Handling													1
Property - Special Handling - Missing Items - Carr													1
<b>2021</b>													1
Customer Service													1
Customer Service - TSO													1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SHV</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>9</b>	<b>13</b>	<b>12</b>	<b>8</b>	<b>3</b>	<b>95</b>
<b>2018</b>													
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Flyer													1
Civil Rights								1					2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Transgender Screening													1
Customer Service				1		1			1	1			4
Customer Service - TSO				1		1			1	1			4
Locks									1	1	1	1	4
Locks - Missing or Damaged Lock									1	1	1	1	4
Mishandling of Passenger Property				1				1	3	1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	2	1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1				1					2
Patdown				1				1		2		1	5
Patdown - Flyer				1				1		1		1	4
Patdown - Flyer as Observer											1		1
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked								1					1
Screening					1	1	1	1		1	1	2	1
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1	1				1	1	1	1	6
<b>2019</b>	<b>4</b>	<b>5</b>	<b>4</b>		<b>1</b>			<b>1</b>		<b>4</b>	<b>3</b>	<b>4</b>	<b>30</b>
Civil Rights		2											2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Tra		1											1
Customer Service		1	2		1			1	1	2	1	1	10
Customer Service - Others			1						1	2		1	5
Customer Service - TSO		1	1		1			1				1	5
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property		1	1						1		2		5
Mishandling of Passenger Property - Damaged/Missing Items		1			1				1		2		4
Mishandling of Passenger Property - Disarrayed It		1											1
Patdown		1								1			2
Patdown - Flyer		1								1			2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling		1	1						1		1	1	5
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged		1										1	2
Property - Special Handling - Missing Items - Checked			1						1				2
Screening		2	1								1		4
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1	1								1		3
<b>2020</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>		<b>1</b>		<b>2</b>		<b>17</b>
Customer Service			1	1	1				1				4
Customer Service - TSO			1	1	1				1				4
Locks			1										1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property			1		1	1							3
Mishandling of Passenger Property - Damaged/Missing Items-		1		1	1	1							3
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Ca			1										1
Property - Special Handling		1	1		2						1		5
Property - Special Handling - Damaged Items - Ch		1									1		1
Property - Special Handling - Missing I		1									1		1
Property - Special Handling - Missing Items - Checked			2								1		3
Screening			1								1		2
Screening - Procedures/Process			1										1
Screening - Security Breach											1		1
<b>2021</b>	<b>4</b>			<b>1</b>		<b>4</b>				<b>5</b>			<b>14</b>
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program									2				2
Expedited Passenger Screening Program - TSA PreCheck									2				2
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Patdown			2										2
Patdown - Flyer			2										2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Property - Special Handling			1				1						2
Property - Special Handling - Damaged			1										1
Property - Special Handling - Missing Items - Checked							1						1

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

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

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SIT</b>	2	3	1	1	1	3			6	7	4		28
<b>2018</b>						1			2	4	2		9
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - General										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening							1			3	1		5
Screening - Inconsistency										1	1		2
Screening - Procedures/Process							1			2			3
<b>2019</b>	1	1			1				1	3	1		8
Civil Rights	1										1		2
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property			1						1	2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Mishandling of Passenger Property - Disarrayed Items--Carry-			1						1		2		
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2020</b>	1	2		1					2		1		7
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	2							1				4
Screening - Procedures/Process	1	2							1				4
<b>2021</b>	1				2				1				4
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked							1						1
Screening	1						1						2
Screening - Inconsistency							1						1
Screening - Procedures/Process	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJC	72	47	75	88	86	80	80	89	83	81	73	68	922
2018				33	33	30	34	41	34	31	36	18	290
Civil Rights				1	2		1	2		1	2		9
Civil Rights - Age								1			1		2
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination				1	1			1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		2
Civil Rights - Transgender Screening							1						1
Customer Service				4	7	5	7	7	1	6	2	3	42
Customer Service - Others				1	3	2		1		2			9
Customer Service - TSO				3	4	3	7	6	1	4	2	3	33
Locks				2	2	2			2	3	1		12
Locks - General				1						1			2
Locks - Missing or Damaged Lock				1	2	2			2	2	1		10
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				10	9	4	10	8	12	5	10	4	72
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1			1				2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				7	6	3	5	5	10	4	6	4	50
Mishandling of Passenger Property - Damaged/Missing Items-Unspecifie				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				1	3	1	4	3	2	1	2		17
Patdown				3	1	2	3	1	3	3	1	1	18
Patdown - Flyer				1	1	2	3	1	3	3	1	1	16
Patdown - Non-Flyer				2									2
Persons w/ Disabilities (PWD)						3	1	2	3		2	2	13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	1	1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1	1	1		1	1	6
Property - Special Handling				8	2	5	6	5	9	6	9	6	56
Property - Special Handling - Damaged Items - Carry-On							2	2					4
Property - Special Handling - Damaged Items - Checked				4	1	1	1		2	1	3	2	15
Property - Special Handling - Missing Items - Carry-On								2	3	1	1		7
Property - Special Handling - Missing Items - Checked				4	1	4	3	1	4	4	5	4	30
Request for Assistance											1	1	2
Request for Assistance - Other											1	1	2
Screening				5	10	9	6	15	4	7	8	1	65
Screening - Inconsistency						1			1	1			3
Screening - Lengthy Lines				2	2	2	8			2			16
Screening - Military					1								1
Screening - Procedures/Process				5	7	6	4	7	3	3	6	1	42
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach										1	1		2
2019	34	19	26	27	24	23	31	33	32	43	31	39	362
Civil Rights	1	1					3	3	1	1	2	1	13
Civil Rights - Age	1										1		1
Civil Rights - Headwear	1												1
Civil Rights - Racial Profiling or Discrimination							1	1	1			1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1	1		1	1		4
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening				1				1					2
Customer Service	4	1	3	4	6	3	7	7	5	10	8	8	66
Customer Service - Others			1			1	2						4
Customer Service - TSO	4	1	2	4	6	2	5	7	5	10	8	8	62
Locks	3	2	1		3	3	1	1	1	2	1	1	19
Locks - Missing or Damaged Lock	3	2	1		3	3	1	1	1	2	1	1	19
Lost and Found	1						1						2
Lost and Found - Airport/TSA	1						1						2
Mishandling of Passenger Property	10	6	6	12	3	8	8	4	6	9	6	7	85
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1	1	3
Mishandling of Passenger Property - D	8	5	4	12	2	7	7	1	6	8	5	6	71
Mishandling of Passenger Property - Damaged/Missing Items-				1									1
Mishandling of Passenger Property - D	2	1	1		1	1	1	2		1			10
Patdown	1	1	1	1			2	2	2			2	12
Patdown - Flyer	1	1	1	1			1	2	1		1		9
Patdown - Flyer as Observer								1		1		1	3
Persons w/ Disabilities (PWD)	2	3	1	2		2	2	2	1	2	5	4	26
Persons w/ Disabilities (PWD) - Autism Spectrum	1	1								1			3
Persons w/ Disabilities (PWD) - Diabetes	1										2	1	4
Persons w/ Disabilities (PWD) - Medical	1					1					1	1	4
Persons w/ Disabilities (PWD) - Metal	1												1
Persons w/ Disabilities (PWD) - Mobility Disability	1						1	1		1	1		5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		2		2			1	1	1		1	2	9
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1					1
Property - Special Handling	9	3	7	7	8	5	4	10	8	11	4	10	86
Property - Special Handling - Damaged	2				1	1		1		2		2	9
Property - Special Handling - Damaged	3	1	1	2	3		1	1		1		2	15
Property - Special Handling - Missing Items - Carry-On		2				1		5	3	1	2	2	16
Property - Special Handling - Missing I	4	2	4	5	4	3	3	3	5	7	2	4	46
Request for Assistance	1			1									2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance - Other	1				1								2
Screening	3	2	7	1	2	2	5	3	8	6	5	6	50
Screening - Children						1			1				1
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines				1		1							2
Screening - Procedures/Process	3	1	5		1	1	4	3	7	6	3	6	40
Screening - Retrieving Abandoned/Confiscated Items			1	1			1				2		5
<b>2020</b>	<b>29</b>	<b>24</b>	<b>43</b>	<b>25</b>	<b>21</b>	<b>19</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>11</b>	<b>195</b>
Civil Rights	3	1	3		1				1		1	1	11
Civil Rights - Racial Profiling or Discrimination	3	1	2		1				1		1		9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening				1									1
Customer Service	4	2	7	2	5	1				1			22
Customer Service - Others				1									1
Customer Service - TSO	4	2	7	1	5	1				1			21
Locks				1	3	1	2					2	9
Locks - Missing or Damaged Lock				1	3	1	2					2	9
Lost and Found				2						1			3
Lost and Found - Airport/TSA				2						1			3
Mishandling of Passenger Property	4	4	15	7	5	4	1			2	3	3	48
Mishandling of Passenger Property - Damaged/Missing Items	1	1				1					1	1	5
Mishandling of Passenger Property - Disarrayed Items-Damaged/Missing Items	3	3	13	4	5	3	1			2	2	2	38
Mishandling of Passenger Property - Disarrayed Items-Carry-on				2	3								5
Patdown	3		1	2	1				1		1		9
Patdown - Flyer	3		1	2	1				1				8
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	3	3		2	1	3	1						13
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1				1							2
Persons w/ Disabilities (PWD) - Medical	1	1		2		1	1						6
Persons w/ Disabilities (PWD) - Mobility	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Service Animals		1			1								2
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	6	6	13	7	5	6	2	1	2	1	1	4	54
Property - Special Handling - Damaged/Missing Items	1	1		1	1							1	5
Property - Special Handling - Damaged/Missing Items-Carry-on	3	1	1	2	1	2		1	1				12
Property - Special Handling - Missing Items - Carry-on	2	4	1	1	2							1	1
Property - Special Handling - Missing Items	2	2	8	3	2	2	2		1	1		2	25
Screening	6	8	1	2	2	3			1	2		1	26
Screening - Inconsistency					1						1		2
Screening - Lengthy Lines	2	1				1							4
Screening - Procedures/Process	4	7	1	1	2	2				1	1		20
<b>2021</b>	<b>9</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>14</b>	<b>12</b>				<b>75</b>
Civil Rights	1		1		4		2	2					10
Civil Rights - Constitutional Rights								1					1
Civil Rights - Headwear						2							2
Civil Rights - Racial Profiling or Discrimination	1				2		1	2					6
Civil Rights - Sexual Harassment (TSA Employee)				1									1
Customer Service		1	1	2	1	1	2	1	5				14
Customer Service - CSM						1							1
Customer Service - TSO		1	1	2	1			2	1	5			13
Expedited Passenger Screening Program						3	2	8	5				18
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1	2	8	5				16
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Locks							1						1
Locks - General							1						1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1		3					1					5
Mishandling of Passenger Property - Damaged/Missing Items			1										1
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on	1		2					1					4
No Jurisdiction						1	1	1					3
No Jurisdiction - Refer to Other						1	1	1					3
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		1					2	1	1				5
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						2		1					3
Property - Special Handling	5	1		1		2	1						10
Property - Special Handling - Damaged/Missing Items	1			1			1						3
Property - Special Handling - Damaged/Missing Items-Carry-on	1	1				1							3
Property - Special Handling - Missing Items	3				1								4
Screening	1	1	1		2				1				6
Screening - Procedures/Process	1		1		2				1				5
Screening - Shoe Screening		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SJT</b>	1	1	4	5		1	1	1	1		3	3	<b>21</b>
<b>2018</b>					1						2		<b>4</b>
Patdown											1		1
Patdown - Non-Flyer											1		1
Screening						1		1			1		3
Screening - Procedures/Process						1		1			1		3
<b>2019</b>	1	1	1	3		1	1					1	<b>9</b>
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property					1	1		1					3
Mishandling of Passenger Property - Damaged/Missing Items-					1	1		1					3
Patdown							1						1
Patdown - Flyer							1						1
Screening	1	1											2
Screening - Procedures/Process	1	1											2
<b>2020</b>				2							1	2	<b>5</b>
Civil Rights											2		2
Civil Rights - Hair Patdowns											2		2
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
<b>2021</b>				1	1						1		<b>3</b>
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
No Subject						1							1
No Subject - General						1							1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - General						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>SJU</b>	<b>46</b>	<b>58</b>	<b>47</b>	<b>87</b>	<b>65</b>	<b>70</b>	<b>67</b>	<b>57</b>	<b>78</b>	<b>85</b>	<b>60</b>	<b>53</b>	<b>773</b>	
<b>2018</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>219</b>	
Civil Rights					1					2	3	1	7	
Civil Rights - Constitutional Rights					1							1	2	
Civil Rights - National Origin													1	
Civil Rights - Perceived Religion										1			1	
Civil Rights - Racial Profiling or Discrimination										1	1		2	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1	
Customer Service					6	2	2	4	4	6	8	4	1	37
Customer Service - Others					1			1	1	2	3	2		9
Customer Service - TSO					5	2	2	4	3	4	5	2	1	28
Locks								1	2	3	2	1		9
Locks - Missing or Damaged Lock								1		2	3	2	1	9
Lost and Found						1			1	2	3	2	1	1
Lost and Found - Airport/TSA						1								1
Mishandling of Passenger Property					2	4	11	7	6	8	11	9	8	66
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage												1		1
Mishandling of Passenger Property - Damaged/Missing Items-Checked					2	2	11	5	6	7	9	8	7	57
Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage												1		1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked						2		2		1	2			7
Patdown						1			1		1			3
Patdown - Flyer						1				1				2
Patdown - Flyer as Observer											1			1
Persons w/ Disabilities (PWD)					2			1	1	1	5	1	1	12
Persons w/ Disabilities (PWD) - Diabetes												1		1
Persons w/ Disabilities (PWD) - General												2		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sci					2									2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts											1			1
Persons w/ Disabilities (PWD) - Visual Impairment								1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											3	1	1	4
Property - Special Handling					6	4	1	7	4	13	7	7	6	55
Property - Special Handling - Damaged Items - Carry-On								1		1				2
Property - Special Handling - Damaged Items - Checked					1	2		1		2	1		2	9
Property - Special Handling - Missing Items - Carry-On					1		1	1	2	4	2			11
Property - Special Handling - Missing Items - Checked					4	2		4	2	6	4	7	4	33
Request for Assistance										1				1
Request for Assistance - Other										1				1
Screening					3	3	5	5	3		2	6	1	28
Screening - Inconsistency											1			1
Screening - Lengthy Lines						1	3		1		1			6
Screening - Procedures/Process					3	2	2	4	2		1	4	1	19
Screening - Security Breach								1			1			2
<b>2019</b>	<b>15</b>	<b>29</b>	<b>19</b>	<b>26</b>	<b>20</b>	<b>24</b>	<b>21</b>	<b>21</b>	<b>23</b>	<b>36</b>	<b>13</b>	<b>23</b>	<b>270</b>	
Civil Rights	1	1			2				2				6	
Civil Rights - Age					1								1	
Civil Rights - Perceived Religion					1								1	
Civil Rights - Racial Profiling or Discrimination	1	1							1				3	
Civil Rights - Sexual Orientation - Not Transgender									1				1	
Customer Service		3	3	5	4	4	3	3	4	9	7		45	
Customer Service - Others		1			1			1		2	2		7	
Customer Service - TSO		2	3	5	3	4	3	2	4	7	5		38	
Locks	2	1	2	1		2				3		1	12	
Locks - Missing or Damaged Lock	2	1	2	1		2				3		1	12	
Lost and Found			1			1		2					4	
Lost and Found - Airport/TSA			1			1		2					4	
Mishandling of Passenger Property	9	9	5	10	8	9	3	7	7	8	2	8	85	
Mishandling of Passenger Property - Damaged/Missing Items-			1					1		1			4	
Mishandling of Passenger Property - D	8	7	3	10	7	8	2	4	5	6	2	7	69	
Mishandling of Passenger Property - D	1					1		1					3	
Mishandling of Passenger Property - Disarrayed It	2	1			1		1	1	2	1			9	
Patdown		1			1		1	1	2	1	1		1	
Patdown - Flyer		1			1		1	1	1		1		6	
Patdown - Flyer as Observer													1	
Patdown - Non-Flyer									1				1	
Persons w/ Disabilities (PWD)	1		1	1			1		1	1		1	7	
Persons w/ Disabilities (PWD) - Diabetes							1						1	
Persons w/ Disabilities (PWD) - General											1		1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1			1	2	
Persons w/ Disabilities (PWD) - Service Animals					1								1	
Persons w/ Disabilities (PWD) - Wheel	1		1										2	
Property - Special Handling	3	11	4	7	3	5	7	6	6	13	4	10	79	
Property - Special Handling - Damaged Items - Ca	1						1	1	1				4	
Property - Special Handling - Damaged Items - Ch	5		1			3		2		3	2	2	18	
Property - Special Handling - Missing I	1		3				3	1	2	3		3	16	
Property - Special Handling - Missing I	2	5	1	6	3	2	4	2	3	6	2	5	41	
Request for Assistance								1					1	
Request for Assistance - Other								1					1	
Screening	3	2	2	1	4	4	2	2	1		2		23	
Screening - Cruise Ships						1							1	
Screening - Inconsistency							1	1					2	
Screening - Lengthy Lines			1										1	
Screening - Procedures/Process	3	1	1	1	3	3	1	2	1		2		18	
Screening - Retrieving Abandoned/Confiscated Items					1								1	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>2020</b>	<b>20</b>	<b>20</b>	<b>27</b>	<b>35</b>	<b>23</b>	<b>13</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>10</b>	<b>15</b>	<b>11</b>	<b>184</b>
Civil Rights				1	2					1	1	3	8
Civil Rights - Racial Profiling or Discrimination				1	2					1	1	2	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1	3	5	5	3	3	1			1	3	2	27
Customer Service - Others					1						1		2
Customer Service - TCC					1								1
Customer Service - TSO	1	3	5	5	1	3	1			1	2	2	24
Locks			2	1	2	1							6
Locks - Missing or Damaged Lock			2	1	2	1							6
Lost and Found	1				2							1	4
Lost and Found - Airport/TSA	1				2							1	4
Mishandling of Passenger Property	5	6	8	8	6	1				4	3	3	44
Mishandling of Passenger Property - Damaged/Missing Items			1		1								2
Mishandling of Passenger Property - D	5	5	7	8	5	1				4	3	3	41
Mishandling of Passenger Property - Disarrayed It		1											1
Patdown			2		1	1							4
Patdown - Flyer			2		1	1							4
Persons w/ Disabilities (PWD)	2	1	1	3		3				1	1	1	13
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medic	2			1		2							5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Service Animals				1						1		2	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling	8	6	5	10	5	3				1	5	7	50
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged	2		3	1	1	2				2	3		14
Property - Special Handling - Missing I	2	1		2	1	1				1	2		10
Property - Special Handling - Missing I	4	5	2	6	3					3	2		25
Screening	3	4	3	6	4	1	1	1	1	2	1	1	28
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines				3	2								5
Screening - Procedures/Process	3	3	3	3	2	1	1	1	1	1	1	1	20
<b>2021</b>	<b>11</b>	<b>9</b>	<b>1</b>	<b>6</b>	<b>7</b>	<b>14</b>	<b>20</b>	<b>15</b>	<b>17</b>				<b>100</b>
Civil Rights							1	2					3
Civil Rights - Constitutional Rights								1					1
Civil Rights - Racial Profiling or Discrimination							1	1					2
Customer Service	7	2	1	3	4	4	3	1	5				30
Customer Service - Others	2				1		1	1					4
Customer Service - TSO	5	2	1	3	4	3	3		5				26
Expedited Passenger Screening Program				1	1	4	4	3	9				22
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck		1	1	4	3	3		7					19
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Hazardous Materials Safety							1		1				2
Hazardous Materials Safety - General							1		1				2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	1	1				1	2	1					6
Mishandling of Passenger Property - D	1	1				1	2						5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Patdown	1								2				3
Patdown - Flyer	1								2				3
Persons w/ Disabilities (PWD)					1			1					2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling	1	2				3	5	3	1				15
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Ch	2						2						4
Property - Special Handling - Missing Items - Carry-On					2	2	3						7
Property - Special Handling - Missing I	1					1							2
Screening	1	3		1	1	2	3	2	1				14
Screening - Inconsistency					1		1						2
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process	1	3		1		1	2	1	1				10

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>SLC</b>	<b>95</b>	<b>78</b>	<b>81</b>	<b>125</b>	<b>135</b>	<b>148</b>	<b>115</b>	<b>122</b>	<b>119</b>	<b>120</b>	<b>91</b>	<b>77</b>	<b>1,306</b>	
<b>2018</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>349</b>	
Advanced Imaging Technology (AIT)									1				1	
Advanced Imaging Technology (AIT) - General									1				1	
Civil Rights					2	1		2	2	3	2	2	14	
Civil Rights - Hair Patdowns									1				1	
Civil Rights - Racial Profiling or Discrimination								1	1	2	1		5	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				1			1	2	5	
Civil Rights - Sexual Orientation - Not Transgender				1						1			2	
Civil Rights - Transgender Screening						1							1	
Customer Service				7	2	6	8	7	5	7	4	3	49	
Customer Service - Others				2	1		2	1		1		1	8	
Customer Service - TSO				5	1	6	6	6	5	6	4	2	41	
Locks				1	3	3	1	2	4	2	1	1	18	
Locks - Missing or Damaged Lock				1	3	3	1	2	4	2	1	1	18	
Lost and Found					1	2							4	
Lost and Found - Airport/TSA					1	2							4	
Mishandling of Passenger Property				13	14	9	12	12	10	11	11	7	99	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1	2	2	1	1		1	1		9	
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				11	11	6	9	7	6	9	8	5	72	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				1	1	1	2	4	4	1	2	2	18	
Patdown				3	4	5	1	4	3	5	2	3	30	
Patdown - Flyer				3	4	4	1	2	3	4	2	3	26	
Patdown - Flyer as Observer						1		2					3	
Patdown - Non-Flyer										1			1	
Persons w/ Disabilities (PWD)							2	5	2	2	5	1	2	19
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1		1			2	
Persons w/ Disabilities (PWD) - Hearing Impairment								1			1		2	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2			1		1	4	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1			2		1	4	
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1	
Persons w/ Disabilities (PWD) - Service Animals						1							1	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1		1	1			3	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1				1			2	
Property - Special Handling				8	7	13	10	4	6	10	8	3	69	
Property - Special Handling - Damaged Items - Carry-On				3		3	1	1		2	1	1	12	
Property - Special Handling - Damaged Items - Checked					1	2	4	2	2	4	2		17	
Property - Special Handling - Missing Items - Carry-On				1	1	3	4	1	1		2		13	
Property - Special Handling - Missing Items - Checked				4	5	5	1		3	4	3	2	27	
Screening				5	7	3	4	4	3	7	9	4	46	
Screening - Inconsistency						1			1	1			3	
Screening - Lengthy Lines				2	1			1		1			5	
Screening - Procedures/Process				3	5	3	4	3	2	5	8	4	37	
Screening - Retrieving Abandoned/Confiscated Items										1			1	
<b>2019</b>	<b>34</b>	<b>32</b>	<b>31</b>	<b>39</b>	<b>33</b>	<b>40</b>	<b>38</b>	<b>36</b>	<b>30</b>	<b>48</b>	<b>36</b>	<b>33</b>	<b>430</b>	
Advanced Imaging Technology (AIT)							1						1	
Advanced Imaging Technology (AIT) - Flyer							1						1	
Civil Rights				1	4	1	5		4		2	1	19	
Civil Rights - Hair Patdowns							1						1	
Civil Rights - National Origin							1						1	
Civil Rights - Racial Profiling or Discrimination				3		3		4		1	1	1	13	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1					1			3	
Civil Rights - Transgender Screening				1									1	
Customer Service				4	3	4	5	6	7	8	4	2	60	
Customer Service - Others							1		1	1	1	2	5	
Customer Service - TSO				4	3	4	5	6	6	8	3	1	55	
Locks				5	1		1	2	2	4	1	3	4	
Locks - Missing or Damaged Lock				5	1		1	2	2	4	1	3	4	
Lost and Found					1	1			1		1		5	
Lost and Found - Airport/TSA					1	1			1		1		5	
Mishandling of Passenger Property				14	15	12	9	7	8	4	8	10	116	
Mishandling of Passenger Property - Damaged/Mi:				2		4				1	2	1	10	
Mishandling of Passenger Property - D				12	9	11	5	7	7	3	5	8	6	
Mishandling of Passenger Property - D				2	4	1		1	1	3	2	2	20	
Patdown				1	1		2	1	2	3	1	2	21	
Patdown - Flyer				1	1		2	1	2	3	1	2	21	
Persons w/ Disabilities (PWD)				1	2	3	4	4	1	4	2	1	24	
Persons w/ Disabilities (PWD) - Autism Spectrum					1	1							2	
Persons w/ Disabilities (PWD) - Diabetes						1							1	
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/				1								1	2	
Persons w/ Disabilities (PWD) - General				1	1		1						3	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Suppli					1		3			1			5	
Persons w/ Disabilities (PWD) - Mobility Disability				1		2		1			1		5	
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1	
Persons w/ Disabilities (PWD) - Prosthetic Limbs				1									1	
Persons w/ Disabilities (PWD) - Service Animals								1					1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1						1		3	
Property - Special Handling				5	9	8	9	9	10	10	13	6	15	
Property - Special Handling - Damaged Items				1	1	3	1	2	2		3	1	15	
Property - Special Handling - Damaged Items - Checked				1	7	3	3	4	2	4	3	1	33	
Property - Special Handling - Missing Items - Carry-On					3	1	1		5	1	2		14	
Property - Special Handling - Missing Items - Checked				3	1	2	4	5	4	5	4	7	45	
Screening				4	1	2	4	3	5	5	4	6	47	
Screening - Children								1			3	7	1	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1						1	2		4
Screening - International Screening					1								1
Screening - Lengthy Lines	1		1		1			1					4
Screening - Procedures/Process	3	1	1	1	1	5	1	5	3	3	3	7	34
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach										1			1
<b>2020</b>	<b>38</b>	<b>24</b>	<b>39</b>	<b>32</b>	<b>33</b>	<b>35</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>22</b>	<b>17</b>	<b>19</b>	<b>276</b>
Civil Rights	1	1	4	1	5	1				1		2	16
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights	1				1								2
Civil Rights - Hair Patdowns				1									1
Civil Rights - Racial Profiling or Discrimination	1	2			4	1				1		1	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender	1											1	2
Customer Service	1	1	1	5	4	3	2	1		4	4	1	27
Customer Service - TSO	1	1	1	5	4	3	2	1		4	4	1	27
Locks	3	2	4	2		2		1		2	1	2	19
Locks - Missing or Damaged Lock	3	2	4	2		2		1		2	1	2	19
Mishandling of Passenger Property	11	6	6	9	9	13		2	1	4	7	6	74
Mishandling of Passenger Property - D	3				1								4
Mishandling of Passenger Property - D	7	4	4	7	8	9		2	1	4	6	5	57
Mishandling of Passenger Property - D	1	2	2	2		4				1	1	1	13
Patdown	1	4	4	3	3	1							16
Patdown - Flyer	1	4	4	3	2	1							15
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	4	1	4	2	3	3				2			19
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to			1										1
Persons w/ Disabilities (PWD) - Medic	2			2									4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel	1			1									2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch	1					1							2
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheel	1		1		2	2							6
Property - Special Handling	11	8	11	8	7	7	2	1	4	6	4	4	73
Property - Special Handling - Damaged Items - Ca	1	1			1		1			1	1	2	8
Property - Special Handling - Damaged	5	4	2	1	3	2				1	3	2	25
Property - Special Handling - Missing I	1	2	2	3	1	1	1						11
Property - Special Handling - Missing I	5	1	6	4	2	4	1	1	3	2	1		29
Screening	6	1	5	2	2	5	1	1	1	3	1	4	32
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1				1	1		1		1			5
Screening - International Screening				1									1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	5	1	4	1	1	4	1			2	1	4	24
<b>2021</b>	<b>23</b>	<b>22</b>	<b>11</b>	<b>17</b>	<b>29</b>	<b>29</b>	<b>31</b>	<b>42</b>	<b>47</b>				<b>251</b>
Civil Rights	1			2						2			5
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimin	1			1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Claims					1								1
Claims - General					1								1
Customer Service	2	4	7	6	9	4	4	12	9				57
Customer Service - CSM			1										1
Customer Service - Others			1	1	1								3
Customer Service - TCC			1										1
Customer Service - TSO	2	4	4	5	8	4	4	12	9				52
Expedited Passenger Screening Program			1		6	6	10	17	19				59
Expedited Passenger Screening Program - TSA Application Program					2	1							3
Expedited Passenger Screening Program - TSA PreCheck	1			6	4	9	17	19					56
Locks	1	1				1							3
Locks - Missing or Damaged Lock	1	1				1							3
Lost and Found				3									3
Lost and Found - Airport/TSA				3									3
Mishandling of Passenger Property	8	4			3	2	4		1				22
Mishandling of Passenger Property - D	1	2			2	1	1		1				8
Mishandling of Passenger Property - D	6	1			1	1	1						10
Mishandling of Passenger Property - D	1	1				2							4
No Jurisdiction				1	1								2
No Jurisdiction - Refer to Other				1	1								2
No Subject					1								1
No Subject - General					1								1
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown	1				4			1					6
Patdown - Children					1								1
Patdown - Flyer	1				3			1					5
Persons w/ Disabilities (PWD)	1	1				3		1					6
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Mobility Disability	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Wheel	1												1
Prohibited & Permitted Items					1	1							2
Prohibited & Permitted Items - General					1	1							2
Property - Special Handling	6	5	1	2	2	5	4	5	9				39
Property - Special Handling - Damaged	3	1	1		1			1	8				15
Property - Special Handling - Damaged	1	3		1	1	2		1					9
Property - Special Handling - Missing I	1	1		1				3					6
Property - Special Handling - Missing I	1						3	4	1				9
Screening	3	7	2	2	5	8	4	8	5				44
Screening - Children							1						1
Screening - Inconsistency						2	1		4				7
Screening - Lengthy Lines				1		1	1		1	1			5
Screening - Procedures/Process	3	6	1	1	2	5	4	3	4				29
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLK										1			1
2018										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SLN</b>	<b>1</b>							<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
<b>2018</b>									<b>1</b>	<b>1</b>			<b>2</b>
Mishandling of Passenger Property									<b>1</b>	<b>1</b>			<b>2</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									<b>1</b>	<b>1</b>			<b>2</b>
<b>2019</b>											<b>1</b>	<b>1</b>	<b>2</b>
Customer Service												<b>1</b>	<b>1</b>
Customer Service - TSO												<b>1</b>	<b>1</b>
Mishandling of Passenger Property											<b>1</b>		<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											<b>1</b>		<b>1</b>
<b>2021</b>	<b>1</b>								<b>1</b>				<b>2</b>
Mishandling of Passenger Property									<b>1</b>				<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									<b>1</b>				<b>1</b>
Property - Special Handling	<b>1</b>												<b>1</b>
Property - Special Handling - Missing I	<b>1</b>												<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SMF</b>	<b>92</b>	<b>76</b>	<b>78</b>	<b>78</b>	<b>74</b>	<b>87</b>	<b>88</b>	<b>101</b>	<b>121</b>	<b>76</b>	<b>92</b>	<b>72</b>	<b>1,035</b>
<b>2018</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>289</b>
Civil Rights					1		2				1		4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening							1						1
Customer Service				2	2	2	4	2	5	8	6	6	37
Customer Service - Others								1	1				2
Customer Service - TSO				2	2	2	4	2	4	7	6	6	35
Locks				2	1	5		2	2	2	2	5	21
Locks - Missing or Damaged Lock				2	1	5		2	2	2	2	5	21
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				14	9	9	9	15	6	10	12	9	93
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1		1		2		1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked L				8	8	5	7	10	3	8	11	6	66
Mishandling of Passenger Property - Damaged/Missing Items--Unspecifie				1			1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				4	1	3	1	3	3	1	1	3	20
Patdown					2	1		1	5		3	2	14
Patdown - Flyer					2	1		1	4		2	2	12
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1	3	4		2	1	2	2	2	15
Persons w/ Disabilities (PWD) - Diabetes					1						2		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1			1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	1			1		3
Property - Special Handling				3	8	7	10	11	10	8	7	5	69
Property - Special Handling - Damaged Items - Carry-On				1		1	2	1	2	1	1	2	11
Property - Special Handling - Damaged Items - Checked				2	4	2	1	1	4	3	2	1	20
Property - Special Handling - Missing Items - Carry-On						1		1		1	1	1	4
Property - Special Handling - Missing Items - Checked					4	3	7	8	4	4	3	1	34
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening				5	3	4	3	8	8		1	2	34
Screening - Lengthy Lines						1		2	2				5
Screening - Procedures/Process				4	2	2	3	4	5		1	2	23
Screening - Retrieving Abandoned/Confiscated Items						1			1				2
Screening - Security Breach				1				2					3
Screening - Shoe Screening						1							1
<b>2019</b>	<b>38</b>	<b>40</b>	<b>38</b>	<b>19</b>	<b>21</b>	<b>30</b>	<b>30</b>	<b>33</b>	<b>39</b>	<b>35</b>	<b>37</b>	<b>28</b>	<b>388</b>
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights	1	4	4		1		1	1	2	1	1	1	17
Civil Rights - Hair Patdowns													1
Civil Rights - Headwear													1
Civil Rights - Racial Profiling or Discrimination	1	2					1	1		1	1		7
Civil Rights - Screening of Religious Cultural and C	1												1
Civil Rights - Screening of Religious or Cultural Garments													1
Civil Rights - Sex/Gender/Gender Identi	1	2	2										5
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service	10	4	10	2	3	5	3	4	6	12	6	2	67
Customer Service - Others	3				1	1	1		1	4	1		12
Customer Service - TSO	7	4	10	2	2	4	2	4	5	8	5	2	55
Locks	2	1	2	3	1	3	1	3	2	1			19
Locks - Missing or Damaged Lock	2	1	2	3	1	3	1	3	2	1			19
Lost and Found													2
Lost and Found - Airport/TSA													2
Mishandling of Passenger Property	8	13	8	5	10	5	5	6	9	6	13	12	100
Mishandling of Passenger Property - Damaged/Mis	2										2		4
Mishandling of Passenger Property - D	6	9	6	4	7	5	3	5	8	6	9	11	79
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - D	2	2	2	1	3		2	1	1	1	1	1	16
Patdown	3	3	1			3	1	2	2	3	2	1	21
Patdown - Flyer	3	3				2	1	2	2	3	2	1	19
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)		1	1	3		2	1	3	2	1	1		15
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1					2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1					1						1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me		1				1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Whee	1					1	1						3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)		1							1				1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items													1 1
Prohibited & Permitted Items - Marijuana													1 1
Property - Special Handling	7	6	7	6	3	11	9	10	4	2	5	5	75
Property - Special Handling - Damaged Items - Ca	1	1	1		1	2	1			1			8
Property - Special Handling - Damaged Items	1	2			1	3	2	3			2	1	15
Property - Special Handling - Missing Items	1	1			1	3	1		1		1	1	10
Property - Special Handling - Missing Items	5	2	6	5	1	4	4	6	3	1	2	3	42
Request for Assistance													1 1
Request for Assistance - Other													1 1
Screening	9	6	6	1	1	3	7	5	10	8	8	5	69
Screening - Children													1 1
Screening - Inconsistency	1						1		2	1	2	2	9
Screening - Lengthy Lines								1	1	1			3
Screening - Procedures/Process	8	5	3	1	1	2	4	4	7	4	6	3	48
Screening - Retrieving Abandoned/Confiscated Items	1	2				2				1			6
Screening - Security Breach					1								2
<b>2020</b>	<b>36</b>	<b>30</b>	<b>31</b>	<b>27</b>	<b>15</b>	<b>18</b>	<b>3</b>	<b>7</b>	<b>14</b>	<b>12</b>	<b>20</b>	<b>13</b>	<b>226</b>
Civil Rights	1	2				1			1	1			6
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination	2					1							4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	6	5	5	8	1	4	1	1	1	1	3	5	41
Customer Service - Others	1			1									2
Customer Service - TSO	5	5	5	7	1	4	1	1	1	1	3	5	39
Identification (ID) Requirements													1 1
Identification (ID) Requirements - Domestic													1 1
Locks	1	4		2						2			9
Locks - Missing or Damaged Lock	1	4		2						2			9
Lost and Found					2								2
Lost and Found - Airport/TSA					2								2
Mishandling of Passenger Property	9	7	13	4	4	6	1		5	2	4	1	56
Mishandling of Passenger Property - Damaged/Missing Items	2												2
Mishandling of Passenger Property - Domestic	6	6	11	4	3	4	1		5	1	3	1	45
Mishandling of Passenger Property - Domestic	3	1			1	2				1	1		9
Patdown	1				2					1	2		6
Patdown - Flyer	1				1					1	2		5
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	6	4		4	1			1	1	1	3		20
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cognitive	2										1		3
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Diaper	1							1					1
Persons w/ Disabilities (PWD) - General	2			1									3
Persons w/ Disabilities (PWD) - Hearing Impairment	2									1			1
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Persons w/ Disabilities (PWD) - Mobility	1	1		1									4
Persons w/ Disabilities (PWD) - Service Animals													1
Persons w/ Disabilities (PWD) - Wheelchair	2				2								4
Property - Special Handling	8	8	10	8	4	2	1	3	4	2	6	4	60
Property - Special Handling - Damaged Items - Ca	2				1								3
Property - Special Handling - Damaged Items	3	2	2	1		1		2	1	1	2	2	17
Property - Special Handling - Missing Items - Carry-On	1	4	1	1					2				10
Property - Special Handling - Missing Items	5	3	4	6	3		1	1	1	1	4	1	30
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	3		3	1	1	5		2	2	3	1	3	24
Screening - Inconsistency			1						1				2
Screening - Procedures/Process	2		2	1	1	5		2	1	3	1	2	20
Screening - Security Breach	1											1	2
<b>2021</b>	<b>18</b>	<b>6</b>	<b>9</b>	<b>5</b>	<b>11</b>	<b>8</b>	<b>23</b>	<b>22</b>	<b>30</b>				<b>132</b>
Airline							1						2
Airline - Policy/Regulations/Service							1						2
Animals								1					1
Animals - Carry-On							1						1
Civil Rights				2		1					2		5
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination				1		1							2
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening										1			1
Claims				1									1
Claims - General				1									1
Customer Service	3		2	2	5		1	2	9				24
Customer Service - Others								1	1				2
Customer Service - TSO	3		2	2	5		1	1	8				22
DHS TRIP							1						1
DHS TRIP - General							1						1
Expedited Passenger Screening Program						1	3	4	9	12			29
Expedited Passenger Screening Program - TSA Application Program						1	1	1	1	1			5
Expedited Passenger Screening Program - TSA PreCheck						2	3	8	11				24
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Real ID						1							1
Lost and Found	1		1										2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	2	1	1	1		1	1	3	2				11

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items - Disarrayed	2	1				1	2	1					7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1					2
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Patdown							1	2	1				4
Patdown - Flyer							1	2	1				4
Persons w/ Disabilities (PWD)		1					1	1	2				5
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1				2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - General									1				1
Property - Special Handling	7	4	1	1	1	2	7	3	1				27
Property - Special Handling - Damaged Items - Ca	1			1			2	1					5
Property - Special Handling - Damaged Items - Ca - Disarrayed	2	1			1	2	4						10
Property - Special Handling - Missing Items	2		1					1					4
Property - Special Handling - Missing Items - Disarrayed	3	2					1	1	1				8
Screening	5		1	2	2	1	3	2	1				17
Screening - Inconsistency				1				1					2
Screening - Procedures/Process	3		1		2	1	3	1					11
Screening - Retrieving Abandoned/Corporal	2								1				3
Screening - Shoe Screening					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SMX</b>								1	1	2		1	5
<b>2018</b>								1			1		2
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
<b>2021</b>								1		2			3
Expedited Passenger Screening Program								1		2			3
Expedited Passenger Screening Program - TSA PreCheck								1		2			3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SNA	37	45	45	41	45	57	46	63	63	46	34	33	555
2018				16	13	18	18	22	22	17	12	14	152
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights						1				1		2	4
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1						1	2
Civil Rights - Transgender Screening									1				1
Customer Service				2	4	3	3	5	2	3	2	2	26
Customer Service - TSO				2	4	3	3	5	2	3	2	2	26
Locks				3	1			1	2		1	1	9
Locks - General									1				1
Locks - Missing or Damaged Lock				3	1			1	1		1	1	8
Mishandling of Passenger Property				3	5	6	9	7	7	4	4	3	48
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2	2				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked				3	5	6	7	4	4	3	3	1	36
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2	1	1	1		2	7
Patdown				2		2	2	1	2	2	2		13
Patdown - Flyer				2		2	2	1	2	1	2		12
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				1	2			2	1			1	7
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1			1					1	3
Property - Special Handling				4	2	1	2	2	6	6	2	5	30
Property - Special Handling - Damaged Items - Carry-On				2						1			3
Property - Special Handling - Damaged Items - Checked					1					3	1		5
Property - Special Handling - Missing Items - Carry-On				1					1	2		3	7
Property - Special Handling - Missing Items - Checked				1	1	1	2	2	5	1		2	15
Screening				2		3	2	3	1	2	1		14
Screening - Inconsistency										1			1
Screening - Procedures/Process				2		3	2	3	1	1	1		13
2019	16	17	12	8	15	18	11	15	14	23	16	12	177
Civil Rights	4	1	1			2	1		2		2		13
Civil Rights - Age	2												2
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination						1					2		3
Civil Rights - Sex/Gender/Gender Identity	2	1	1										5
Civil Rights - Transgender Screening						1			1				2
Customer Service	1	3	2		5	5	2	3	1	4	1	2	29
Customer Service - TSO	1	3	2		5	5	2	3	1	4	1	2	29
Locks	1			1	1				3	2	1	1	10
Locks - Missing or Damaged Lock	1			1	1				3	2	1	1	10
Mishandling of Passenger Property	5	7	3	2	3	2	1	2	1	3	4	4	37
Mishandling of Passenger Property - Damaged/Missing Items		1					1						2
Mishandling of Passenger Property - D	3	6	1	1	3	1	1	1	1	3	2	4	27
Mishandling of Passenger Property - D	2	1	1	1		1				2			8
Patdown	1		2			1			3	1	4		12
Patdown - Flyer	1		2			1			3	1	4		12
Persons w/ Disabilities (PWD)	1				1	2	1			5	1		11
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabet	1										1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1				2			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	2	5	1	4	3	5	2	6	5	3	5	4	45
Property - Special Handling - Damaged Items - Carry-On							1	1			1		3
Property - Special Handling - Damaged	2	1		2	1	3		1	1	2	1	2	16
Property - Special Handling - Missing Items - Carr	1				1				1	1	1		5
Property - Special Handling - Missing Items - Chec	3	1	2	1	2	2	2	4	2		2	2	21
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	1		3	1	2	1	4	1	1	2	2	1	19
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1		3	1		1	4		1	2	1	1	15
Screening - Security Breach								1					1
2020	13	19	28	12	16	12	1	1	4	6	6	7	125
Civil Rights		2	1	1						1			5
Civil Rights - Constitutional Rights		1											1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening				1		1							2
Customer Service	2	1	4	3	3	2					1		16
Customer Service - TSO	2	1	4	3	3	2					1		16
Identification (ID) Requirements	1		1										2
Identification (ID) Requirements - Dom	1		1										2
Locks	3	1	2			2			1				9

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock	3	1	2			2			1			1	9
Mishandling of Passenger Property	1	2	11	6	6	2			1	2		1	32
Mishandling of Passenger Property - Damaged/Missing Items	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on	2	10	4	3	2				1	1		1	24
Patdown			4							1	1		6
Patdown - Flyer			3							1	1		5
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	3	3	3										9
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Prosthetic			1										1
Persons w/ Disabilities (PWD) - Medically Necessary			2	1									3
Persons w/ Disabilities (PWD) - Mobility	1		1										2
Persons w/ Disabilities (PWD) - Prosthetic	1	1											2
Property - Special Handling	3	4	2	1	2	2			1	1	2	4	26
Property - Special Handling - Damaged Items - Carry-On						1					1		2
Property - Special Handling - Damaged Items - Checked	1				1						2		4
Property - Special Handling - Missing Items	1	1											2
Property - Special Handling - Missing Items - Checked	2	3	1	1	1	1		1	1	1	2	2	18
Screening		4	3	1	4	4	1		1		1		20
Screening - Inconsistency					1								1
Screening - Procedures/Process		4	3	1	3	4			1			2	18
Screening - Retrieving Abandoned/Confiscated Items						1							1
<b>2021</b>	<b>8</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>9</b>	<b>16</b>	<b>25</b>	<b>23</b>				<b>101</b>
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights									1	1	1		3
Civil Rights - Civil Rights Violation (TSA Employee)									1				1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	1	2	2	5	1	1	3	2	2				19
Customer Service - Others							1						1
Customer Service - TSO	1	2	2	5	1	1	2	2	2				18
Expedited Passenger Screening Program						5	6	14	7				32
Expedited Passenger Screening Program - TSA Application Program						1	1	2	1				5
Expedited Passenger Screening Program - TSA PreCheck						4	5	12	6				27
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3	4	2				1		2				12
Mishandling of Passenger Property - Damaged/Missing Items			1										1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	3	4	1				1		2				8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						3
Patdown		1							1	3			5
Patdown - Flyer	1								1	3			5
Persons w/ Disabilities (PWD)			1						2	2			5
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Mobility Disability		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								2					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	3		1			2	2	2	1				11
Property - Special Handling - Damaged Items	1					1	1	1	1				4
Property - Special Handling - Damaged Items - Checked	1					1	1	1	1				5
Property - Special Handling - Missing Items	1		1										2
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening						1	2	3	3				9
Screening - Inconsistency						1	1		2				4
Screening - Procedures/Process							1	3	1				5

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

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

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPI	1	1		1	3	3	2		1	1	1		14
2018				1	2	1					1		5
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening				1	1	1							3
Screening - Inconsistency				1									1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					1								1
2019							1	2					3
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Patdown							1						1
Patdown - Flyer							1						1
2020	1					1	1			1			4
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1												1
Property - Special Handling - Damaged	1												1
Screening						1							1
Screening - Lengthy Lines						1							1
2021		1								1			2
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Mi:				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SPS</b>													
<b>2018</b>													
Mishandling of Passenger Property				1						2	2	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	3				1	2	3
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked												1	1
<b>2019</b>								1	1		1	1	4
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling								1	1				2
Property - Special Handling - Missing Items - Checked								1	1				2
<b>Screening</b>												1	1
Screening - Procedures/Process												1	1
<b>2020</b>				1		1		1	1				4
Property - Special Handling				1		1		1	1				3
Property - Special Handling - Damaged Items - Checked						1							2
Property - Special Handling - Missing Items - Checked				1									1
<b>Screening</b>								1					1
Screening - Procedures/Process								1					1
<b>2021</b>										1			1
Customer Service										1			1
Customer Service - TSO										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SRQ</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>12</b>	<b>10</b>	<b>20</b>	<b>23</b>	<b>15</b>	<b>9</b>	<b>4</b>	<b>9</b>	<b>4</b>	<b>143</b>
<b>2018</b>				<b>3</b>	<b>1</b>	<b>7</b>	<b>8</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>27</b>
Civil Rights					<b>1</b>		<b>1</b>						<b>2</b>
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							<b>1</b>						<b>1</b>
Civil Rights - Sexual Orientation - Not Transgender					<b>1</b>								<b>1</b>
Customer Service				<b>2</b>			<b>1</b>					<b>1</b>	<b>4</b>
Customer Service - Others				<b>1</b>									<b>1</b>
Customer Service - TSO				<b>1</b>			<b>1</b>					<b>1</b>	<b>3</b>
Lost and Found					<b>1</b>								<b>1</b>
Lost and Found - Airport/TSA					<b>1</b>								<b>1</b>
Mishandling of Passenger Property						<b>1</b>		<b>1</b>		<b>1</b>			<b>3</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>		<b>1</b>					<b>2</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											<b>1</b>		<b>1</b>
Patdown					<b>3</b>	<b>2</b>		<b>1</b>	<b>1</b>				<b>7</b>
Patdown - Flyer					<b>3</b>			<b>1</b>	<b>1</b>				<b>5</b>
Patdown - Flyer as Observer						<b>1</b>							<b>1</b>
Patdown - General							<b>1</b>						<b>1</b>
Persons w/ Disabilities (PWD)						<b>1</b>							<b>1</b>
Persons w/ Disabilities (PWD) - General						<b>1</b>							<b>1</b>
Property - Special Handling								<b>1</b>					<b>1</b>
Property - Special Handling - Damaged Items - Checked								<b>1</b>					<b>1</b>
Screening					<b>1</b>		<b>2</b>	<b>3</b>				<b>2</b>	<b>8</b>
Screening - Procedures/Process							<b>2</b>	<b>3</b>				<b>1</b>	<b>6</b>
Screening - Retrieving Abandoned/Confiscated Items				<b>1</b>								<b>1</b>	<b>2</b>
<b>2019</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>37</b>
Advanced Imaging Technology (AIT)	<b>1</b>												<b>1</b>
Advanced Imaging Technology (AIT) -	<b>1</b>												<b>1</b>
Civil Rights						<b>1</b>	<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>5</b>
Civil Rights - Constitutional Rights						<b>1</b>							<b>1</b>
Civil Rights - Racial Profiling or Discrimination							<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>4</b>
Customer Service	<b>1</b>				<b>1</b>	<b>1</b>							<b>3</b>
Customer Service - TSO	<b>1</b>				<b>1</b>	<b>1</b>							<b>3</b>
Mishandling of Passenger Property	<b>2</b>	<b>1</b>							<b>1</b>				<b>4</b>
Mishandling of Passenger Property - Damaged/Missing Items	<b>1</b>												<b>1</b>
Mishandling of Passenger Property - Damaged/Mi:	<b>2</b>								<b>1</b>				<b>3</b>
Patdown		<b>1</b>					<b>1</b>	<b>1</b>				<b>3</b>	<b>1</b>
Patdown - Flyer		<b>1</b>					<b>1</b>	<b>1</b>				<b>3</b>	<b>1</b>
Persons w/ Disabilities (PWD)	<b>1</b>	<b>1</b>				<b>1</b>			<b>1</b>				<b>4</b>
Persons w/ Disabilities (PWD) - Internal Medical Devices						<b>1</b>							<b>1</b>
Persons w/ Disabilities (PWD) - Mobility	<b>1</b>										<b>1</b>		<b>2</b>
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo		<b>1</b>											<b>1</b>
Property - Special Handling							<b>2</b>					<b>1</b>	<b>3</b>
Property - Special Handling - Missing Items - Carry-On							<b>1</b>					<b>1</b>	<b>2</b>
Property - Special Handling - Missing Items - Checked							<b>1</b>						<b>1</b>
Screening	<b>2</b>	<b>3</b>	<b>3</b>							<b>1</b>	<b>1</b>		<b>10</b>
Screening - Inconsistency				<b>1</b>									<b>1</b>
Screening - Procedures/Process	<b>2</b>	<b>3</b>	<b>2</b>							<b>1</b>	<b>1</b>		<b>9</b>
<b>2020</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>1</b>					<b>2</b>	<b>2</b>	<b>32</b>
Civil Rights					<b>1</b>								<b>1</b>
Civil Rights - Racial Profiling or Discrimination					<b>1</b>								<b>1</b>
Customer Service		<b>2</b>			<b>2</b>						<b>1</b>	<b>1</b>	<b>6</b>
Customer Service - Others		<b>1</b>											<b>1</b>
Customer Service - TSO		<b>1</b>			<b>2</b>						<b>1</b>	<b>1</b>	<b>5</b>
Mishandling of Passenger Property	<b>1</b>		<b>1</b>										<b>2</b>
Mishandling of Passenger Property - D	<b>1</b>		<b>1</b>										<b>2</b>
Patdown	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>					<b>1</b>			<b>8</b>
Patdown - Flyer	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>					<b>1</b>			<b>8</b>
Persons w/ Disabilities (PWD)		<b>2</b>											<b>2</b>
Persons w/ Disabilities (PWD) - Mobility Disability (Not Whee		<b>1</b>											<b>1</b>
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)		<b>1</b>											<b>1</b>
Property - Special Handling		<b>2</b>		<b>1</b>	<b>1</b>							<b>1</b>	<b>5</b>
Property - Special Handling - Damaged Items - Carry-On		<b>1</b>		<b>1</b>								<b>1</b>	<b>2</b>
Property - Special Handling - Missing Items - Checked		<b>2</b>										<b>1</b>	<b>3</b>
Screening		<b>2</b>		<b>3</b>	<b>2</b>	<b>1</b>							<b>8</b>
Screening - Procedures/Process		<b>2</b>		<b>3</b>	<b>2</b>	<b>1</b>							<b>8</b>
<b>2021</b>	<b>3</b>	<b>1</b>	<b>3</b>		<b>3</b>	<b>7</b>	<b>13</b>	<b>14</b>	<b>3</b>				<b>47</b>
Civil Rights							<b>2</b>						<b>2</b>
Civil Rights - Racial Profiling or Discrimination							<b>2</b>						<b>2</b>
Customer Service	<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>3</b>						<b>8</b>
Customer Service - TSO	<b>1</b>		<b>1</b>		<b>1</b>	<b>2</b>	<b>3</b>						<b>8</b>
Expedited Passenger Screening Program						<b>4</b>	<b>4</b>	<b>10</b>	<b>1</b>				<b>19</b>
Expedited Passenger Screening Program - Known Crew Member								<b>1</b>					<b>1</b>
Expedited Passenger Screening Program - TSA Application Program						<b>2</b>	<b>1</b>	<b>1</b>					<b>4</b>
Expedited Passenger Screening Program - TSA PreCheck						<b>2</b>	<b>3</b>	<b>8</b>	<b>1</b>				<b>14</b>
Locks				<b>1</b>									<b>1</b>
Locks - General				<b>1</b>									<b>1</b>
Lost and Found							<b>1</b>						<b>1</b>
Lost and Found - Airport/TSA							<b>1</b>						<b>1</b>
Mishandling of Passenger Property				<b>1</b>					<b>1</b>				<b>2</b>
Mishandling of Passenger Property - Damaged/Mi:				<b>1</b>									<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									<b>1</b>				<b>1</b>
Patdown				<b>2</b>			<b>1</b>		<b>1</b>				<b>4</b>
Patdown - Flyer				<b>2</b>					<b>1</b>				<b>3</b>
Patdown - General							<b>1</b>						<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Property - Special Handling	1							1	1				3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing It	1												1
Screening						2		2	1				5
Screening - Inconsistency						1		1					2
Screening - Procedures/Process						1		1	1				3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>STC</b>				1	2								3
<b>2018</b>				1	1								2
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening					1								1
Screening - Procedures/Process					1								1
<b>2021</b>					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>STL</b>	<b>101</b>	<b>46</b>	<b>63</b>	<b>94</b>	<b>74</b>	<b>95</b>	<b>76</b>	<b>93</b>	<b>98</b>	<b>76</b>	<b>83</b>	<b>74</b>	<b>973</b>
<b>2018</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>290</b>
Civil Rights				1		1	3		1	1	1	2	10
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination				1			2		1	1	1	1	7
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				6	5	9	7	6	5	6	6	6	56
Customer Service - Others							3					1	4
Customer Service - TSO				6	5	9	7	3	5	6	6	5	52
Locks				2			1	1	1	3		2	10
Locks - Missing or Damaged Lock				2			1	1	1	3		2	10
Lost and Found						1					1		3
Lost and Found - Airport/TSA						1		1			1		3
Mishandling of Passenger Property				8	8	5	4	11	7	7	8	5	63
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				6	7	5	2	7	3	4	6	3	43
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	1		2	4	4	3	2	1	19
Patdown				1	2	6	1	3	2	5	5		25
Patdown - Flyer				1	2	6	1	3	2	4	5		24
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				3	1	1			2	5	2	3	17
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1	2		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1					1	1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling				6	9	6	4	6	5	8	6	8	58
Property - Special Handling - Damaged Items - Carry-On						1		1	2			1	5
Property - Special Handling - Damaged Items - Checked				1	5	2	1	2	2	3	3		19
Property - Special Handling - Missing Items - Carry-On				2	3	2			2	1	2		12
Property - Special Handling - Missing Items - Checked				3	1	1	3	3	1	3	2	5	22
Screening				2	5	5	6	5	5	6	7	7	48
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines						1	1		1		1		5
Screening - Procedures/Process				2	4	4	6	4	5	3	4	6	38
Screening - Security Breach										1	1		2
<b>2019</b>	<b>37</b>	<b>23</b>	<b>35</b>	<b>26</b>	<b>18</b>	<b>34</b>	<b>29</b>	<b>29</b>	<b>35</b>	<b>23</b>	<b>30</b>	<b>26</b>	<b>345</b>
Civil Rights	2	1	1	2	1	1	3	1	3			1	16
Civil Rights - Constitutional Rights					1				1				2
Civil Rights - Racial Profiling or Discrimination	1	1		1	1	1	2	1	2			1	11
Civil Rights - Sex/Gender/Gender Identity	1					1						1	2
Civil Rights - Transgender Screening				1									1
Customer Service	6	4	5	3	2	10	3	3	5	5	3	2	51
Customer Service - Others						1		1					1
Customer Service - TSO	6	4	5	3	2	10	2	3	5	5	3	2	50
Locks						1	1	3	2		1	2	10
Locks - General								1	1				2
Locks - Missing or Damaged Lock						1	1	2	1		1	2	8
Lost and Found							2		1				3
Lost and Found - Airport/TSA							2		1				3
Mishandling of Passenger Property	13	2	8	6	5	6	6	9	8	6	7	9	85
Mishandling of Passenger Property - Damaged Items - Carry-On	1												1
Mishandling of Passenger Property - Damaged Items - Checked	8	1	7	6	3	3	5	8	4	6	6	7	64
Mishandling of Passenger Property - Damaged Items - Missing	4	1	1		2	3	1	1	4		1	2	20
Patdown				1	2	2	2	3	1	4	3		18
Patdown - Flyer				1	2	2	2	3	1	4	2		17
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1	3	3	1	1	4	1	1	1	1	1	4	22
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1						1			2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes											1	1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices	1				1			1					3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to Person		1					2	1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication		1										1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1	1							1			3
Property - Special Handling	3	7	8	6	7	4	8	5	7	9	11	5	80
Property - Special Handling - Damaged Items - Carry-On					2						2	1	5
Property - Special Handling - Damaged Items - Checked	1	2	3	2	1	2	4	4	4	1	4	2	26
Property - Special Handling - Missing Items - Carry-On	1	1	1	1	1	1	1	1	2	1	1		10

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	2	4	4	3	3	1	3	4	3	6	4	2	39
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	12	5	8	6	2	6	2	6	4	2	4	2	59
Screening - Inconsistency	3	1	1				1					1	7
Screening - Lengthy Lines			2			3		1					6
Screening - Procedures/Process	9	3	4	4	2	3	1	5	4	2	1	1	39
Screening - Retrieving Abandoned/Confiscated Items				1								1	2
Screening - Security Breach			1	1	1							2	5
<b>2020</b>	<b>40</b>	<b>17</b>	<b>21</b>	<b>30</b>	<b>20</b>	<b>15</b>		<b>4</b>	<b>8</b>	<b>12</b>	<b>17</b>	<b>15</b>	<b>199</b>
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	1					2				1		2	6
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination						2			1			2	5
Customer Service	6	5	6	4	2	2				1	2		28
Customer Service - Others	1				1								2
Customer Service - TSO	5	5	6	4	1	2			1	2			26
Locks	1	1	1	4									7
Locks - Missing or Damaged Lock	1	1	1	4									7
Lost and Found	1				1					1			3
Lost and Found - Airport/TSA	1				1					1			3
Mishandling of Passenger Property	13	4	4	4	8	6		1	2	5	7	5	59
Mishandling of Passenger Property - D	1			2	1						1		5
Mishandling of Passenger Property - D	11	3	4	2	5	6		1	2	4	6	4	48
Mishandling of Passenger Property - D	1	1			2					1		1	6
Patdown	2			3						1			8
Patdown - Flyer	1		2	3									6
Patdown - Flyer as Observer	1									1			2
Persons w/ Disabilities (PWD)	1			1		2			1	2			7
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medication	1			1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	10	4	5	10	2	1		3	3	2	7	7	54
Property - Special Handling - Damaged Items - Carry-On					1						1		2
Property - Special Handling - Damaged Items - Hand Luggage	4	1	1	1	1			2	1		2	4	17
Property - Special Handling - Missing Item	1	1		2						1	1		6
Property - Special Handling - Missing Item	5	2	4	7	1			1	2	2	4	1	29
Screening	5	2	3	4	7	2				1	1	1	26
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency				1	1					1			3
Screening - Procedures/Process	5	2	3	3	5	2					1	1	22
<b>2021</b>	<b>24</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>12</b>	<b>21</b>	<b>27</b>	<b>27</b>				<b>139</b>
Airline								1	1				2
Airline - Policy/Regulations/Service								1	1				2
Civil Rights		1				1							2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	2	2	6	1	4	3	3	9	6				33
Customer Service - TCC		1											1
Customer Service - TSO	2	1	6	1	4	3	9	6					32
Expedited Passenger Screening Program	1				2	3	10	4	15				35
Expedited Passenger Screening Program - DoD	1												1
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck				2	3	9	4	13					31
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								2					2
Locks	3												3
Locks - Missing or Damaged Lock	3												3
Lost and Found	3		1										4
Lost and Found - Airport/TSA	3	1											4
Mishandling of Passenger Property	6			1				2					9
Mishandling of Passenger Property - D	1				1								1
Mishandling of Passenger Property - D	4			1				1					6
Mishandling of Passenger Property - D	1							1					2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)		3				1	3	3	1				11
Persons w/ Disabilities (PWD) - Breast Cancer							2						2
Persons w/ Disabilities (PWD) - Diabetes	1									1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1						2
Persons w/ Disabilities (PWD) - Prostheses/Amputes and Casts					1	1							2
Persons w/ Disabilities (PWD) - Respiratory and Irritant	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1					1							2
Prohibited & Permitted Items			1					1					2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - General								1					1
Property - Special Handling	6				1	2	4	3	3				19
Property - Special Handling - Damaged Item	1					2							3
Property - Special Handling - Damaged Item	1					1		1	1				4
Property - Special Handling - Missing Item	2				1		1	1	2				6
Property - Special Handling - Missing Item	2					1	2	1					6

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	5	1	1	2	2	1	1	4	1				18
Screening - Inconsistency		1						1					2
Screening - Procedures/Process	4	1	1	2	2		1	4	1				16

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>STS</b>	2	2	2	4	2	2	3		2	2	1	5	27
<b>2018</b>				2							1	3	6
Customer Service					1								1
Customer Service - TSO					1								1
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Patdown											1	1	
Patdown - Flyer											1	1	
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
<b>2019</b>	<b>1</b>	<b>1</b>					<b>1</b>			<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
Customer Service	1										1		2
Customer Service - TSO	1										1		2
Patdown											1	1	
Patdown - Flyer											1	1	
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
<b>2020</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							1
Customer Service - TSO	1					1							1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown			1					1					2
Patdown - Flyer			1					1					2
Screening				2		1						1	4
Screening - Procedures/Process				2		1						3	
Screening - Retrieving Abandoned/Confiscated Items												1	1
<b>2021</b>	<b>1</b>	<b>1</b>					<b>3</b>		<b>2</b>				<b>7</b>
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items		1											1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening						2		1					3
Screening - Procedures/Process						2		1					3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STT	1	7	8	6	8	11	15	18	13	10	15	6	118
2018				3	1	1	4	3	1	3	11	2	29
Civil Rights						1				1			2
Civil Rights - Racial Profiling or Discrimination						1				1			2
Customer Service							1		1	1	3	1	7
Customer Service - TSO							1		1	1	3	1	7
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				2	1		2			1	3		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	1		2			1	3		9
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling						1					2		3
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Checked						1					1		1
Screening								1	2		2	1	6
Screening - Procedures/Process								1	2		2		5
Screening - Security Breach											1		1
2019	1	3	2	1	2	4	4	4	3	5	2	3	34
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service		1	1			1	1	2		1		1	9
Customer Service - Others		1	1			1	1	2		1		1	2
Customer Service - TSO						1		2		1		1	7
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property		1	1		1		1	2	1	1			8
Mishandling of Passenger Property - Damaged/Mi:		1	1		1			2	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling			1	1		2	1	1	1	2	1	1	11
Property - Special Handling - Damaged Items - Checked			1						1	1	1		4
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked			1				1	1	1	1		1	6
Screening									1	2		1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process										1		1	2
Screening - Retrieving Abandoned/Confiscated Items									1				1
2020	3	3	1	4	3	1				2	2	1	20
Customer Service						1							1
Customer Service - TSO						1							1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found			1			1							2
Lost and Found - Airport/TSA			1			1							2
Mishandling of Passenger Property		2		1	2								5
Mishandling of Passenger Property - Damaged/Mi:		2		1	2								5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling						1					1	1	3
Property - Special Handling - Damaged Items - Carry-On						1					1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening		2		1	1	1				1	1		7
Screening - Procedures/Process		2		1	1	1				1	1		7
2021	1	3	1	1	3	6	11	9					35
Airline								2					2
Airline - Lost Baggage								2					2
Customer Service		1	1	1		1		2					6
Customer Service - TSO		1	1	1		1		2					6
Expedited Passenger Screening Program			1			1	3	3	5				13
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck		1				1	3	3	4				12
Mishandling of Passenger Property					1	2							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	2							3
Property - Special Handling						1		1	2				4
Property - Special Handling - Damaged Items - Carry-On						1			1				1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked						1		1					2
Screening				1			1	3	2				7
Screening - Inconsistency									1				1
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process				1			1	2					4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>STX</b>	2	2	3	5	8			3	5	2	1	1	32
<b>2018</b>				1	2			1	1	2	1	1	8
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property						2				1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2				1			3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling								1		1	1		3
Property - Special Handling - Missing Items - Checked								1		1	1		3
<b>2019</b>	1	1	1	1	1			1	2			1	9
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed It			1										1
Property - Special Handling		1						1	1				3
Property - Special Handling - Damaged		1											1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked								1					1
Screening					1	1				1			3
Screening - Procedures/Process					1	1				1			3
<b>2020</b>	1	1	1			3							6
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missing Items				1									1
Mishandling of Passenger Property - D		1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Ch		1											1
Screening					3								3
Screening - Lengthy Lines					2								2
Screening - Procedures/Process					1								1
<b>2021</b>			1	3	2			1	2				9
Claims				1									1
Claims - General				1									1
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Expedited Passenger Screening Program									2				2
Expedited Passenger Screening Program - TSA PreCheck									2				2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items			1										1
Prohibited & Permitted Items				2									2
Prohibited & Permitted Items - General				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SUN</b>	1	1		1	4			1	1	5	6	2	22
<b>2018</b>				1	1			1	1	4	6		14
Mishandling of Passenger Property					1				1	1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1	1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening					1			1		3	5		10
Screening - Lengthy Lines								1		2	3		6
Screening - Procedures/Process						1				1	2		4
<b>2019</b>			1			2				1		1	5
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening						1					1		2
Screening - Procedures/Process							1				1		2
<b>2020</b>			1									1	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Chec			1										1
<b>2021</b>								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUX	1	5	2	3	1	2	1	3	1	3	5	3	30
2018													8
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Property - Special Handling													6
Property - Special Handling - Damaged Items - Checked													2
Property - Special Handling - Missing Items - Checked													4
2019	1	1	2				1	1	1	2	2	1	13
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	2					1	1	1	2	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1						1	1		1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on	1	1					1			1	1		5
Property - Special Handling											1		2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked											1		1
2020	1	3	1	1	1								7
Civil Rights		2											2
Civil Rights - Racial Profiling or Discrimination		2											2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1											1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling			1	1									2
Property - Special Handling - Missing Items - Checked			1	1									2
2021		1								1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checked		1											1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SWF</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>10</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>4</b>	<b>73</b>
<b>2018</b>													
Civil Rights													1
Civil Rights - Age													1
Customer Service													5
Customer Service - TSO													5
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked													3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown													4
Patdown - Flyer													4
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway													1
Property - Special Handling													4
Property - Special Handling - Missing Items - Checked													4
Screening													2
Screening - Procedures/Process													2
<b>2019</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>32</b>
Civil Rights													4
Civil Rights - Age													1
Civil Rights - Constitutional Rights													1
Civil Rights - Racial Profiling or Discrimination													2
Customer Service													7
Customer Service - TSO													7
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													9
Mishandling of Passenger Property - D													6
Mishandling of Passenger Property - D													3
Patdown													6
Patdown - Flyer													6
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Mobility Disability													1
Property - Special Handling													2
Property - Special Handling - Damaged Items - Ch													1
Property - Special Handling - Missing I													1
Screening													2
Screening - Procedures/Process													2
<b>2020</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>3</b>									<b>15</b>
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service													5
Customer Service - TSO													5
Mishandling of Passenger Property													3
Mishandling of Passenger Property - Damaged/Missing Items													3
Patdown													1
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo													1
Property - Special Handling													2
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Checked													1
Screening													2
Screening - Procedures/Process													2
<b>2021</b>	<b>1</b>												<b>3</b>
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Mi:													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Remains													1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SWO</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>			<b>2</b>	<b>3</b>		<b>15</b>
<b>2019</b>			<b>1</b>	<b>1</b>		<b>1</b>	<b>2</b>				<b>1</b>		<b>6</b>
Mishandling of Passenger Property				<b>1</b>			<b>2</b>						<b>3</b>
Mishandling of Passenger Property - Damaged/Missing Items--Checked				<b>1</b>			<b>1</b>						<b>2</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							<b>1</b>						<b>1</b>
Persons w/ Disabilities (PWD)											<b>1</b>		<b>1</b>
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											<b>1</b>		<b>1</b>
Property - Special Handling			<b>1</b>										<b>1</b>
Property - Special Handling - Missing Items - Checked			<b>1</b>										<b>1</b>
Screening						<b>1</b>							<b>1</b>
Screening - Procedures/Process						<b>1</b>							<b>1</b>
<b>2020</b>	<b>1</b>	<b>1</b>	<b>1</b>						<b>2</b>	<b>2</b>			<b>7</b>
Mishandling of Passenger Property	<b>1</b>	<b>1</b>	<b>1</b>						<b>1</b>	<b>2</b>			<b>6</b>
Mishandling of Passenger Property - D	<b>1</b>	<b>1</b>	<b>1</b>							<b>2</b>			<b>5</b>
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										<b>1</b>			<b>1</b>
Property - Special Handling										<b>1</b>			<b>1</b>
Property - Special Handling - Damaged Items - Checked										<b>1</b>			<b>1</b>
<b>2021</b>		<b>1</b>						<b>1</b>					<b>2</b>
Locks								<b>1</b>					<b>1</b>
Locks - Missing or Damaged Lock								<b>1</b>					<b>1</b>
Mishandling of Passenger Property			<b>1</b>										<b>1</b>
Mishandling of Passenger Property - Damaged/Missing Items-			<b>1</b>										<b>1</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>SYR</b>	<b>20</b>	<b>19</b>	<b>14</b>	<b>23</b>	<b>9</b>	<b>21</b>	<b>23</b>	<b>20</b>	<b>14</b>	<b>20</b>	<b>18</b>	<b>14</b>	<b>215</b>
<b>2018</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>51</b>
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights							1				1		2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service					1	1	1						3
Customer Service - Others							1						1
Customer Service - TSO					1		1						2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property		1	1	2	2	1			5	1	5		18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1	1	2				5	1	4			15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown				1	1			1					3
Patdown - Flyer				1	1			1					3
Persons w/ Disabilities (PWD)		1	2			2							5
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1				1							2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts		1				1							2
Property - Special Handling		2			2	1	4	3			2		14
Property - Special Handling - Damaged Items - Carry-On	1				1		1						3
Property - Special Handling - Damaged Items - Checked							4				1		5
Property - Special Handling - Missing Items - Checked	1			2			2		2		1		6
Screening						1	1	1			1		4
Screening - Procedures/Process						1	1				1		3
Screening - Security Breach								1					1
<b>2019</b>	<b>7</b>	<b>14</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>10</b>	<b>10</b>	<b>5</b>	<b>85</b>
Civil Rights				1							1	1	3
Civil Rights - National Origin				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	3		1	1	1	1	1	2					11
Customer Service - Others											1		1
Customer Service - TSO	3		1	1	1	1	1	2					10
Locks	1					1	1	1					4
Locks - Missing or Damaged Lock	1					1	1	1					4
Mishandling of Passenger Property	2	3	2		3	2	5			3	3	1	24
Mishandling of Passenger Property - Damaged/Mi:	1												1
Mishandling of Passenger Property - D	2	2	2		3	2	4			3	1	1	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				2			3
Patdown		2								2	1		5
Patdown - Flyer		1								2	1		4
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)		1					1			1		1	4
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheel	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling	1	6	1			3	2	2	1	1	4	1	22
Property - Special Handling - Damaged Items - Ca		1											1
Property - Special Handling - Damaged	1	2						1			1		5
Property - Special Handling - Missing Items - Carr	1										2		3
Property - Special Handling - Missing Items - Chec	2	1			3	2	1	1	1	1	1	1	13
Screening	3	2	1		1				1	2	1	1	12
Screening - Inconsistency		1											1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	2	2	1		1				1	1	1		9
Screening - Security Breach											1		1
<b>2020</b>	<b>9</b>	<b>3</b>	<b>6</b>	<b>11</b>	<b>1</b>	<b>6</b>		<b>4</b>		<b>2</b>	<b>5</b>	<b>1</b>	<b>48</b>
Civil Rights	1							1			1		3
Civil Rights - Racial Profiling or Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Ident	1												1
Customer Service	1			2	1			1			1		6
Customer Service - TSO	1			2	1			1			1		6
Human Capital		1											1
Human Capital - Prospective Employment with TS	1												1
Locks				1		1		1			2		5
Locks - Missing or Damaged Lock				1		1		1			2		5
Mishandling of Passenger Property	3	2	2	1		1					1		10
Mishandling of Passenger Property - Damaged/Missing Items-	1												1
Mishandling of Passenger Property - Damaged/Mi:	2	1	1		1						1		6
Mishandling of Passenger Property - D	3												3
Persons w/ Disabilities (PWD)	1		2										3
Persons w/ Disabilities (PWD) - Medic	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1												1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Ca	1												1
Property - Special Handling	3		1	6		2				1	1	1	15
Property - Special Handling - Damaged	1		1										2
Property - Special Handling - Damaged	2		1							1			4
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked	4		2							1	1	1	8
Screening		1	1	2		2		1					5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process				1	1			1					3
Screening - Security Breach						1		1					2
<b>2021</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>		<b>4</b>	<b>5</b>	<b>5</b>	<b>6</b>				<b>31</b>
Civil Rights				1			1						2
Civil Rights - Racial Profiling or Discrimination				1			1						2
Customer Service	1	1	1	2			1	1	1				8
Customer Service - CSM							1						1
Customer Service - TSO	1	1	1	2				1	1				7
Expedited Passenger Screening Program						1	2	3	3				9
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck						1	2	3	2				8
Locks	1									1			2
Locks - Missing or Damaged Lock	1									1			2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - D	1												1
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling	1									1			2
Property - Special Handling - Damaged	1												1
Property - Special Handling - Missing Items - Checked										1			1
Screening		1			1		2	1					5
Screening - Procedures/Process		1			1		2	1					5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TBN</b>				1					1				2
<b>2018</b>										1			1
Customer Service										1			1
Customer Service - TSO										1			1
<b>2021</b>				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items:				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TEX</b>						2		1					3
<b>2019</b>						1							1
Customer Service						1							1
Customer Service - TSO						1							1
<b>2021</b>						1		1					2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Patdown								1					1
Patdown - Flyer								1					1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TLH</b>	<b>12</b>	<b>15</b>	<b>18</b>	<b>12</b>	<b>14</b>	<b>10</b>	<b>10</b>	<b>14</b>	<b>13</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>147</b>
<b>2018</b>				<b>1</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>40</b>
Civil Rights								2					2
Civil Rights - Hair Patdowns								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service					1		1	2		1			5
Customer Service - TSO					1		1	2		1			5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1	2	1		2	3	2	1	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	2	1		2	3	2	1	2	14
Patdown					2				2		2	1	7
Patdown - Flyer					2				2		1	1	6
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - General							1						1
Property - Special Handling						1			2	1	1		5
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked						1			1		1		3
Property - Special Handling - Missing Items - Checked									1				1
Screening							2	1		1	1		5
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process						2	1						3
<b>2019</b>	<b>4</b>	<b>10</b>	<b>12</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>65</b>
Advanced Imaging Technology (AIT)	1		1										2
Advanced Imaging Technology (AIT) - Flyer	1		1										2
Civil Rights		3				1							4
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2				1							3
Customer Service	1		2					1			1		5
Customer Service - CSM			1										1
Customer Service - Others	1												1
Customer Service - TSO			1					1			1		3
Mishandling of Passenger Property		1			1	1	1			1	3		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1			1	1	1			1	2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown		3	1			1	2			1	1		9
Patdown - Flyer		1	1			1	2			1	1		7
Patdown - Flyer as Observer			1										1
Patdown - General			1										1
Persons w/ Disabilities (PWD)		1			1				2	1		1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability		1											1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Service Animals									2				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	1	1	1					1	1	3	3		13
Property - Special Handling - Damaged Items - Checked										3		1	4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked	1	1	1					1	1	2		1	8
Screening	1	1	7	2				2	3		1	1	18
Screening - Lengthy Lines			5					1					6
Screening - Procedures/Process	1	1	2	2				1	3		1	1	12
<b>2020</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>3</b>				<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>29</b>
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights					2								2
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	1	1	1	1	2				1				7
Customer Service - TSO	1	1	1	1	2				1				7
Mishandling of Passenger Property	3	1							1		1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1							1		1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Property - Special Handling	2	2								1	2		7
Property - Special Handling - Damaged Items - Checked	2										2		4
Property - Special Handling - Missing Items - Checked		2									1		3
Screening	1	1			3								5
Screening - Procedures/Process	1	1			2								4
Screening - Retrieving Abandoned/Confiscated Items			1										1
<b>2021</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>			<b>1</b>				<b>13</b>
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service				1	1								2
Customer Service - Others						1							1
Customer Service - TSO				1									1
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program - TSA PreCheck						2	1						3
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1				1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Notice of Violation/Civil Penalties			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Notice of Violation/Civil Penalties - General	1												1
Property - Special Handling				1				1			1		3
Property - Special Handling - Damaged Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Carry-On										1			1
Screening				1									1
Screening - Procedures/Process				1									1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TOL</b>	<b>2</b>	<b>1</b>		<b>2</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>29</b>
<b>2018</b>													<b>8</b>
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Patdown													4
Patdown - Children													1
Patdown - Flyer													2
Patdown - Flyer as Observer													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
<b>2019</b>	<b>1</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>16</b>
Customer Service													4
Customer Service - Others													1
Customer Service - TSO													3
Mishandling of Passenger Property													5
Mishandling of Passenger Property - Damaged/Mi:													5
Patdown													3
Patdown - Flyer													3
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Internal Medical Devices													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening													2
Screening - Procedures/Process													2
<b>2020</b>	<b>2</b>			<b>1</b>	<b>1</b>	<b>1</b>							<b>5</b>
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property													2
Mishandling of Passenger Property - D													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Property - Special Handling													2
Property - Special Handling - Missing Items - Checked													2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TPA	119	142	148	195	179	222	186	208	189	142	133	118	1,981
2018				57	50	85	58	69	51	42	53	41	506
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights				3	2	2			4	4	2		17
Civil Rights - Age									1		1		2
Civil Rights - Hair Patdowns									1		1		1
Civil Rights - National Origin									1		1		2
Civil Rights - Racial Profiling or Discrimination				2	2	1			1	4			10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening					1								1
Customer Service				6	5	15	8	13	5	6	6	7	71
Customer Service - Others						1						1	2
Customer Service - TSO				6	5	15	7	13	5	6	6	6	69
Locks				4	4	7	4	2			3		24
Locks - Missing or Damaged Lock				4	4	7	4	2			3		24
Lost and Found				1							1		2
Lost and Found - Airport/TSA				1							1		2
Mishandling of Passenger Property				18	17	21	17	21	12	10	12	9	137
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1		2		3	2		1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				16	11	16	16	12	9	10	10	6	106
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					2			1			1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				1	4	3	1	5	1		1	2	18
Patdown				1	2	6	4	6	5	4	6	1	35
Patdown - Flyer				1	2	6	4	5	5	3	5	1	32
Patdown - Flyer as Observer										1	1		2
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				4	2	4	3	7	5	6	4	4	39
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Breast Cancer						2							2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1							1		2
Persons w/ Disabilities (PWD) - Diabetes				1		1	1						3
Persons w/ Disabilities (PWD) - General								1			2	1	4
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1		1				2		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me				1			1				2		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2		2	2	2		8
Persons w/ Disabilities (PWD) - Prosthetic/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		1	1	1	2			1	8
Property - Special Handling				18	7	19	12	11	13	8	11	12	111
Property - Special Handling - Damaged Items - Carry-On				4	1	7	2	1	2	2	2	2	21
Property - Special Handling - Damaged Items - Checked				5		5	5		2	5	6		28
Property - Special Handling - Missing Items - Carry-On				1	3	1	2	3		1		1	12
Property - Special Handling - Missing Items - Checked				8	3	6	3	7	9	2	3	9	50
Request for Assistance				2									2
Request for Assistance - Other				1									1
Request for Assistance - Wounded Warrior (MSIJSOC)				1									1
Screening				4	11	13	7	7	5	4	9	7	67
Screening - Inconsistency					1	1	3		2			1	8
Screening - Lengthy Lines				1		2		1			2		6
Screening - Procedures/Process				3	10	10	4	4	3	4	7	4	49
Screening - Retrieving Abandoned/Confiscated Items							1				2		3
Screening - Security Breach								1					1
2019	41	59	72	53	51	76	73	70	51	81	55	50	732
Civil Rights	2	2	3	3	2	5	1	4	1	4	1	3	31
Civil Rights - Age			1			1							4
Civil Rights - Constitutional Rights													1
Civil Rights - Hair Patdowns													1
Civil Rights - National Origin													1
Civil Rights - Racial Profiling or Discrimination			1	1	2	3	1	3		2		2	15
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Ident	2	2	1	1		1							7
Civil Rights - Transgender Screening													1
Customer Service	4	16	10	8	7	15	12	5	11	15	13	4	120
Customer Service - CSM			1										1
Customer Service - Others			2				1		1		1		5
Customer Service - TSO	4	14	9	8	7	15	11	5	10	15	12	4	114
Locks	5	4	3	1	3	2	3	1	4	4	4	1	35
Locks - General									1				1
Locks - Missing or Damaged Lock	5	4	3	1	3	2	3	1	3	4	4	1	34
Lost and Found	2	1				1	1	1		1			7
Lost and Found - Airport/TSA	2	1				1	1	1		1			7
Mishandling of Passenger Property	12	8	18	12	17	16	26	21	14	19	9	11	183
Mishandling of Passenger Property - D	3	2	1		4	1	1	2		2	1		17
Mishandling of Passenger Property - D	7	5	17	11	9	14	22	13	12	14	7	9	140
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				1									1
Mishandling of Passenger Property - D	2	1		1	3	1	3	6	2	3	1	2	25
Patdown	3	3	4		4		1	4	3	5	4	6	37
Patdown - Children					1								1
Patdown - Flyer	3	2	3		4		1	3	3	5	2	6	32
Patdown - Flyer as Observer			1					1			1		3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Non-Flyer											1	4	1
Persons w/ Disabilities (PWD)	6	5	1	3	7	2	2	4	7	6	4	47	1
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability			1	1									2
Persons w/ Disabilities (PWD) - Diabetes	1	1					1			2			5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/	1									1			2
Persons w/ Disabilities (PWD) - General					2	1					1	1	5
Persons w/ Disabilities (PWD) - Hearing Impairment	1									1		1	3
Persons w/ Disabilities (PWD) - Internal Medical D	1									1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body	1							1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medicat						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					2	1	6
Persons w/ Disabilities (PWD) - Mobility Disability	2	1		1					1	1	1		7
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1				1	1			3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo	1						1	1				1	4
Property - Special Handling	10	14	18	19	11	20	20	23	10	18	11	16	190
Property - Special Handling - Damaged Items - Ca	2	1	2	2	1	3	4		3	2	2		22
Property - Special Handling - Damaged I	3	3	6	4	4	4	4	6	4	7	5	4	54
Property - Special Handling - Missing I	1	3	2	5		3	4	1	1	2	1	1	24
Property - Special Handling - Missing I	6	6	9	8	5	12	9	12	5	6	3	9	90
Request for Assistance						1				1			2
Request for Assistance - Other							1			1			2
Screening	3	5	11	9	4	9	7	9	4	7	7	5	80
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency		1		1							1		3
Screening - Lengthy Lines					1	1		2					4
Screening - Procedures/Process	3	4	8	7	2	8	6	7	3	7	6	5	66
Screening - Retrieving Abandoned/Confiscated Items	2		1										3
Screening - Security Breach		1		1				1					3
<b>2020</b>	<b>47</b>	<b>63</b>	<b>62</b>	<b>58</b>	<b>57</b>	<b>36</b>	<b>6</b>	<b>13</b>	<b>24</b>	<b>19</b>	<b>25</b>	<b>27</b>	<b>437</b>
Civil Rights	1	4		4	2	1			1	1		3	17
Civil Rights - Hair Patdowns	1											2	3
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination	2				2	1							5
Civil Rights - Sex/Gender/Gender Identity- Not Tra	1		4							1			6
Civil Rights - Sexual Orientation - Not Transgende	1											1	2
Customer Service	7	10	9	7	8	7	1	3		4	2	3	61
Customer Service - Others	1	1					1						3
Customer Service - TSO	7	9	8	7	8	7	1	2		4	2	3	58
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	1	3	6	5	6	1						1	23
Locks - General					1								1
Locks - Missing or Damaged Lock	1	3	6	5	5	1						1	22
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
Mishandling of Passenger Property	23	13	13	12	8	9		3	7	7	3	7	105
Mishandling of Passenger Property - Damaged/Mis	2				1				1	2		1	7
Mishandling of Passenger Property - D	17	9	12	11	8	7		3	4	4	3	5	83
Mishandling of Passenger Property - Damaged/Mis	1												1
Mishandling of Passenger Property - D	6	1	1	1		1			2	1	1	1	14
Patdown	1	3	3	3	2	1			2		2	2	19
Patdown - Flyer	1	3	3	3	2	1			2		2	2	19
Persons w/ Disabilities (PWD)	4	5	7	4	5	2		1	1		1		30
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Me			1										1
Persons w/ Disabilities (PWD) - Diabetes	1	1	1										3
Persons w/ Disabilities (PWD) - Diapers/Garments	1												1
Persons w/ Disabilities (PWD) - General	1				1								2
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical D	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medicat	1					1							3
Persons w/ Disabilities (PWD) - Metal Implants (jo	1			1									2
Persons w/ Disabilities (PWD) - Mobility	2	1	1	2	2	3							6
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Ca	1												1
Persons w/ Disabilities (PWD) - Respiratory	1	1											2
Persons w/ Disabilities (PWD) - Touch	1				1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo	1		1				1	1	1				4
Property - Special Handling	6	19	15	14	9	10	3	3	8	3	12	9	111
Property - Special Handling - Damaged Items - Ca	5	2	2	1	4				2	1	2	1	20
Property - Special Handling - Damaged I	2	4	5	5				1	2	2	4	1	26
Property - Special Handling - Missing I	2	1	1	2	2	3					3		14
Property - Special Handling - Missing I	2	9	7	5	6	3	2	4			3	7	51
Screening	3	5	8	9	17	5	2	3	5	4	5	2	68
Screening - Crew Member or Airline Employee		1	1										2
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process	2	5	8	7	15	5	1	3	4	2	5	1	58
Screening - Security Breach				1			1		1	2			4
<b>2021</b>	<b>31</b>	<b>20</b>	<b>14</b>	<b>27</b>	<b>21</b>	<b>25</b>	<b>49</b>	<b>56</b>	<b>63</b>				<b>306</b>

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) -	1												1
Airline						1							1
Airline - Wheelchair Assistance						1							1
Civil Rights				1	1			1	2	1			6
Civil Rights - Racial Profiling or Discrimination				1	1			1	1	1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			1					2
Civil Rights - Sexual Harassment (TSA Employee)			1										1
Civil Rights - Transgender Screening							1						1
Claims				1									1
Claims - Status				1									1
Customer Service	9	4	5	10	9	4	11	11	11	12			75
Customer Service - CSM					1								1
Customer Service - Others		2	1										3
Customer Service - TCC			1										1
Customer Service - TSO	9	2	3	10	8	4	11	11	11	12			70
DHS TRIP					1								1
DHS TRIP - General					1								1
Duplicate E-mail				1	1			1					3
Duplicate E-mail - General				1	1			1					3
Expedited Passenger Screening Program			1	1	5	2	12	14	22	30			87
Expedited Passenger Screening Program - DoD					1				1				2
Expedited Passenger Screening Program - TSA Application Program									3	4			7
Expedited Passenger Screening Program - TSA PI	1	1		4	2	12	14	19	25				78
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks	2	1						1					4
Locks - Missing or Damaged Lock	2	1						1					4
Mishandling of Passenger Property	7	2		3				4	3	2			21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1				1					2
Mishandling of Passenger Property - D	7	2		2				3	2	2			18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction					1				1	2			4
No Jurisdiction - Refer to CBP					1					1			2
No Jurisdiction - Refer to Other									1	1			2
Patdown	2				1	1			4				8
Patdown - Flyer	1				1	1			3				6
Patdown - Flyer as Observer	1												1
Patdown - General								1					1
Persons w/ Disabilities (PWD)	1	2	1					1	1	4			10
Persons w/ Disabilities (PWD) - Autism Spectrum		2											2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body		1					1		1				3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Mobility	1								1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1				2
Prohibited & Permitted Items		1		1	1								3
Prohibited & Permitted Items - Breast Milk/Baby F		1											1
Prohibited & Permitted Items - General				1									1
Prohibited & Permitted Items - Sporting Goods					1								1
Property - Special Handling	6	6	1	2	1	2	7	7	8				40
Property - Special Handling - Damaged Items - Carry-On							1	1	4				6
Property - Special Handling - Damaged	2	2	1	1			3		2				11
Property - Special Handling - Missing I	2	1		1			1		1				6
Property - Special Handling - Missing I	2	3			1	1	3	5	2				17
Screening	3	5	2	1	6	6	8	5	4				40
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency				2		1	3	1	1				8
Screening - Military				1									1
Screening - Procedures/Process	3	4		1	5	3	6	4	4				30

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TRI	7	8	7	7	7	11	7	5	6	8	9	3	85
2018					3	1	2	3	2	3	4	1	21
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property					1			2		2	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked					1			2		2	2	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											2		2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling					2	1		1	1	1	1		8
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked					1	1		1	1	1	1		6
Screening										1	1		2
Screening - Lengthy Lines										1	1		2
2019	1	6	2	2	4	8	3	1	2	1	4	2	36
Customer Service					1	1	2	1					5
Customer Service - Others								1					1
Customer Service - TSO					1	1	2						4
Locks										1	1		2
Locks - Missing or Damaged Lock										1	1		2
Mishandling of Passenger Property	1	2		1	3			1	1		1	1	11
Mishandling of Passenger Property - D	1	2		1	2			1	1		1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling			2	1			2	1			2		8
Property - Special Handling - Damaged Items - Ch			1	1		1							3
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Chec			1					1			2		4
Screening		2			1	3	1				1	1	9
Screening - Lengthy Lines		2			1	1	1						5
Screening - Procedures/Process						2					1		3
Screening - Security Breach												1	1
2020	2	5	1	1	1	1	1		1	4	1		17
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service								1					1
Customer Service - TSO								1					1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		1	2		1	1				2			7
Mishandling of Passenger Property - Damaged/Mi:		1	1		1	1				2			6
Mishandling of Passenger Property - Disarrayed Items--Carry-			1										1
Patdown		2								1			3
Patdown - Flyer		2								1			3
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Ch		1		1									2
Screening										1	1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process											1		1
2021	6			1	1				2	1			11
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - D	1												1
Mishandling of Passenger Property - D	1												1
Patdown	1									1			2
Patdown - Flyer	1									1			1
Patdown - Flyer as Observer										1			1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1								1
Property - Special Handling								2					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening	2				1								3
Screening - Procedures/Process	2				1								3

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>TTN</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>10</b>	<b>3</b>	<b>10</b>	<b>6</b>	<b>15</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>82</b>	
<b>2018</b>				<b>2</b>	<b>1</b>			<b>6</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	
Customer Service								<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>6</b>	
Customer Service - TSO								<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>6</b>	
Lost and Found									<b>1</b>				<b>1</b>	
Lost and Found - Airport/TSA									<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>	
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													<b>1</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								<b>2</b>			<b>1</b>		<b>3</b>	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										<b>1</b>			<b>1</b>	
Patdown							<b>1</b>					<b>1</b>	<b>2</b>	
Patdown - Children							<b>1</b>						<b>1</b>	
Patdown - Flyer												<b>1</b>	<b>1</b>	
Persons w/ Disabilities (PWD)								<b>1</b>			<b>1</b>		<b>2</b>	
Persons w/ Disabilities (PWD) - Diabetes								<b>1</b>					<b>1</b>	
Persons w/ Disabilities (PWD) - Hearing Impairment											<b>1</b>		<b>1</b>	
Property - Special Handling							<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>		<b>4</b>	
Property - Special Handling - Damaged Items - Checked							<b>1</b>						<b>1</b>	
Property - Special Handling - Missing Items - Carry-On								<b>1</b>		<b>1</b>			<b>2</b>	
Property - Special Handling - Missing Items - Checked											<b>1</b>		<b>1</b>	
Screening						<b>1</b>						<b>1</b>	<b>1</b>	
Screening - Inconsistency											<b>1</b>		<b>1</b>	
Screening - Procedures/Process					<b>1</b>							<b>1</b>	<b>2</b>	
<b>2019</b>	<b>3</b>		<b>1</b>			<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>31</b>
Civil Rights	<b>1</b>										<b>1</b>		<b>2</b>	
Civil Rights - Racial Profiling or Discrimination											<b>1</b>		<b>1</b>	
Civil Rights - Transgender Screening	<b>1</b>												<b>1</b>	
Customer Service	<b>1</b>					<b>1</b>		<b>2</b>		<b>2</b>		<b>1</b>	<b>3</b>	
Customer Service - TSO	<b>1</b>					<b>1</b>		<b>2</b>		<b>2</b>		<b>1</b>	<b>3</b>	
Lost and Found	<b>1</b>						<b>1</b>			<b>1</b>	<b>1</b>		<b>4</b>	
Lost and Found - Airport/TSA	<b>1</b>						<b>1</b>			<b>1</b>	<b>1</b>		<b>4</b>	
Mishandling of Passenger Property						<b>1</b>			<b>2</b>	<b>2</b>			<b>1</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>				<b>2</b>			<b>4</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										<b>1</b>			<b>1</b>	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										<b>1</b>			<b>1</b>	
Patdown							<b>1</b>						<b>1</b>	
Patdown - Flyer as Observer								<b>1</b>					<b>1</b>	
Persons w/ Disabilities (PWD)						<b>1</b>							<b>1</b>	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						<b>1</b>							<b>1</b>	
Property - Special Handling						<b>1</b>						<b>1</b>	<b>2</b>	
Property - Special Handling - Missing Items - Carry-On						<b>1</b>						<b>1</b>	<b>2</b>	
Screening			<b>1</b>				<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>	
Screening - Procedures/Process			<b>1</b>				<b>1</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>5</b>	
<b>2020</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>								<b>14</b>	
Customer Service	<b>3</b>	<b>2</b>											<b>5</b>	
Customer Service - TSO	<b>3</b>	<b>2</b>											<b>5</b>	
Locks						<b>1</b>							<b>1</b>	
Locks - Missing or Damaged Lock						<b>1</b>							<b>1</b>	
Mishandling of Passenger Property			<b>1</b>			<b>1</b>							<b>2</b>	
Mishandling of Passenger Property - Damaged/Missing Items-			<b>1</b>										<b>1</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>							<b>1</b>	
Patdown						<b>1</b>	<b>1</b>						<b>2</b>	
Patdown - Flyer						<b>1</b>	<b>1</b>						<b>2</b>	
Property - Special Handling	<b>1</b>	<b>1</b>											<b>2</b>	
Property - Special Handling - Missing Items	<b>1</b>	<b>1</b>											<b>2</b>	
Screening	<b>1</b>					<b>1</b>							<b>2</b>	
Screening - Inconsistency						<b>1</b>							<b>1</b>	
Screening - Procedures/Process		<b>1</b>											<b>1</b>	
<b>2021</b>				<b>2</b>	<b>1</b>			<b>2</b>	<b>2</b>	<b>7</b>			<b>14</b>	
Customer Service											<b>1</b>		<b>1</b>	
Customer Service - TSO											<b>1</b>		<b>1</b>	
Expedited Passenger Screening Program						<b>1</b>		<b>1</b>	<b>2</b>	<b>6</b>			<b>10</b>	
Expedited Passenger Screening Program - TSA PreCheck						<b>1</b>		<b>1</b>	<b>2</b>	<b>6</b>			<b>10</b>	
No Jurisdiction						<b>1</b>							<b>1</b>	
No Jurisdiction - Refer to Other						<b>1</b>							<b>1</b>	
Persons w/ Disabilities (PWD)								<b>1</b>					<b>1</b>	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								<b>1</b>					<b>1</b>	
Screening						<b>1</b>							<b>1</b>	
Screening - Procedures/Process						<b>1</b>							<b>1</b>	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUL	25	19	21	22	21	21	29	25	24	21	14	21	263
2018				5	6	6	10	8	11	10	3		59
Civil Rights					1	1		1					3
Civil Rights - Racial Profiling or Discrimination					1	1		1					3
Customer Service				1	2	1	3	2	1	1			11
Customer Service - Others								1					1
Customer Service - TSO				1	2	1	3	1	1	1			10
Locks							1			1	1		3
Locks - Missing or Damaged Lock							1			1	1		3
Mishandling of Passenger Property					1	3	4		7	1	2		18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	3	3		6	1	2			16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown				2						1			3
Patdown - Flyer				2						1			3
Persons w/ Disabilities (PWD)				1				2	1				4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1					1				2
Property - Special Handling					1	1	2	1	1	3			9
Property - Special Handling - Damaged Items - Checked					1			1					2
Property - Special Handling - Missing Items - Carry-On						1	1						2
Property - Special Handling - Missing Items - Checked							1		1	3			5
Screening					1	1		2	1	3			8
Screening - Inconsistency					1				1				2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process						1		2	1	1			5
2019	7	7	7	2	2	6	10	7	6	5	6	8	73
Civil Rights				1				1					2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Tra				1									1
Customer Service				1	2	2		2		2			9
Customer Service - TSO				1	2	2		2		2			9
Locks							1	1	1	1			4
Locks - Missing or Damaged Lock							1	1	1	1			4
Mishandling of Passenger Property				2	1	2		2	4	2	2	2	19
Mishandling of Passenger Property - Damaged/Missing Items					1			2	2	2	1	1	2
Mishandling of Passenger Property - D				2				2	2	1	2	1	12
Mishandling of Passenger Property - Disarrayed It				1	1			2		1			5
Patdown								1	1			1	3
Patdown - Flyer								1	1			1	3
Persons w/ Disabilities (PWD)				1						1	1	1	4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility				1							1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				2	2	1	1	2	3	1	1	2	21
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Property - Special Handling - Damaged Items - Checked						1	1			1		1	5
Property - Special Handling - Missing I				1		1					1		3
Property - Special Handling - Missing I				1	2			3	1	1	1	1	11
Screening				1	1	2	1		2	2		2	11
Screening - Inconsistency						1							1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process				1	1	1	1		1	2		2	9
2020	6	5	9	10	10	5			1	6	5	13	70
Civil Rights					1								1
Civil Rights - Transgender Screening					1								1
Customer Service				1		2	2	1	1		1	1	17
Customer Service - Others											6		6
Customer Service - TSO				1		2	2	1	1		1	2	11
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property				3	1	1	3	1	3		2	2	16
Mishandling of Passenger Property - D				1									1
Mishandling of Passenger Property - D				1	1	1	2	1	2		2	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecifie						1							1
Mishandling of Passenger Property - D				1				1					2
Patdown							1				1		2
Patdown - Flyer							1				1		2
Persons w/ Disabilities (PWD)				1		1	1					1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Me						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling				1	1	3	1	5		2	1	1	15
Property - Special Handling - Damaged Items - Ch				1	1			3			1		6
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing I				1		2	1	2			1	1	8
Screening				1	1	1	2	2	1		2	2	13
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				1	1	1	2	1			2	2	11
Screening - Security Breach						1							1
2021	12	7	5	5	3	4	9	10	6				61
Civil Rights						2	1	1					4
Civil Rights - Racial Profiling or Discrimination						2	1	1					4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	4	4	2	2		1	1	1	2				17
Customer Service - Others	2	3											5
Customer Service - TSO	2	1	2	2		1	1	1	2				12
Expedited Passenger Screening Program			2				4	3	3				12
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck			2				3	3	3				11
Mishandling of Passenger Property	1	2	1	1			1			1			7
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked	1	2	1	1			1						6
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Patdown									1				1
Patdown - Flyer									1				1
Prohibited & Permitted Items					1				1				2
Prohibited & Permitted Items - Electronic Devices					1								1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Property - Special Handling	4				1				1				6
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged	2												2
Property - Special Handling - Missing	2					1							3
Screening	3	1				2	1	2	2				11
Screening - Inconsistency	1					1		1					3
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process	2	1				1	1		1				6

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

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

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUS	32	32	18	27	53	47	42	34	29	17	22	20	373
2018				14	15	15	16	12	11	5	10	6	104
Civil Rights							1	1	1		1		4
Civil Rights - Hair Patdowns									1				1
Civil Rights - Racial Profiling or Discrimination							1		1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				3	1	1	8		1	1	2	1	18
Customer Service - Others				2			5						7
Customer Service - TSO				1	1	1	3		1	1	2	1	11
Locks				1	1	1	2	2	2		1		10
Locks - Missing or Damaged Lock				1	1	1	2	2	2		1		10
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				5	5	7	1	5	5	3	4	3	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked E				3	4	7	1	4	1	2	4	2	28
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec				1				4	1		1		7
Patdown				1	1		1	1			1		5
Patdown - Flyer				1	1		1	1			1		5
Persons w/ Disabilities (PWD)				1				1					2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling				3	5	4	1		1			1	15
Property - Special Handling - Damaged Items - Carry-On						1						1	2
Property - Special Handling - Damaged Items - Checked				1	1	3	1					6	
Property - Special Handling - Missing Items - Checked				2	4			1				7	
Screening					2	1	2	2	1	1	1	1	11
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					2	1	1	2	1	1	1	1	10
2019	16	15	8	7	14	14	12	11	5	7	10	9	128
Civil Rights	2	1			1	1	2						7
Civil Rights - Hair Patdowns							1						1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimin	2				1	1	1						5
Customer Service	2	1	1	1	2			1			2		10
Customer Service - Others	1	1				1							3
Customer Service - TSO	1		1	1	1			1			2		7
Locks	1	2		1		1		2		3			10
Locks - Missing or Damaged Lock	1	2		1		1		2		3			10
Mishandling of Passenger Property	7	3	4	2	3	4	2	3	3	1	4	3	39
Mishandling of Passenger Property - D	1									1			2
Mishandling of Passenger Property - D	5	2	3	2	1	3	2	1	2	3	3	2	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1	1				2
Mishandling of Passenger Property - D	1	1	1		2	1	2					1	9
Patdown		1	1				2					2	6
Patdown - Flyer		1	1				2					2	6
Persons w/ Disabilities (PWD)	1	3					1			1	1	1	7
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Internal Medical D		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Mobility	1	1											3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Property - Special Handling	1	2	1	2	7	6	2	4	1	3	2	2	33
Property - Special Handling - Damaged	1						1						2
Property - Special Handling - Damaged Items - Ch	1				2	2		1		2	1		9
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Chec	1	1	2	5	4	1	2	1	1	1	2	2	21
Screening	2	2	1	1	1	2	4		1	1	1	1	16
Screening - Inconsistency		1											1
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	1	2	1	1	1		3		1		1	1	12
Screening - Security Breach						1							1
2020	9	12	9	5	15	11	1	1	6	5	2	5	81
Civil Rights		4			1				1				6
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Tra	3				1								4
Customer Service	1	1			3	2	1	1	2		1	1	13
Customer Service - Others	1												1
Customer Service - TSO		1			3	2	1	1	2		1	1	12
Locks	1	1	2	1	1								6
Locks - Missing or Damaged Lock	1	1	2	1	1								6
Mishandling of Passenger Property	4	3	2		3	3			3	3		3	24
Mishandling of Passenger Property - D	2	2	1		3	2			3	2		3	18
Mishandling of Passenger Property - D	2	1	1			1				1			6
Patdown			1				2						3
Patdown - Flyer			1				2						3
Persons w/ Disabilities (PWD)	2	1	1		2								6
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (jo			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Sc			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Prosthesis/Amput	1												1
Property - Special Handling	2	1	1	2	4	1				1	1	1	14
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked				1	2								3
Property - Special Handling - Missing I	1			1									2
Property - Special Handling - Missing II	1	1	1		1	1				1	1	1	8
Screening	1		2	1	3	1				1			9
Screening - Inconsistency			1										1
Screening - Procedures/Process	1		1	1	3	1				1			8
<b>2021</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>7</b>	<b>13</b>	<b>10</b>	<b>7</b>				<b>60</b>
Civil Rights		1					1						2
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1	1			2	1	2			1			8
Customer Service - TSO	1	1			2	1	2			1			8
Expedited Passenger Screening Program					2	3	5	4					14
Expedited Passenger Screening Program - Known Crew Member							1						1
Expedited Passenger Screening Program - TSA Application Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck					2	2	4	3					11
Locks		1				1				1			3
Locks - Missing or Damaged Lock		1				1				1			3
Mishandling of Passenger Property	1	1			1		1	2					6
Mishandling of Passenger Property - D	1				1		1	2					5
Mishandling of Passenger Property - Disarrayed It		1											1
Patdown		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Property - Special Handling	4		1				1	2					10
Property - Special Handling - Damaged	1												1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing I	2					1				1			4
Property - Special Handling - Missing II	1		1				1			1			4
Screening	1			1	4	1	2	3	2				14
Screening - Inconsistency				1	2	1							5
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1				1		2	2	2				8

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
TVC	4	4		3	2	2	2	5	8	8	9	9	56	
2018				2		1		2	4	3	3	2	17	
Civil Rights									1				1	
Civil Rights - Racial Profiling or Discrimination									1				1	
Customer Service									1			1	2	
Customer Service - TSO									1			1	2	
Mishandling of Passenger Property						1		1		1	1	1	5	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1	1	1	4	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1	
Patdown									1				1	
Patdown - Flyer									1				1	
Property - Special Handling										2	1	1	4	
Property - Special Handling - Damaged Items - Checked										1			1	
Property - Special Handling - Missing Items - Carry-On											1		1	
Property - Special Handling - Missing Items - Checked										2			2	
Screening						2				1	1		4	
Screening - Inconsistency										1			1	
Screening - Procedures/Process					2						1		3	
2019	1					1		1	3	1	5	3	6	21
Civil Rights										1			1	
Civil Rights - Racial Profiling or Discrimination										1			1	
Customer Service											2		2	
Customer Service - TSO											2		2	
Locks								1				2	3	
Locks - Missing or Damaged Lock								1				2	3	
Mishandling of Passenger Property	1								1	1	1	1	6	
Mishandling of Passenger Property - D	1								1	1	1	1	4	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	1			2	
Property - Special Handling									1		3	1	5	
Property - Special Handling - Missing Items - Checked									1	3		1	5	
Screening						1			1			2	4	
Screening - Procedures/Process						1			1			1	3	
Screening - Security Breach												1	1	
2020	2	4				1					3	1	11	
Customer Service											2		2	
Customer Service - TSO											2		2	
Locks		1				1							2	
Locks - General						1							1	
Locks - Missing or Damaged Lock			1										1	
Mishandling of Passenger Property	2	3									1	1	7	
Mishandling of Passenger Property - D	2	3									1	1	7	
2021	1			1		1		1		3			7	
Customer Service				1					2				3	
Customer Service - TSO				1					2				3	
Mishandling of Passenger Property	1							1					2	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1	
Mishandling of Passenger Property - D	1												1	
Property - Special Handling										1			1	
Property - Special Handling - Missing Items - Carry-On										1			1	
Screening								1					1	
Screening - Procedures/Process								1					1	

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TVF</b>							<b>1</b>				<b>1</b>		<b>2</b>
<b>2018</b>											<b>1</b>		<b>1</b>
Customer Service											<b>1</b>		<b>1</b>
Customer Service - TSO											<b>1</b>		<b>1</b>
<b>2020</b>							<b>1</b>						<b>1</b>
Customer Service							<b>1</b>						<b>1</b>
Customer Service - TSO							<b>1</b>						<b>1</b>

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TWF</b>	2	1	1	2	1			2	2	1	2	1	15
<b>2018</b>					1			1			1	1	4
Customer Service								1			1	1	2
Customer Service - TSO								1			1	1	2
Locks										1			1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
<b>2019</b>		1						1	2	1	1		6
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Ch		1											1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2020</b>	2		2										4
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - D	1		1										2
Property - Special Handling	1												1
Property - Special Handling - Damaged	1												1
Screening			1										1
Screening - Procedures/Process			1										1
<b>2021</b>		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checked		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TXK</b>	2	3	2	1	1	4	1	1	3		1		<b>19</b>
<b>2018</b>						1		1	1				<b>3</b>
Customer Service						1							1
Customer Service - TSO						1							1
Patdown									1				1
Patdown - Flyer as Observer									1				1
Screening								1					1
Screening - Procedures/Process								1					1
<b>2019</b>	<b>1</b>	<b>1</b>	<b>2</b>				<b>2</b>	<b>1</b>		<b>2</b>		<b>1</b>	<b>10</b>
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1												1
Customer Service - TSO	1												1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	1					1			1			4
Mishandling of Passenger Property - Damaged/Mis:	1									1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-		1					1						2
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked								1					1
Screening						1							1
Screening - Procedures/Process						1							1
<b>2020</b>	<b>1</b>	<b>2</b>		<b>1</b>	<b>1</b>								<b>5</b>
Civil Rights				1									1
Civil Rights - Age				1									1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked E						1							1
Property - Special Handling	1												1
Property - Special Handling - Damaged	1												1
Screening				1			1						2
Screening - Procedures/Process				1			1						2
<b>2021</b>								<b>1</b>					<b>1</b>
Patdown								1					1
Patdown - General								1					1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
<b>TYR</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>35</b>	
<b>2018</b>						<b>1</b>		<b>2</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>8</b>	
Customer Service												1	1	
Customer Service - TSO												1	1	
Mishandling of Passenger Property						<b>1</b>		<b>2</b>			<b>2</b>		<b>5</b>	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						<b>1</b>		<b>2</b>			<b>2</b>		<b>5</b>	
Property - Special Handling										<b>1</b>			1	
Property - Special Handling - Missing Items - Checked										<b>1</b>			1	
Screening										<b>1</b>			1	
Screening - Inconsistency										<b>1</b>			1	
<b>2019</b>	<b>1</b>		<b>3</b>					<b>2</b>		<b>3</b>	<b>2</b>		<b>1</b>	<b>12</b>
Customer Service						<b>1</b>							1	
Customer Service - TSO						<b>1</b>							1	
Locks												<b>1</b>	1	
Locks - Missing or Damaged Lock												<b>1</b>	1	
Mishandling of Passenger Property								<b>2</b>		<b>1</b>			3	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								<b>1</b>					1	
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								<b>1</b>		<b>1</b>			2	
Property - Special Handling						<b>2</b>				<b>2</b>			4	
Property - Special Handling - Damaged Items - Checked						<b>1</b>				<b>1</b>			2	
Property - Special Handling - Missing Items - Checked						<b>1</b>				<b>1</b>			2	
Screening						<b>1</b>					<b>2</b>		3	
Screening - Procedures/Process						<b>1</b>					<b>2</b>		3	
<b>2020</b>	<b>2</b>		<b>1</b>		<b>1</b>		<b>2</b>						<b>1</b>	<b>7</b>
Customer Service						<b>1</b>		<b>1</b>					3	
Customer Service - TSO						<b>1</b>		<b>1</b>					3	
Locks								<b>1</b>				<b>1</b>	2	
Locks - Missing or Damaged Lock								<b>1</b>				<b>1</b>	2	
Mishandling of Passenger Property					<b>1</b>			<b>1</b>					2	
Mishandling of Passenger Property - D					<b>1</b>			<b>1</b>					2	
<b>2021</b>		<b>2</b>	<b>2</b>	<b>2</b>		<b>1</b>		<b>1</b>					<b>8</b>	
Customer Service						<b>2</b>		<b>2</b>					4	
Customer Service - TCC								<b>1</b>					1	
Customer Service - TSO						<b>2</b>		<b>1</b>					3	
Property - Special Handling						<b>1</b>							1	
Property - Special Handling - Damaged Items - Ch						<b>1</b>							1	
Screening						<b>1</b>			<b>1</b>		<b>1</b>		3	
Screening - Lengthy Lines								<b>1</b>		<b>1</b>			2	
Screening - Procedures/Process						<b>1</b>							1	

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>TYS</b>	<b>10</b>	<b>19</b>	<b>13</b>	<b>17</b>	<b>9</b>	<b>11</b>	<b>12</b>	<b>27</b>	<b>22</b>	<b>11</b>	<b>10</b>	<b>11</b>	<b>172</b>
<b>2018</b>	<b>6</b>	<b>2</b>	<b>5</b>		<b>4</b>	<b>12</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>44</b>
Civil Rights				1			1	2	1				5
Civil Rights - Hair Patdowns								1	1				2
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service			2		3			2	1	3			11
Customer Service - Others			1		2								3
Customer Service - TSO			1		1			2	1	3			8
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				1	1			2	1	1	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1					1		1	1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1				1				2
Patdown								1			2		3
Patdown - Flyer								1			2		3
Property - Special Handling			3				1	3					7
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Checked			1				2						3
Screening				1	1	1	2		1	1	1	1	9
Screening - Lengthy Lines				1									1
Screening - Procedures/Process					1	1	2	1	1	1	1	1	8
<b>2019</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>11</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>62</b>
Civil Rights			1				1						2
Civil Rights - National Origin							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1			3		1	1		1	1	8
Customer Service - Others						3							3
Customer Service - TSO			1					1	1		1	1	5
Locks			1	1		1			1				5
Locks - Missing or Damaged Lock			1	1		1			1				5
Mishandling of Passenger Property			1	1		1		1	1		1	3	9
Mishandling of Passenger Property - D			1	1		1		1	1		1	3	9
Patdown			1	1		1				1			5
Patdown - Flyer			1	1		1			1				5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling		1	3					1	3		1		10
Property - Special Handling - Damaged		1						1					2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Chec			3					2		1			6
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening			1	3		1	2		5	3	2	1	20
Screening - Inconsistency								1			1	1	3
Screening - Procedures/Process			1	3		1	2		4	3	2	1	17
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area) - General												1	1
<b>2020</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>5</b>					<b>3</b>	<b>1</b>	<b>1</b>	<b>28</b>
Civil Rights				1									2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service		1	1	1			2						5
Customer Service - TSO		1	1	1			2						5
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property			1		3	1							5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L					1								1
Mishandling of Passenger Property - Damaged/Mi:			1		2	1							4
Patdown			2										2
Patdown - Flyer			2										2
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling		1			2								3
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing I		1											1
Screening		1		1	1	2			2	1			8
Screening - Procedures/Process		1		1	1	2			2	1			8
<b>2021</b>	<b>3</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>10</b>			<b>38</b>
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Civil Rights			2										2
Civil Rights - Racial Profiling or Discrimination			2										2
Customer Service		2	2	1				1	1	4			11
Customer Service - Others		1											1
Customer Service - TSO		1	2	1				1	1	4			10
Expedited Passenger Screening Program								1	2	1			4
Expedited Passenger Screening Program - Over 75									1				1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA PreCheck								1	1	1			3
Mishandling of Passenger Property	1	4			1				1				7
Mishandling of Passenger Property - Damaged/Mis	3				1								4
Mishandling of Passenger Property - D	1	1						1					3
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - General									1				1
Prohibited & Permitted Items			1					1					2
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols								1					1
Property - Special Handling	2	1					1	2		1			7
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged	1	1						1					3
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing I		1						1					2
Screening				1						1			2
Screening - Procedures/Process				1						1			2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>UIN</b>							1	3					4
<b>2019</b>								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
<b>2021</b>							1	2					3
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening								1					1
Screening - Procedures/Process								1					1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>UNV</b>	1	5	2	3	2	2	1	5	2	1	3	2	<b>29</b>
<b>2018</b>				2		1	1	2	1		2		<b>9</b>
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Patdown					2						1		3
Patdown - Flyer					2								2
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Screening							1	1	1				3
Screening - Procedures/Process							1	1	1				3
<b>2019</b>	3	1	1	1	1			2	1		1	2	<b>13</b>
Civil Rights					1							1	2
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service						1				1			2
Customer Service - Others						1							1
Customer Service - TSO								1					1
Locks											1		1
Locks - Missing or Damaged Lock										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling		1	1										2
Property - Special Handling - Missing Items - Carr		1											1
Property - Special Handling - Missing Items - Checked			1										1
Screening		2				1				1			5
Screening - Inconsistency		1								1			2
Screening - Procedures/Process		1				1				1			3
<b>2020</b>	1	2	1		1				1		1		<b>7</b>
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service				1						1			2
Customer Service - TSO				1						1			2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling		1											1
Property - Special Handling - Missing I		1											1
Screening			2										2
Screening - Procedures/Process			2										2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>VCT</b>						1	1						1 3
<b>2019</b>							1					1	2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Screening												1	1
Screening - Security Breach												1	1
<b>2020</b>						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VLD	3	5	9	6	7	1	6	6	8	3	6	4	64
2018				2	2		3	4	5	1		1	18
Customer Service							1					1	2
Customer Service - Others							1						1
Customer Service - TSO												1	1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				2	2			2	2				8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked				2	1			2					5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1					1			2
Property - Special Handling							1	1	2				4
Property - Special Handling - Damaged Items - Checked								1	1				2
Property - Special Handling - Missing Items - Checked							1		1				2
Screening							1	1		1			3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process							1			1			2
2019	3	1	5		3				1	2	5	2	22
Locks					1							1	2
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property	2	1	2		1						4	1	11
Mishandling of Passenger Property - D	1	1	2		1						3		8
Mishandling of Passenger Property - D	1										1	1	3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling			3		1				1		1		6
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked			2		1						1		4
Screening	1									1			2
Screening - Procedures/Process	1												1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2020	4	2	4	1	1	1	1		1		1	1	16
Customer Service		1			1				1		1		4
Customer Service - TSO		1			1				1		1		4
Mishandling of Passenger Property		1	3		1								5
Mishandling of Passenger Property - Damaged/Missing Items-	1	2			1								4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Chec			1										1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices		1											1
Property - Special Handling		3										1	4
Property - Special Handling - Damaged Items - Ca		1											1
Property - Special Handling - Damaged Items - Ch		2											2
Property - Special Handling - Missing Items - Checked											1	1	
Screening			1				1						2
Screening - Procedures/Process			1				1						2
2021	2		1		2	2	2		1				8
Customer Service			1			1	1						3
Customer Service - TSO			1			1	1						3
Expedited Passenger Screening Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck								1	1				2
Locks			1										1
Locks - General			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening							1						1
Screening - Procedures/Process							1						1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VPS	12	14	10	12	7	15	17	18	42	23	16	16	202
2018				6	5	4	9	10	5	9	8	7	63
Advanced Imaging Technology (AIT)										1	1		2
Advanced Imaging Technology (AIT) - Flyer										1	1		2
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service				2	1	1	1	3	1	1	1		11
Customer Service - Others				1									1
Customer Service - TSO				1	1	1	1	3	1	1	1		10
Mishandling of Passenger Property					2	4	2				1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	2					1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	2							3
Patdown							1	2	1		1	1	6
Patdown - Flyer							1	2	1		1	1	6
Persons w/ Disabilities (PWD)					1			1		2	1	1	6
Persons w/ Disabilities (PWD) - Diabetes										1	1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Property - Special Handling				2	1	1	1		1	1	1	1	9
Property - Special Handling - Damaged Items - Carry-On				1							1		2
Property - Special Handling - Damaged Items - Checked						1				1		1	3
Property - Special Handling - Missing Items - Checked			2				1		1				4
Screening				2	2		2	2	2	4	1	3	18
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines								1	1	2		1	5
Screening - Procedures/Process				1	2		1	1	1	2	1	1	10
Screening - Security Breach				1									1
2019	5	8	3	4	1	6	2	3	7	10	4	5	58
Civil Rights	1					1	1	1		1	1		6
Civil Rights - Racial Profiling or Discrimination	1					1	1	1					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening										1			1
Customer Service	3	1					1		1	3	2	1	12
Customer Service - TSO	3	1					1		1	3	2	1	12
Locks										2			2
Locks - Missing or Damaged Lock										2			2
Mishandling of Passenger Property	1			1			2			1	3		10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1			2			1	2		2	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown				1	1					1		1	4
Patdown - Flyer				1						1		1	3
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)		1					1						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability		1					1						1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling	2	1											3
Property - Special Handling - Damaged	1	1											2
Property - Special Handling - Missing I	1												1
Screening	2	2	1	2	1	2		1	4	1	1	1	18
Screening - Inconsistency		1											1
Screening - Lengthy Lines					1	1			3		1		6
Screening - Procedures/Process	2		1	2		1		1	1	1		1	10
Screening - Security Breach		1											1
2020	5	3	5			2	1	1	2	4	4	4	31
Civil Rights	1										1		2
Civil Rights - Racial Profiling or Discrimination	1										1		2
Customer Service	3					1				1	1	1	7
Customer Service - TSO	3					1				1	1	1	7
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1	1				1		1		2		1	7
Mishandling of Passenger Property - Damaged/Missing Items-		1				1							1
Mishandling of Passenger Property - Damaged/Mi:	1					1		1		2			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1	2										3
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1												1
Property - Special Handling	1	1								1	1	1	5
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Damaged Items - Checked									1	1			2
Property - Special Handling - Missing I	1										1		2
Screening	1									1	2	1	5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process									1	2	1		4
2021	2	3	2	2	1	3	5	4	28				50
Civil Rights	1	1											2
Civil Rights - Age	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service	1	2		2				1	1	5			12
Customer Service - TSO	1	2		2				1	1	5			12
Expedited Passenger Screening Program						1	2	2	9				14
Expedited Passenger Screening Program - DoD									1	1			2
Expedited Passenger Screening Program - TSA Application Program								1	1	1			3
Expedited Passenger Screening Program - TSA PreCheck							1	1		7			9
Mishandling of Passenger Property		1				2	1						4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - D	1						1						2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts							1						1
Property - Special Handling					1			1	1				3
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening			1							13			14
Screening - Lengthy Lines										11			11
Screening - Procedures/Process			1							2			3

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

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

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>WRG</b>									3	1			4
<b>2018</b>									1	1			2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening										1			1
Screening - Procedures/Process										1			1
<b>2020</b>									2				2
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>WYS</b>	1								1				3 5
<b>2018</b>													1 1
Customer Service													1 1
Customer Service - TSO													1 1
<b>2019</b>													2 2
Customer Service													1 1
Customer Service - TSO													1 1
Patdown													1 1
Patdown - Flyer													1 1
<b>2020</b>	1									1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal	1												1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
XNA	9	15	6	10	4	7	5	9	16	6	11	9	107	
2018					1	2	1	5	7	1	1	3	21	
Civil Rights												1	1	
Civil Rights - Racial Profiling or Discrimination												1	1	
Customer Service										1			1	
Customer Service - TSO										1			1	
Mishandling of Passenger Property						1		3	1			1	6	
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		3	1			1	6	
Patdown									1	2			3	
Patdown - Flyer									1	1			2	
Patdown - Non-Flyer										1			1	
Persons w/ Disabilities (PWD)						1				1			2	
Persons w/ Disabilities (PWD) - Diabetes						1							1	
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1	
Property - Special Handling								1	1	2		1	6	
Property - Special Handling - Damaged Items - Checked									1				1	
Property - Special Handling - Missing Items - Carry-On									1			1	2	
Property - Special Handling - Missing Items - Checked								1	1		1		3	
Screening						1				1			2	
Screening - Procedures/Process						1				1			2	
2019	5	9	3	3			1	2	1	5	3	6	6	44
Customer Service	2	1	1						2	1	1	2		10
Customer Service - Others									1					1
Customer Service - TSO	2	1	1						1	1	1	2		9
Locks						1				1	1	1		4
Locks - Missing or Damaged Lock						1				1	1	1		4
Lost and Found										1				1
Lost and Found - Airport/TSA											1			1
Mishandling of Passenger Property	1	2	1					1		1	1	2	1	10
Mishandling of Passenger Property - D	1													1
Mishandling of Passenger Property - Damaged/Mi:	1	1						1		1	1	2	1	8
Mishandling of Passenger Property - Disarrayed It	1													1
Patdown		2									2			4
Patdown - Flyer		2									1			3
Patdown - Flyer as Observer											1			1
Persons w/ Disabilities (PWD)	2	1			1							1		5
Persons w/ Disabilities (PWD) - Diabetes					1									1
Persons w/ Disabilities (PWD) - Gener	2													2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1		1
Persons w/ Disabilities (PWD) - Touch Aversion (p	1													1
Property - Special Handling	1			1	1					1	1		1	6
Property - Special Handling - Damaged Items - Checked									1					1
Property - Special Handling - Missing I	1		1	1					1			1		5
Screening	1	2						1						4
Screening - Procedures/Process	1	2						1						4
2020	2	5	2	7	3	3	3	1		1	2	4		30
Civil Rights						1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1								1
Customer Service	1	1								1				3
Customer Service - TSO	1	1								1				3
Locks						1								1
Locks - Missing or Damaged Lock						1								1
Mishandling of Passenger Property	2	1		1						1	1			6
Mishandling of Passenger Property - D	2	1		1						1	1			6
Patdown	1			2			1							4
Patdown - Flyer	1			2			1							4
Persons w/ Disabilities (PWD)	1				1	1						1		4
Persons w/ Disabilities (PWD) - Diabetes					1									1
Persons w/ Disabilities (PWD) - General												1		1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1								1
Persons w/ Disabilities (PWD) - Touch Aversion (p	1													1
Property - Special Handling		1	3	1								1		6
Property - Special Handling - Damaged Items - Checked		1	1									1		3
Property - Special Handling - Missing Items - Checked			2	1										3
Screening		2						1			1	1		5
Screening - Procedures/Process		2						1			1	1		5
2021	2	1	1				1	1	3	3				12
Customer Service		1												1
Customer Service - TSO		1												1
Expedited Passenger Screening Program								1	1	1				4
Expedited Passenger Screening Program - TSA PreCheck								1	1	1				4
Mishandling of Passenger Property	1													1
Mishandling of Passenger Property - D	1													1
Patdown										1				1
Patdown - Flyer										1				1
Property - Special Handling	1	1								1				3
Property - Special Handling - Damaged Items - Ch	1													1
Property - Special Handling - Missing Items - Carry-On								1						1
Property - Special Handling - Missing I	1													1
Screening									1	1				2
Screening - Procedures/Process									1	1				2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XWA	2	4	1	3	5	9	2	3	2	3	4		38
2018													10
Locks				1	2	2		1	1	1	2		1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property					1	1		1	1		1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1		1					4
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked									1				1
Property - Special Handling										1	1		2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked											1		1
Screening						1	1						2
Screening - Inconsistency							1						1
Screening - Security Breach						1							1
2019	2	1	1	1	1	5	2	2	1	2	2		20
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service					1		1	1					3
Customer Service - TSO					1		1	1					3
Mishandling of Passenger Property	1		1					2		1			5
Mishandling of Passenger Property - D	1		1					2		1			5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Property - Special Handling						1				1	1		3
Property - Special Handling - Missing Items - Checked						1				1	1		3
Screening		1	1			1	2	1			1		7
Screening - Procedures/Process		1	1			1	2				1		6
Screening - Retrieving Abandoned/Confiscated Items								1					1
2020		2				1	2						5
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening		1				1							2
Screening - Procedures/Process		1				1							2
2021		1		1	1								3
Mishandling of Passenger Property				1	1	1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1		1							1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked						1							1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Ch			1										1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>YAK</b>	2	2						2	1		1	5	13
<b>2018</b>											1	1	2
Customer Service											1		1
Customer Service - TSO											1		1
Screening												1	1
Screening - Procedures/Process											1		1
<b>2019</b>	1	1						2				3	7
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown								1					1
Patdown - Flyer								1					1
Screening	1	1										2	4
Screening - Procedures/Process	1	1										2	4
<b>2020</b>	1	1										1	3
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Mis		1											1
Property - Special Handling		1										1	2
Property - Special Handling - Missing I		1										1	2
<b>2021</b>										1			1
Customer Service										1			1
Customer Service - TSO										1			1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>YKM</b>	2	2	3	2	5	3	2	4	4	4	2	2	35
<b>2018</b>						2			1	2	2	1	8
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property										1	1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1		1	2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling							2			1			3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked						2							2
<b>2019</b>	2	1	1	1	2	1		1		1			10
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2		1			1							4
Mishandling of Passenger Property - D	2		1			1							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts						1							1
Property - Special Handling		1				1				1			3
Property - Special Handling - Damaged Items - Ch		1				1							1
Property - Special Handling - Missing Items - Checked						1			1				2
<b>2020</b>		2	1	3					1		1		1
Customer Service			1										1
Customer Service - TSO			1										1
Locks				1	2								3
Locks - Missing or Damaged Lock				1	2								3
Mishandling of Passenger Property						1			1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Damaged/Missing Items-Unspecified Luggage											1		1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
<b>2021</b>		1					2	2	3				8
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Mishandling of Passenger Property		1						1					2
Mishandling of Passenger Property - Damaged/Mi:		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Persons w/ Disabilities (PWD)									3				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Property - Special Handling							1	1					2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked								1					1

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
<b>z None z</b>	<b>14,087</b>	<b>12,064</b>	<b>10,823</b>	<b>15,092</b>	<b>14,577</b>	<b>14,554</b>	<b>13,485</b>	<b>12,975</b>	<b>13,334</b>	<b>12,316</b>	<b>13,887</b>	<b>11,823</b>	<b>159,017</b>
<b>2018</b>				<b>4,740</b>	<b>4,511</b>	<b>5,007</b>	<b>5,147</b>	<b>5,461</b>	<b>5,303</b>	<b>5,486</b>	<b>6,604</b>	<b>4,780</b>	<b>47,039</b>
Additional Information Required/Insufficient Information	7	7	18	15	19	14	10	9	6	105			
Additional Information Required/Insufficient Information - EMAIL ONLY	7	7	18	15	19	14	10	9	6	105			
Advanced Imaging Technology (AIT)	1			1			4			1	7		
Advanced Imaging Technology (AIT) - Flyer	1			1			3			1	6		
Advanced Imaging Technology (AIT) - General							1			1	1		
Airline	145	134	137	125	119	159	187	201	130	1,337			
Airline - Baggage Requirements	3	3	1	2	1		1	3	1	15			
Airline - Lost Baggage	43	24	32	28	31	44	69	100	42	413			
Airline - Oxygen Regulations				1			1			2			
Airline - Policy/Regulations/Service	98	105	102	92	84	111	114	97	84	887			
Airline - Positive Bag Match Program	1	1	1	2	3	2	1	2	2	7			
Airline - Wheelchair Assistance	1	1	1	2	3	2	1	1	1	13			
Animals	1									1			
Animals - Carry-On	1									1			
Business, Suggestions, and Ideas				1						1			
Business, Suggestions, and Ideas - General				1						1			
Cargo	1	1	3	1	3	2	4	6	3	24			
Cargo - Indirect Air Carrier (IAC)		1	1	1		1	1	1	1	7			
Cargo - Known Shipper	1		2		3	1	3	5	2	17			
Civil Rights	13	9	10	7	7	8	12	7	8	81			
Civil Rights - Age		1	2					1		4			
Civil Rights - Civil Rights Violation (TSA Employee)	6	2	4	1	2	1	2	3	2	23			
Civil Rights - Constitutional Rights	1	2								3			
Civil Rights - Hair Paddowns	1	1	1	2			2			7			
Civil Rights - Hostile Work Environment (TSA Employee)										1	1		
Civil Rights - National Origin		2					2	1		5			
Civil Rights - Perceived Religion	1			1	1					3			
Civil Rights - Racial Profiling or Discrimination	3	1	2	3	3	2	4	1	2	21			
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1	1		
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1	2	1	5			
Civil Rights - Sexual Harassment (TSA Employee)							1			1			
Civil Rights - Sexual Orientation - Not Transgender										1	1		
Civil Rights - Transgender Screening	1		1	1	3					6			
Claims	83	92	78	80	52	55	65	67	44	616			
Claims - General	3	5	9	8	9	1	4	7	6	52			
Claims - Request to be Transferred		1								1			
Claims - Status	80	86	69	72	43	54	61	60	38	563			
Current Topic						1				1			
Current Topic - Current Topic						1				1			
Customer Service	39	35	30	38	28	29	42	25	27	293			
Customer Service - CSM	1									1			
Customer Service - Others	21	12	17	11	9	12	16	13	9	120			
Customer Service - TCC	1	3	1	2	5		2	2	3	19			
Customer Service - TSO	16	20	12	25	14	17	24	10	15	153			
DHS TRIP	27	18	16	10	14	12	15	12	21	145			
DHS TRIP - General	10	7	5	2		3	4	2	5	38			
DHS TRIP - Status	17	11	11	8	14	9	11	10	16	107			
Expedited Passenger Screening Program	3,479	3,525	3,959	4,071	4,416	4,188	4,245	5,395	3,870	37,148			
Expedited Passenger Screening Program - Active Duty Military	2	1	3	1						7			
Expedited Passenger Screening Program - Children Under 12						1				1			
Expedited Passenger Screening Program - DoD	5	9	11	10	14	16	26	19	17	127			
Expedited Passenger Screening Program - Known Crew Member	2	1		1	2	3	8	1		18			
Expedited Passenger Screening Program - Over 75	1						2	1	4				
Expedited Passenger Screening Program - TSA Application Program	111	76	103	92	128	88	100	819	79	1,596			
Expedited Passenger Screening Program - TSA PreCheck	3,354	3,430	3,834	3,959	4,262	4,076	4,106	4,549	3,772	35,342			
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	4	8	8	8	10	4	5	5	1	53			
Freedom of Information Act (FOIA)	1	1		1						4			
Freedom of Information Act (FOIA) - General		1	1	1						4			
General Aviation	2						1	1		1	5		
General Aviation - Alien Flight School Program (AFSP)	1						1		1		3		
General Aviation - General	1						1			2			
Hazardous Materials Safety	242	170	168	190	156	161	208	194	133	1,622			
Hazardous Materials Safety - General	242	170	168	190	156	161	208	194	133	1,622			
HAZMAT Endorsement	16	9	14	10	13	9	5	9	6	91			
HAZMAT Endorsement - General	2	2	4	1	5	1	1	4	2	22			
HAZMAT Endorsement - Status	14	7	10	9	8	8	4	5	4	69			
Human Capital	2	10	7	7	1	1		3	2	33			
Human Capital - Current Employee		2								2			
Human Capital - Former Employee		1								1			
Human Capital - Prospective Employment with TSA	2	7	7	7	1	1		3	1	29			
Human Capital - TSA Background Check										1	1		
Identification (ID) Requirements	11	3	8	4	6	1	5	4	4	46			
Identification (ID) Requirements - Domestic	8	3	7	4	5	1	5	4	4	41			
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass	2		1		1					4			
Identification (ID) Requirements - Minors Domestic	1									1			
Intranet/Internet Inquiries	1	4	5	3	6	3	1	4	4	31			
Intranet/Internet Inquiries - General	1	4	5	3	6	3	1	4	4	31			
Locks	108	64	70	86	105	95	96	102	70	796			
Locks - General	11	5	3	8	5	4	3	3	4	46			
Locks - Missing or Damaged Lock	97	59	67	78	100	91	93	99	66	750			
Lost and Found	12	4	3	5	5	5		2	7	43			
Lost and Found - Airport/TSA	12	4	3	5	5	5		2	7	43			

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property				239	171	195	185	201	215	220	209	185	1,820
Mishandling of Passenger Property - Damaged/Missing Items					Private Screening Contractor			1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on L	13	5	8	2	7	5	7	5	7	5	6	6	58
Mishandling of Passenger Property - Damaged/Missing Items--Checked	201	140	159	147	168	161	171	171	167	141	141	141	1,455
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified	9	7	10	5	5	10	10	10	6	10	10	10	72
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	16	19	18	31	20	39	32	31	28	28	28	28	234
No Jurisdiction				118	76	101	89	104	111	123	127	93	942
No Jurisdiction - No Referral				37	17	32	27	31	37	48	39	25	293
No Jurisdiction - Refer to CBP				76	49	62	57	73	73	68	83	63	604
No Jurisdiction - Refer to Department of State				4	2	3		1	2		2	14	14
No Jurisdiction - Refer to FAA				2	6	5				2	1		16
No Jurisdiction - Refer to Other				3			2			3	4	3	15
No Subject				3	2	1	1	1	2				10
No Subject - General				3	2	1	1	1	2				10
Notice of Violation/Civil Penalties				1	2	1	2	6	3	1	5	1	22
Notice of Violation/Civil Penalties - General				1	2	1	2	6	3	1	5	1	22
Ombudsman				1	1	2	1			1		1	7
Ombudsman - General				1	1	2	1			1		1	7
Patdown				9	12	8	4	4	15	10	10	5	77
Patdown - Children										1			1
Patdown - Flyer				7	9	5	3	4	12	7	9	5	61
Patdown - Flyer as Observer					1	1	1		1				4
Patdown - General				1		1				1			3
Patdown - Non-Flyer				1	2	1			2	1	1		8
Persons w/ Disabilities (PWD)				7	9	13	10	9	11	9	3	10	81
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Breast Cancer											1		2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer													1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1	1						1	4
Persons w/ Disabilities (PWD) - Diabetes				1		1		1				1	6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General					2			1	4			1	8
Persons w/ Disabilities (PWD) - Hearing Impairment									1	1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices						3				1			4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				3	1	2		2	2	1	2		13
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1		1	1				1	1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				4		1	1	3		2		2	13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1	1						2
Persons w/ Disabilities (PWD) - Prostheses/Amputees and Casts				1	2		1					1	5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1		1		1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	3		1	1	1				7
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Prohibited & Permitted Items				3	5	6	11	5	12	9	4	1	56
Prohibited & Permitted Items - Alcohol and Tobacco					1				1				2
Prohibited & Permitted Items - Beauty & Grooming Items									1				1
Prohibited & Permitted Items - Chemical/Household Products				1							1		2
Prohibited & Permitted Items - Electronic Devices					1			1	1	1			4
Prohibited & Permitted Items - Firearm/Ammunition						2	1			1			4
Prohibited & Permitted Items - Food/Beverages				1		1	1		1				4
Prohibited & Permitted Items - General					2	2	5	2	4	6	1		22
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								2			1		3
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1	2						1	4
Prohibited & Permitted Items - Marijuana					1				1				2
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items				1	1					1			3
Prohibited & Permitted Items - Remains							1		1				2
Prohibited & Permitted Items - Sporting Goods				1				1			1		3
Property - Special Handling				46	42	27	59	32	36	59	57	41	399
Property - Special Handling - Damaged Items - Carry-On				3	4	1	2	1	5	2	2	1	21
Property - Special Handling - Damaged Items - Checked				17	19	13	24	9	10	17	32	14	155
Property - Special Handling - Missing Items - Carry-On				5	2	2	5	3	1	3	4	1	26
Property - Special Handling - Missing Items - Checked				21	17	11	28	19	20	37	19	25	197
Request for Assistance							2		2	3	1		8
Request for Assistance - Other							2		2	2	1		7
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening				113	91	111	112	140	131	149	137	101	1,085
Screening - Children								1					1
Screening - Crew Member or Airline Employee				1		2		1	2				6
Screening - Cruise Ships						1			1				3
Screening - Gate Pass				1						2	2	1	6
Screening - Inconsistency				4	4	3	2	6	4	6	5	1	35
Screening - International Screening				35	33	32	48	39	55	37	46	34	359
Screening - Lengthy Lines				3	2	5	3	3	5	6	2	1	30
Screening - Procedures/Process				62	42	62	53	71	54	87	76	59	566
Screening - Rail				1									1
Screening - Retrieving Abandoned/Confiscated Items				4	6	2	5	12	5	9	3	4	50
Screening - Security Breach				2	4	4	1	7	5	2	2	1	28
SIDA (Security Identification Display Area)						1	2			1	3	1	8
SIDA (Security Identification Display Area) - General						1	2			1	3	1	8
Transcriptions								1	1	1			3
Transcriptions - Claim Form Request								1	1	1			3
TSA Contact Information				1	1	4	4		1	2	1	1	15
TSA Contact Information - General				1	1	4	4		1	2	1	1	15

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TWIC				9	13	10	10	7	15	2	7	3	76
TWIC - General				3	5	2	6	3	5		2	1	27
TWIC - Required Documents				1	2		1	1					5
TWIC - Status				5	6	8	3	3	10	2	5	2	44
<b>2019</b>	<b>5,842</b>	<b>5,163</b>	<b>4,727</b>	<b>4,343</b>	<b>4,749</b>	<b>5,414</b>	<b>5,850</b>	<b>5,364</b>	<b>5,103</b>	<b>5,420</b>	<b>5,655</b>	<b>5,096</b>	<b>62,726</b>
Additional Information Required/Insufficient	8	4	8	5	1	16	4	8	4	25	22	20	125
Advanced Imaging Technology (AIT)	8	4	8	5	1	16	4	8	4	25	22	20	125
Advanced Imaging Technology (AIT) - Flyer as Observer	1	2	2	2	1	2	2		1	2	1		16
Advanced Imaging Technology (AIT) - General	1	1	2	2	1	2	2			2	1		14
Airline	171	110	155	131	106	123	147	162	192	190	180	135	1,802
Airline - Baggage Requirements	4	2	3	4	2	4	3	3	4	2	2	5	38
Airline - Lost Baggage	47	44	79	56	53	53	51	84	97	89	99	63	815
Airline - Oxygen Regulations									1				1
Airline - Policy/Regulations/Service	114	63	70	69	49	62	89	65	83	96	76	64	900
Airline - Positive Bag Match Program	2	1		1		1	2	2	4	1			14
Airline - Wheelchair Assistance	4		3	1	2	3	2	8	3	2	3	3	34
Animals										1			1
Animals - Carry-On										1			1
Business, Suggestions, and Ideas										1		1	2
Business, Suggestions, and Ideas - General										1		1	2
Cargo	4	3	1	2	1	1			2		1	2	17
Cargo - Indirect Air Carrier (IAC)	3	2	1	1		1			1		1		10
Cargo - Known Shipper	1	1		1	1				1			2	7
Civil Rights	6	8	8	8	12	4	10	7	7	16	7	8	101
Civil Rights - Age							1		1		1		2
Civil Rights - Civil Rights Violation (TS)	2	2		2	2		2	2	1	1	3		17
Civil Rights - Constitutional Rights	1			1	1		1						4
Civil Rights - Hair Patdowns			1		1		1	2		3		1	9
Civil Rights - National Origin					3				1	1			5
Civil Rights - Perceived Religion							1			1			2
Civil Rights - Racial Profiling or Discrin	2	3	4	3	3	1	3	1	2	6	3	6	37
Civil Rights - Screening of Religious Cultural and C	1	1				1	1		1				4
Civil Rights - Sex/Gender/Gender Identi	1	2	2	2	1	2	1	1	1	1	1		15
Civil Rights - Sexual Harassment (TSA Employee)					1			1		1		1	4
Civil Rights - Transgender Screening						1				1			2
Claims	73	77	47	54	56	71	59	74	63	71	60	50	755
Claims - General	9	3	2	2	2	1	4	4	3	3	3	2	38
Claims - Status	64	74	45	52	54	70	55	70	60	68	57	48	717
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Current Topic						1							1
Current Topic - Current Topic						1							1
Customer Service	26	31	28	19	29	42	33	31	43	34	35	39	390
Customer Service - CSM											1		1
Customer Service - Others	12	20	13	6	14	22	14	10	21	11	17	19	179
Customer Service - TCC	4	2	2	1		3	3		3	1	2	1	22
Customer Service - TSO	10	9	13	12	15	17	16	21	19	22	16	18	188
DHS TRIP	27	27	11	14	20	23	23	16	14	18	18	16	227
DHS TRIP - General	5	6	1	4	4	4	5	9	4	9	5	11	67
DHS TRIP - Status	22	21	10	10	16	19	18	7	10	9	13	5	160
Expedited Passenger Screening Program	4,685	4,177	3,684	3,367	3,870	4,344	4,731	4,095	3,821	3,987	4,280	4,010	49,051
Expedited Passenger Screening Program - Active Duty Militar	1	2			2	2		4	2		1		14
Expedited Passenger Screening Program - Children Under 12											1		1
Expedited Passenger Screening Program - General	18	20	20	14	12	14	19	10	20	17	23	22	209
Expedited Passenger Screening Program - Handicapped	3	5	1			1			2	1	17	9	39
Expedited Passenger Screening Program - Minors Domestic	1	1					1			1	2	6	6
Expedited Passenger Screening Program - Non-Resident Alien	67	94	71	93	89	90	121	86	92	116	109	103	1,131
Expedited Passenger Screening Program - Non-US Citizen	4,588	4,055	3,586	3,253	3,761	4,229	4,580	3,990	3,696	3,847	4,118	3,861	47,564
Expedited Passenger Screening Program - Other	8	2	5	5	8	8	9	8	7	4	10	13	87
Federal Flight Deck Officer (FFDO) Program							1						1
Federal Flight Deck Officer (FFDO) Program - General							1						1
Freedom of Information Act (FOIA)	2			1	1	2	1	2			1	1	11
Freedom of Information Act (FOIA) - General	2			1	1	2	1	2			1	1	11
General Aviation	1	2		1	1			1	2	3	2		13
General Aviation - Alien Flight School Program (Af	2								2	3	2		9
General Aviation - General	1			1	1			1					4
Hazardous Materials Safety	187	209	241	231	159	194	170	189	178	179	210	163	2,310
Hazardous Materials Safety - General	187	209	241	231	159	194	170	189	178	179	210	163	2,310
HAZMAT Endorsement	4	13	9	9	4	4	13	13	3	8	7	6	93
HAZMAT Endorsement - General	1	2	4	3	2	3	5	6	2	3	1	1	32
HAZMAT Endorsement - Status	3	11	5	6	2	1	8	7	3	6	4	5	61
Human Capital	1	4	6	7	9	7	5	5	6	7	1	5	63
Human Capital - Current Employee								1	1				2
Human Capital - Former Employee				1									1
Human Capital - Prospective Employe	1	4	5	7	9	6	5	4	5	7	1	5	59
Human Capital - Wage Garnishment						1							1
Identification (ID) Requirements	6	4	3	4		6	5	2	4	2	6	4	46
Identification (ID) Requirements - Dom	5	2	3	3		3	5	2	3	2	6	4	38
Identification (ID) Requirements - ID Matching Tick	1		1		2								4
Identification (ID) Requirements - Internat	1	1				1							2
Identification (ID) Requirements - Minors Domestic						1		1					2
Intranet/Internet Inquiries	7	3	3	6	2	4	3	1	4	4	5	1	43

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Intranet/Internet Inquiries - General	7	3	3	6	2	4	3	1	4	4	5	1	43
Locks	110	79	62	79	64	73	80	103	94	86	118	83	1,031
Locks - General	1	7	1	2	1	2	2	3	2	1	2	2	26
Locks - Missing or Damaged Lock	109	72	61	77	63	71	78	100	92	85	116	81	1,005
Lost and Found	3		6	1		2	4		3	4	2	2	27
Lost and Found - Airport/TSA	3		6	1		2	4		3	4	2	2	27
Mishandling of Passenger Property	198	135	185	160	132	148	145	189	182	220	266	195	2,155
Mishandling of Passenger Property - Damaged/Misplaced	1								1			1	3
Mishandling of Passenger Property - Delays	7	3	2	2	2	4	5	5	7	8	6	8	59
Mishandling of Passenger Property - Damage	147	110	153	125	111	111	106	153	130	174	222	152	1,694
Mishandling of Passenger Property - Delay	4	7	10	7	2	10	5	2	9	7	8	8	79
Mishandling of Passenger Property - Delays/Damage	40	14	20	26	17	23	29	29	35	31	30	26	320
No Jurisdiction	117	102	78	95	106	127	220	251	239	293	187	152	1,967
No Jurisdiction - No Referral	34	38	23	23	27	30	39	30	38	38	29	28	377
No Jurisdiction - Refer to CBP	79	62	54	72	77	89	178	217	194	255	156	121	1,554
No Jurisdiction - Refer to Department of Transportation	1					1	1	2	2		1	2	10
No Jurisdiction - Refer to FAA	1	2	1		2	6	1		5		1	1	20
No Jurisdiction - Refer to Other	2					1	1	2					6
No Subject		2				1					1	1	5
No Subject - General		2				1					1	1	5
Notice of Violation/Civil Penalties	3	2	5	5	4	1	4	2	2	2	1	1	32
Notice of Violation/Civil Penalties - General	3	2	5	5	4	1	4	2	2	2	1	1	32
Ombudsman			3	1	1	1				1	1		8
Ombudsman - General			3	1	1	1				1	1		8
Patdown	5	3	8	3	3	11	11	8	9	16	4	10	91
Patdown - Children						1				1	1	1	3
Patdown - Flyer	5	3	6	3	3	10	9	6	6	14	4	8	77
Patdown - Flyer as Observer								2	1				3
Patdown - General				1						1			2
Patdown - Non-Flyer				1			2			1	1	1	6
Persons w/ Disabilities (PWD)	9	8	9	3	7	10	5	5	12	12	12	8	100
Persons w/ Disabilities (PWD) - Autism	1							1				1	3
Persons w/ Disabilities (PWD) - Breast	1	1											2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive	1									1			2
Persons w/ Disabilities (PWD) - Diabetes		2				2	1		3	5	4	2	19
Persons w/ Disabilities (PWD) - Diapers/Garments	1												1
Persons w/ Disabilities (PWD) - General					2				1		1		4
Persons w/ Disabilities (PWD) - Hearing Impairment								1		1	2		4
Persons w/ Disabilities (PWD) - Internal Medical Device	1								1				2
Persons w/ Disabilities (PWD) - Medical Device	1		3	1	1			1			1	1	9
Persons w/ Disabilities (PWD) - Metal	1	1	2	2	2				1				9
Persons w/ Disabilities (PWD) - Mobility	2	1				1	2		1		1	1	9
Persons w/ Disabilities (PWD) - Ostomy/Ostomate	1						1					1	3
Persons w/ Disabilities (PWD) - Prosthetic	1	1				1			1		1		5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						2							2
Persons w/ Disabilities (PWD) - Service Animal	1						1						2
Persons w/ Disabilities (PWD) - Touch Aversion (Physical)	2				2	1	1	1	1	2			9
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1			1			1	1	2	3	2	1	12
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Prohibited & Permitted Items	8	4	3	3	8	3	2	6	9	4	5	7	62
Prohibited & Permitted Items - Beauty Products	2												2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breastmilk	1								1			1	3
Prohibited & Permitted Items - Chemical/Household Product	1				2		1						4
Prohibited & Permitted Items - Electronic Device	1	1			1	1				1			5
Prohibited & Permitted Items - Firearm	1				1						1	1	4
Prohibited & Permitted Items - Food/Beverages						1				1		1	3
Prohibited & Permitted Items - General	1	2		2	2			1	5		3	4	20
Prohibited & Permitted Items - Ice/Gel Packs							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1			1	1	1				3
Prohibited & Permitted Items - Lighters/Matches	1												1
Prohibited & Permitted Items - Liquids	1										1		2
Prohibited & Permitted Items - Marijuana	1					1	2	2					6
Prohibited & Permitted Items - Medication/Prescription/Medications	1	1								1			3
Prohibited & Permitted Items - Remains					1								1
Prohibited & Permitted Items - Sporting Goods	1				1			1					4
Property - Special Handling	57	47	55	49	40	65	60	64	73	71	82	61	724
Property - Special Handling - Damaged	3	4	1	4	1	5	3	5	3	3	3	2	37
Property - Special Handling - Damaged/Lost	21	18	16	22	16	19	19	26	23	31	35	26	272
Property - Special Handling - Missing Item	7	2	5	3	5	5	4	4	2	3	1		41
Property - Special Handling - Missing Item/Bag	26	23	33	20	18	36	34	33	43	35	41	32	374
Request for Assistance		2		2					2		1		7
Request for Assistance - Other		2		2					2		1		7
Screening	118	99	99	77	95	116	99	126	130	149	131	108	1,347
Screening - Children				1									1
Screening - Crew Member or Airline Employee	1							1	1		2	2	7
Screening - Cruise Ships				1	1		1	1			1		6
Screening - Gate Pass				1		1	1	1	1	1			6
Screening - Inconsistency	3	2	4		3	4	3	2	2	2	1	2	26
Screening - International Screening	43	32	39	41	39	44	35	49	44	53	53	44	516
Screening - Lengthy Lines	2	1	1		1	1	4	2		1	1	1	15
Screening - Military							1						2
Screening - Procedures/Process	56	55	45	28	43	50	48	60	67	79	57	54	642

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Rail									1				1
Screening - Retrieving Abandoned/Cor	6	6	7	6	4	11	5	8	8	9	12	4	86
Screening - Security Breach	8	1		2	4	4	1	3	4	4	4	1	36
Screening - Traveling with Cash							1	1	1				3
SIDA (Security Identification Display Area)				2		1	1	1		1		2	8
SIDA (Security Identification Display Area) - General				2		1	1	1		1		2	8
SPAM									1				1
SPAM - General									1				1
TSA Contact Information				2	1				1		2	1	7
TSA Contact Information - General				2	1				1		2	1	7
TWIC	5	6	3	5	12	13	12	3	1	13	4	8	85
TWIC - General	1	2	1	1	5	1	7	2		3	2	5	30
TWIC - Status	4	4	2	4	7	12	5	1	1	10	2	3	55
<b>2020</b>	<b>5,897</b>	<b>5,097</b>	<b>5,165</b>	<b>5,178</b>	<b>4,816</b>	<b>2,337</b>	<b>385</b>	<b>620</b>	<b>1,076</b>	<b>1,410</b>	<b>1,628</b>	<b>1,947</b>	<b>35,556</b>
Additional Information Required/Insufficient	17	4	5	5	6	15	2		2	4	1	6	67
Additional Information Required/Insuffic	17	4	5	5	6	15	2		2	4	1	6	67
Advanced Imaging Technology (AIT)	1	1	1			1							5
Advanced Imaging Technology (AIT) - Flyer	1	1	1			1							3
Advanced Imaging Technology (AIT) -	1												1
Advanced Imaging Technology (AIT) - Non-Flyer													1
Airline	144	117	145	126	120	134	48	45	81	67	82	64	1,173
Airline - Baggage Requirements	4	4	3		5		1		2	1			20
Airline - Lost Baggage	70	51	81	64	60	43	6	11	27	26	32	30	501
Airline - Oxygen Regulations											1		1
Airline - Policy/Regulations/Service	67	59	53	62	55	89	40	34	51	38	49	34	631
Airline - Positive Bag Match Program	2	1					1						4
Airline - Wheelchair Assistance	3	1	7			2			1	2			16
Animals										1			2
Animals - Carry-On													1
Animals - Checked										1			1
Business, Suggestions, and Ideas						2						1	3
Business, Suggestions, and Ideas - General						2						1	3
Cargo	3	1		1	2	1	1	3			2	2	16
Cargo - Indirect Air Carrier (IAC)	3	1		1	2	1	1	2			1	2	14
Cargo - Known Shipper								1					2
Civil Rights	12	6	6	9	8	2	3	3	2	3	3	1	58
Civil Rights - Age	1												1
Civil Rights - Civil Rights Violation (TS)	4	1	2	2			1					1	11
Civil Rights - Constitutional Rights	1			1									2
Civil Rights - Hair Paddowns	1		1										2
Civil Rights - National Origin					1					1			2
Civil Rights - Racial Profiling or Discrin	4	2	4	2	5	1	2	2	1	1	2		26
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Iden	1	1		2	2	1		1		1			9
Civil Rights - Sexual Harassment (TSA)	1												1
Civil Rights - Transgender Screening				1					1		1		3
Claims	68	62	53	58	47	26	30	28	23	31	26	23	475
Claims - General	2	6	10	3	1	4	4			2	4	3	39
Claims - Status	66	56	43	55	46	22	26	28	23	29	22	20	436
Current Topic				1		1							2
Current Topic - Current Topic				1		1							2
Customer Service	30	21	48	31	33	28	9	8	17	20	19	11	275
Customer Service - CSM			1	1									2
Customer Service - Others	13	8	21	16	22	13	5	7	14	13	10	7	149
Customer Service - TCC	1	2		2	1	1					1	1	9
Customer Service - TSO	16	10	26	13	10	14	4	1	3	7	8	3	115
DHS TRIP	8	9	10	11	10	10	5	6	2	4	1	4	80
DHS TRIP - General	6	7	6	9	4	8	2	1	1	1	1	2	48
DHS TRIP - Status	2	2	4	2	6	2	3	5	1	3	2		32
Expedited Passenger Screening Program	4,689	4,059	3,920	3,943	3,771	1,572	156	343	741	982	1,140	1,455	26,771
Expedited Passenger Screening Program - Active Duty Militar			1							1	1		3
Expedited Passenger Screening Program - Children Under 12									1				1
Expedited Passenger Screening Progra	24	25	20	13	8	2		1	3	3	8	8	115
Expedited Passenger Screening Progra	7		1	2	5	1	2		1	2	2		23
Expedited Passenger Screening Progra	1												1
Expedited Passenger Screening Progra	110	77	127	154	101	54	14	22	15	29	21	28	752
Expedited Passenger Screening Progra	4,536	3,948	3,767	3,770	3,654	1,513	140	319	719	946	1,106	1,415	25,833
Expedited Passenger Screening Progra	11	9	4	4	3	2			3	1	2	4	43
Federal Air Marshall Service (FAMS)				1							1		2
Federal Air Marshall Service (FAMS) - General				1							1		2
Freedom of Information Act (FOIA)				2								1	3
Freedom of Information Act (FOIA) - General				2								1	3
General Aviation	2		1		1	1				2			7
General Aviation - Alien Flight School	2		1			1				1			5
General Aviation - General					1								2
Hazardous Materials Safety	182	158	253	265	169	115	32	44	36	81	108	123	1,566
Hazardous Materials Safety - General	182	158	253	265	169	115	32	44	36	81	108	123	1,566
HAZMAT Endorsement	10	5	3	11	7	7	2	6	4	2	6	2	65
HAZMAT Endorsement - General	3	2	2	1	2	1	2	2	1	1	3	1	21
HAZMAT Endorsement - Status	7	3	1	10	5	6		4	3	1	3	1	44
Human Capital	4	1	3	5	6	1		3	2	2		3	30
Human Capital - Current Employee				2		1							3
Human Capital - Employment Verification				1	1					1			3
Human Capital - Former Employee				1							1		2

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Human Capital - Prospective Employment	4	1	3	1	4			3	1	1		3	21
Human Capital - TSA Background Check					1								1
Identification (ID) Requirements	11	3	5	7	7	1			4	1	4	4	47
Identification (ID) Requirements - Domestic	8	3	4	5	4	1			3	1	4	3	36
Identification (ID) Requirements - ID Matching	1		1	1	2								5
Identification (ID) Requirements - Minors Domestic												1	1
Identification (ID) Requirements - Real ID	2			1	1				1				5
Intranet/Internet Inquiries	3	2	2	4	2	1	2	2	2	4	3		27
Intranet/Internet Inquiries - General	3	2	2	4	2	1	2	2	2	4	3		27
Locks	105	78	90	92	74	34	7	4	17	18	23	30	572
Locks - General	2	1	1	1	1								7
Locks - Missing or Damaged Lock	103	77	89	91	73	33	7	4	17	18	23	30	565
Lost and Found	5	2	7	4	3	3	3		1	1	4	2	35
Lost and Found - Airport/TSA	5	2	7	4	3	3	3		1	1	4	2	35
Mishandling of Passenger Property	197	203	194	193	154	130	22	25	42	65	66	76	1,367
Mishandling of Passenger Property - Domestic	8	5	8	7	4	5	2	1	1	1	1	11	54
Mishandling of Passenger Property - International	153	163	156	150	116	105	18	21	31	56	54	49	1,072
Mishandling of Passenger Property - Other	5	6	7	6	5	7	1	2	3	1	3	4	50
Mishandling of Passenger Property - Real	31	29	23	30	29	13	1	1	7	7	8	12	191
No Jurisdiction	195	157	163	177	169	114	30	46	42	39	50	46	1,228
No Jurisdiction - No Referral	29	30	38	30	20	23	7	16	9	13	17	14	246
No Jurisdiction - Refer to CBP	161	119	121	145	144	77	22	22	30	24	32	29	926
No Jurisdiction - Refer to Department of Transportation	2	3	1		3	2		3	1	1		1	17
No Jurisdiction - Refer to FAA	2	4	2			1	1	2	1			1	14
No Jurisdiction - Refer to Other	1	1	1	2	2	11		3	1	1	1	1	25
No Subject			2								1		3
No Subject - General			2								1		3
Notice of Violation/Civil Penalties	3	2	2		2	1	2	3	3	2	5	5	30
Notice of Violation/Civil Penalties - General	3	2	2		2	1	2	3	3	2	5	5	30
Ombudsman	1		1	2	2				1		1		8
Ombudsman - General	1		1	2	2				1		1		8
Patdown	7	8	9	10	5	3	1	1	2	2			48
Patdown - Children				1		1							2
Patdown - Flyer	5	8	8	8	4	2	1		2	1			39
Patdown - Flyer as Observer	1		1										2
Patdown - General								1		1			2
Patdown - Non-Flyer	1			1	1								3
Persons w/ Disabilities (PWD)	13	10	5	5	12	4			2	3	4	1	59
Persons w/ Disabilities (PWD) - Breast	1				1	1							3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast (general)			1								1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1							2
Persons w/ Disabilities (PWD) - Diabetes	2	1	2	1	1				1		1		9
Persons w/ Disabilities (PWD) - General	1	3	2		1	1							8
Persons w/ Disabilities (PWD) - Hearing	1			1									2
Persons w/ Disabilities (PWD) - Internal	1												1
Persons w/ Disabilities (PWD) - Medical	1												1
Persons w/ Disabilities (PWD) - Medical	1				1	4			1				7
Persons w/ Disabilities (PWD) - Metal Implants (joints)	1												1
Persons w/ Disabilities (PWD) - Mobility	1	2		1					1	2			7
Persons w/ Disabilities (PWD) - Prosthetic	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Irritation			1										1
Persons w/ Disabilities (PWD) - Service Animal	1												1
Persons w/ Disabilities (PWD) - Touch	1									1			2
Persons w/ Disabilities (PWD) - Wheelchair	1	2		1	2	1				1	1		9
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Prohibited & Permitted Items	2	6	9	7	7	2	1	1	2	1	2	4	44
Prohibited & Permitted Items - Alcohol and Tobacco			2										2
Prohibited & Permitted Items - Breast Milk/Baby Formula			1										1
Prohibited & Permitted Items - Chemical/Household Products												2	2
Prohibited & Permitted Items - Electronic Devices			3										3
Prohibited & Permitted Items - Firearm/Ammunition	1				1							1	3
Prohibited & Permitted Items - Food/Beverages	1			1	1						1		4
Prohibited & Permitted Items - General	1	1	1	5	3				2	1	1		15
Prohibited & Permitted Items - Knives	1		1									1	3
Prohibited & Permitted Items - Lighters/Matches	1	1	1	1		1							4
Prohibited & Permitted Items - Marijuana			1										1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items				1									1
Prohibited & Permitted Items - Remains					1	1	1						3
Prohibited & Permitted Items - Sporting Goods	1				1								2
Property - Special Handling	61	70	84	81	73	45	10	15	16	33	27	37	552
Property - Special Handling - Damaged	5	7	4	4	7	2				2		3	34
Property - Special Handling - Damaged	23	28	25	31	21	19	3	7	7	13	14	18	209
Property - Special Handling - Missing	2	6	6	3	3	3		1	3	2	1	3	33
Property - Special Handling - Missing	31	29	49	43	42	21	7	7	6	16	12	13	276
Request for Assistance	1										1		2
Request for Assistance - Other	1										1		2
Screening	120	104	135	126	121	83	15	30	30	37	43	42	886
Screening - Children			1										1
Screening - Crew Member or Airline Employee				2	1		1	1			1		6
Screening - Cruise Ships				2		1		1					3
Screening - Gate Pass	2		2	1	1							2	8
Screening - Inconsistency	1	1	2		1	2				1		1	9
Screening - International Screening	39	32	32	46	29	26	3	1	6	3	4	7	228
Screening - Lengthy Lines	1	1	1	2	4						1		10

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	69	59	77	63	69	49	8	23	16	27	35	28	523
Screening - Rail				1				2					3
Screening - Retrieving Abandoned/Cor	3	8	14	7	13	2	1	3	6	4	4	3	68
Screening - Security Breach	4	3	6	2	2	4	1			1			23
Screening - Shoe Screening					1								1
Screening - Traveling with Cash	1								1			1	3
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display A	1												1
TSA Contact Information		1	1	1						1			4
TSA Contact Information - General		1	1	1						1			4
TWIC	2	6	5	3	4	1	4	3	2	3	6	4	43
TWIC - General	1	3	1		2	1	3	2	1	1	4	1	20
TWIC - Status	1	3	4	3	2		1	1	1	2	2	3	23
<b>2021</b>	<b>2,348</b>	<b>1,804</b>	<b>931</b>	<b>831</b>	<b>501</b>	<b>1,796</b>	<b>2,103</b>	<b>1,530</b>	<b>1,852</b>				<b>13,696</b>
Additional Information Required/Insufficient	8	8	10	4	7	5	6	1	3				52
Additional Information Required/Insuffic	8	8	10	4	7	5	6	1	3				52
Advanced Imaging Technology (AIT)				1					1				2
Advanced Imaging Technology (AIT) - Flyer				1					1				2
Airline	90	52	14	7	4	11	8	18	20				224
Airline - Baggage Requirements	2		1			1	1						5
Airline - Lost Baggage	31	26	5	1	1	3	1	3	3				74
Airline - Policy/Regulations/Service	54	25	8	6	2	7	6	15	17				140
Airline - Positive Bag Match Program	1	1											2
Airline - Wheelchair Assistance	2				1								3
Business, Suggestions, and Ideas				1	1		1						3
Business, Suggestions, and Ideas - General				1	1		1						3
Call Disconnect/Dropped/Wrong Number				2		4	1	4	1	2			14
Call Disconnect/Dropped/Wrong Number - General				2		4	1	4	1	2			14
Cargo	1							1					3
Cargo - Known Shipper	1							1					3
Civil Rights	2	1	8	3		4	2	5	1				26
Civil Rights - Age								1					1
Civil Rights - Constitutional Rights								2					2
Civil Rights - Hair Patdowns				1									1
Civil Rights - Headwear							1						1
Civil Rights - National Origin			1	1									2
Civil Rights - Racial Profiling or Discrin	2	1	6	2		3		2					17
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		2	1				1
Civil Rights - Transgender Screening						1							1
Claims	35	31	48	35	13	6	15	14	14				211
Claims - General	3	10	44	32	11	5	13	10	12				140
Claims - Status	32	21	4	3	2	1	2	4	2				71
Current Topic				1									1
Current Topic - Current Topic				1									1
Customer Service	15	22	44	17	18	9	12	8	10				155
Customer Service - CSM			4	2			1						8
Customer Service - Others	8	3	4	3	3	1	4	2	6				34
Customer Service - TCC	1	1	8	3	5	1	2	1	1				23
Customer Service - TSO	6	14	30	11	10	7	5	5	2				90
DHS TRIP	6	1	1	2	1	1	2	2					16
DHS TRIP - General	4		1	2	1	1	1	1	2				12
DHS TRIP - Status	2	1				1							4
Duplicate E-mail	1		6	6	4	1			6				24
Duplicate E-mail - General	1		6	6	4	1			6				24
Expedited Passenger Screening Program	1,817	1,324	486	588	336	1,638	1,875	1,290	1,606				10,960
Expedited Passenger Screening Progra	2	2	1		3	1		2					11
Expedited Passenger Screening Progra	7	4	2	4	4	11	17	21	22				92
Expedited Passenger Screening Progra	1	1	1		1								4
Expedited Passenger Screening Program - Over 7	1												1
Expedited Passenger Screening Program	33	36	34	24	28	100	233	217	229				934
Expedited Passenger Screening Program	1,772	1,278	446	560	302	1,518	1,620	1,042	1,340				9,878
Expedited Passenger Screening Program	2	2	2		1	6	4	10	13				40
Federal Air Marshall Service (FAMS)						1							1
Federal Air Marshall Service (FAMS) - General						1							1
Federal Flight Deck Officer (FFDO) Program						1							1
Federal Flight Deck Officer (FFDO) Program - General						1							1
Freedom of Information Act (FOIA)	1		3										4
Freedom of Information Act (FOIA) - G	1		3										4
General Aviation	1	1	4	3			2	1					12
General Aviation - Alien Flight School P	1												1
General Aviation - General		1	4	3			2	1					11
Hazardous Materials Safety	122	108	8	7	3	6	2	8	1				265
Hazardous Materials Safety - General	122	108	8	7	3	6	2	8	1				265
HAZMAT Endorsement	6	5	1	3	1	4	3	3	4				30
HAZMAT Endorsement - General	2	3		1	1	3	2	2	2				16
HAZMAT Endorsement - Status	4	2	1	2		1	1	1	2				14
Human Capital	1	1	2		1	2	1	8	16				32
Human Capital - Current Employee		1			1								2
Human Capital - Employment Verification		1											1
Human Capital - Former Employee									1				1
Human Capital - Prospective Employm	1	1				2	1	8	14				27
Human Capital - TSA Background Check									1				1
Identification (ID) Requirements	2	6	6	1	3	9	14	6	13				60
Identification (ID) Requirements - Dom	2	6	6	1	3	8	13	5	13				57

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1	1						2
Identification (ID) Requirements - International Travel								1					1
Intranet/Internet Inquiries	1			1					1				3
Intranet/Internet Inquiries - General	1			1					1				3
Locks	21	17	13	11	6	6	7	8	5				94
Locks - General	1		2	1				1	1				6
Locks - Missing or Damaged Lock	20	17	11	10	6	6	7	7	4				88
Lost and Found	2	6	12	4	1	6	2	20	10				63
Lost and Found - Airport/TSA	2	6	12	4	1	6	2	20	10				63
Mishandling of Passenger Property	82	79	155	83	52	39	59	46	41				636
Mishandling of Passenger Property - D	1				1								2
Mishandling of Passenger Property - D	3	5	20	8	6	10	8	5	5				70
Mishandling of Passenger Property - D	65	63	106	66	38	23	49	39	32				481
Mishandling of Passenger Property - D	1	5	13	5	2				3				29
Mishandling of Passenger Property - D	12	6	16	4	5	6	2	2	1				54
No Jurisdiction	54	53	22	16	8	16	25	21	31				246
No Jurisdiction - No Referral	18	19	3	1		1	4	5	5				56
No Jurisdiction - Refer to CBP	36	32	7	7	4	7	5	10	7				115
No Jurisdiction - Refer to Department of State							2						2
No Jurisdiction - Refer to FAA		1	1	3		1	1		1				8
No Jurisdiction - Refer to Other		1	11	5	4	7	15	4	18				65
No Subject	2	7	3	1	2	2	6	2	1				24
No Subject - General	2	7	3	1	2	2	6	2	1				24
Notice of Violation/Civil Penalties	2		1	2				5	2				12
Notice of Violation/Civil Penalties - Gen	2		1	2				5	2				12
Patdown	2	2	1	2			1		2				10
Patdown - Children							1						1
Patdown - Flyer		2	2	1	2				2				9
Persons w/ Disabilities (PWD)		2			3	3	5	3	12				28
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - General							2	1	5				8
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medicat	1								4				5
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Persons w/ Disabilities (PWD) - Prosthetic/Amputees and Casts			1					1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1		1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1					1	1	1	2				5
Prohibited & Permitted Items	3	10	17	8	5	10	10	10	12	8			83
Prohibited & Permitted Items - Alcohol and Tobacco		1							1				2
Prohibited & Permitted Items - Beauty & Grooming Items		1						2					3
Prohibited & Permitted Items - Chemicals	1	1	1										3
Prohibited & Permitted Items - Electronic Devices	1		2			2	2	2	2				11
Prohibited & Permitted Items - Firearm/Ammunition	1			2	1	1		1	1				7
Prohibited & Permitted Items - Food/Beverages	1	2	1						1				5
Prohibited & Permitted Items - General	1	1	3	1	1	3	5		1				16
Prohibited & Permitted Items - Knives/Tools/Razor	2	2	1	1	2			2		2			12
Prohibited & Permitted Items - Lighters/Matches	3	1											4
Prohibited & Permitted Items - Liquids/Gels/Aerosols		2			1		2	1					6
Prohibited & Permitted Items - Marijuana	1		1	1	1	1	1	1	2				8
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items						1		1	1				3
Prohibited & Permitted Items - Sporting Goods		1	2										3
Property - Special Handling	23	27	11		6	3	10	20	16				116
Property - Special Handling - Damaged	3	2			2	1	1	5	2				16
Property - Special Handling - Damaged	6	9	3		3	1	5	3	3				33
Property - Special Handling - Missing I	1	2	1				1	4	4				13
Property - Special Handling - Missing I	13	14	7		1	1	3	8	7				54
Request for Assistance							1						1
Request for Assistance - Other								1					1
Screening	51	42	37	21	15	13	24	24	19				246
Screening - Children				2			1						3
Screening - Classified Materials				1									1
Screening - Crew Member or Airline Em	1	2	1						1				5
Screening - Gate Pass	1	1											2
Screening - Inconsistency	1		3	5	3		1	3	2				18
Screening - International Screening	12	5	1			1	2	1					22
Screening - Lengthy Lines	1		3		1								5
Screening - Military			1						1				2
Screening - Procedures/Process	29	30	26	14	12	11	18	19	14				173
Screening - Retrieving Abandoned/Cor	5	3	1			1			2				12
Screening - Security Breach	1	1					1						2
Screening - Traveling with Cash							1						1
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display A	1												1
SPAM			1										1
SPAM - General			1										1
System Administrator			1										1
System Administrator - General			1										1
Transcriptions							1						1
Transcriptions - Claim Form Request							1						1
Transfer to Security Specialist			1	1				1					3
Transfer to Security Specialist - Reportable Communication			1	1				1					3
TSA Contact Information	1	2	1	1									5

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TSA Contact Information - General		1	2	1	1								5
TWIC	1	4	2	1	5	1	3	3	6				26
TWIC - General		2			4	1	1	1	4				13
TWIC - Status	1	2	2	1	1		2	2	2				13
<b>Total</b>	<b>24,578</b>	<b>21,318</b>	<b>21,065</b>	<b>28,010</b>	<b>26,445</b>	<b>27,235</b>	<b>24,981</b>	<b>26,084</b>	<b>27,430</b>	<b>23,343</b>	<b>24,800</b>	<b>20,732</b>	<b>296,021</b>