

A photograph taken from an airplane window, showing a portion of the wing and a vast expanse of white, fluffy clouds against a clear blue sky. The window frame is visible in the foreground.

TSA Complaint Analysis

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A view from an airplane window showing the wing and clouds.

Introduction & Objectives

- **Overview**

This analysis reviews TSA complaint data to uncover patterns and identify areas for improvement.

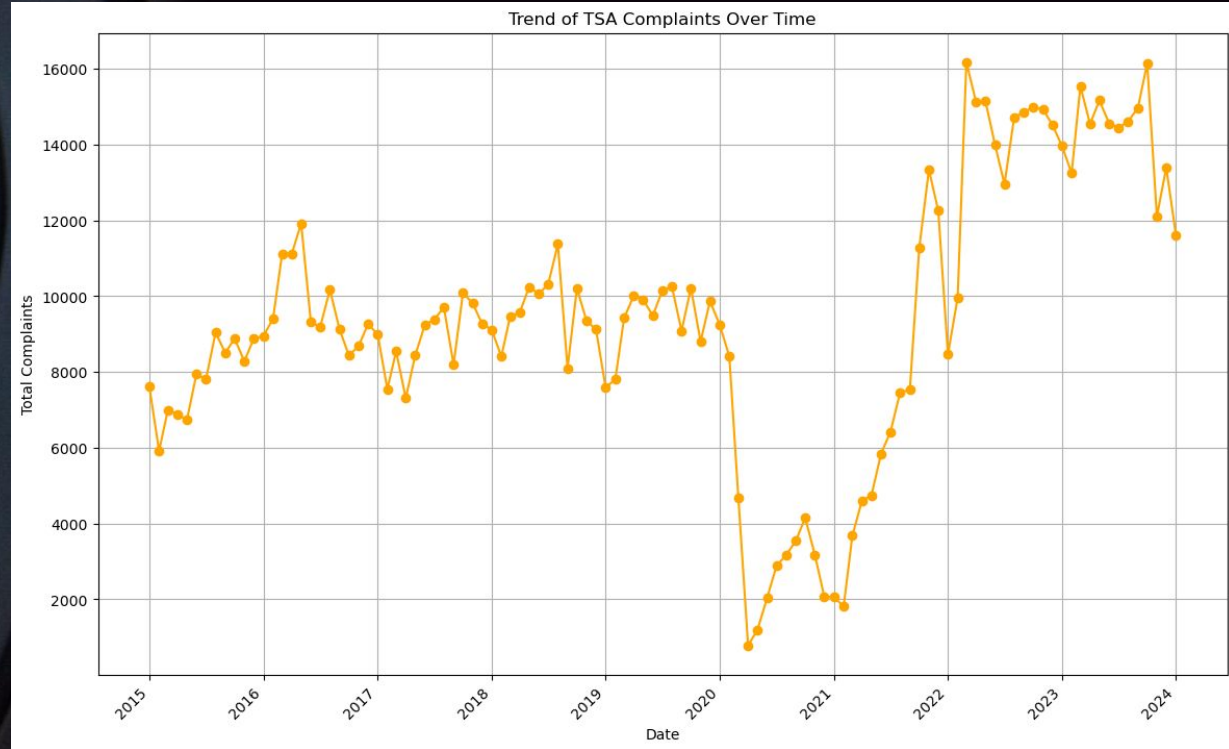
- **Objective**

Identify high-complaint airports and common complaint categories to inform actionable recommendations.

- **Audience**

TSA executives and operational decision-makers looking to improve passenger satisfaction and streamline security processes.

Overall Complaint Trends

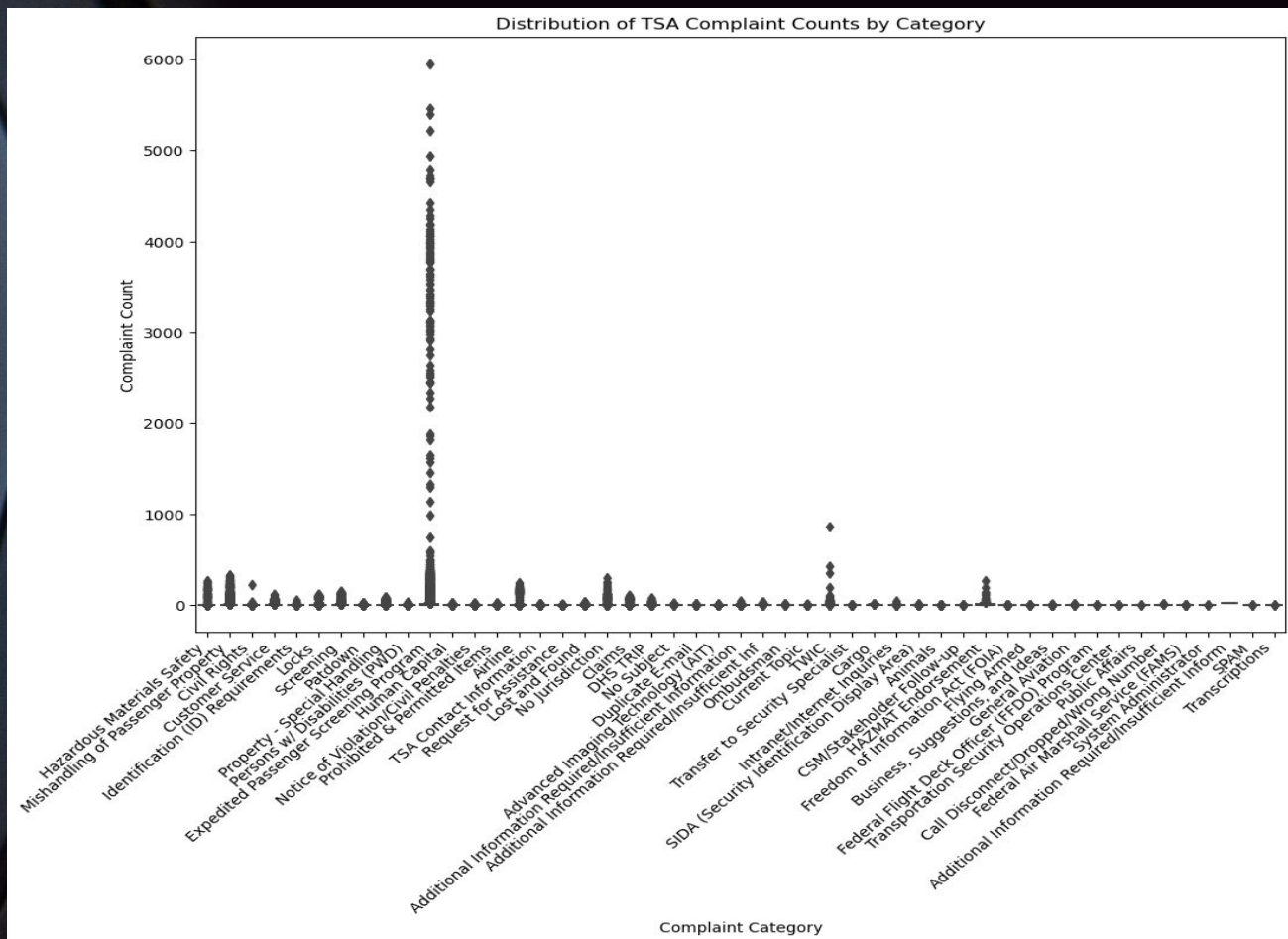




Overall Complaint Trends

- This line chart shows the monthly trend of complaints over time.
- Noticeable peaks in complaint volume appear during specific months, likely due to seasonal travel surges.
- Periods with higher complaints suggest potential strain on resources or specific operational challenges.

Top Complaint Categories

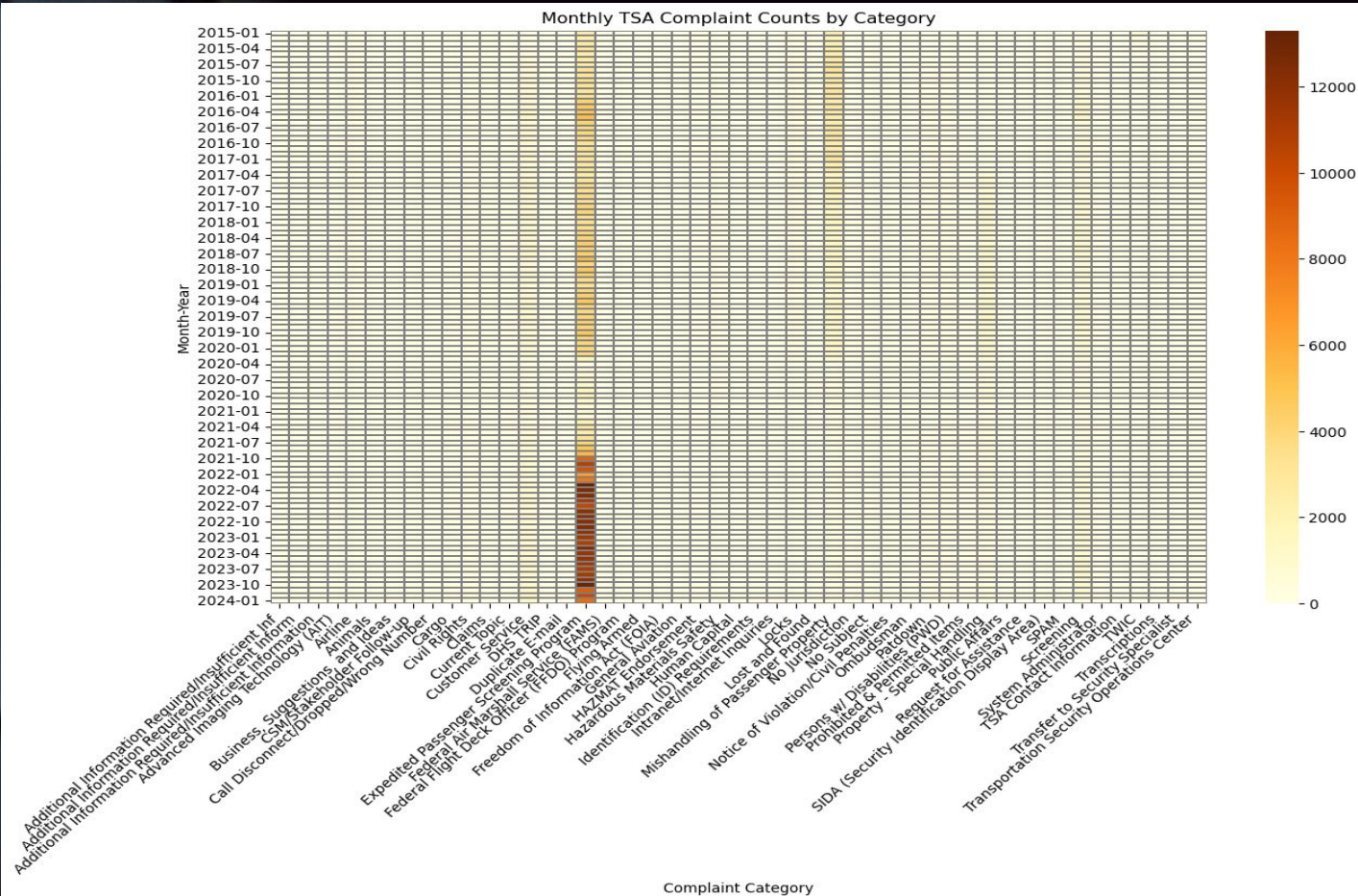


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Top Complaint Categories

- This box plot shows the variability in complaint counts by category.
- Categories like 'Mishandling of Property' and 'Screening Processes' have high variability, indicating frequent issues.
- High median complaint counts in these categories suggest they are areas of concern across multiple airports.

Monthly Category Breakdown



A view from an airplane window showing the wing and clouds.

Monthly Category Breakdown

- This heat map shows the distribution of complaints by category across each month.
- Categories such as 'Screening Processes' and 'Wait Times' exhibit seasonal spikes, particularly during peak travel months.
- Insights from this chart can help in allocating resources and training efforts during these periods.

Distribution of Top Subcategories within Each Complaint Category

Complaint Category	Subcategory 1 (Dark Blue)	Subcategory 2 (Teal)	Subcategory 3 (Green)	Subcategory 4 (Yellow)
Additional Information Required/Insufficient Information	0	0	0	0
Additional Information Required/Insufficient Information	0	0	0	0
Additional Information Required/Insufficient Information	0	0	0	0
Advanced Imaging Technology (AIT)	0	0	0	0
Airline Animals	0	0	0	0
Business, Suggestions, and Ideas	0	0	0	0
Call Disconnect/Dropped/Wrong Number	0	0	0	0
Cargo	0	0	0	0
Civil Rights	0	0	0	0
Claims	0	0	0	0
Current Topic	0	0	0	0
Customer Service	0	0	0	0
Duplicate E-mail	80,000	0	0	0
Expedited Passenger Screening Program (E-SP)	0	0	0	0
Federal Air Marshal Service (FAMS)	0	0	0	0
Federal Flight Deck Officers (FFDO) Program	0	0	0	0
Freedom of Information Act (FOIA)	530,000	0	0	0
General Aviation	0	0	0	0
Hazardous Materials Safety	0	0	0	0
Identification (ID) Requirements	0	0	0	0
Intranet/Internet Inquiries	0	0	0	0
Locks	0	0	0	0
Lost and Found	0	0	0	0
No Jurisdiction	0	0	0	0
Notice of Violation/Civil Penalties	0	110,000	0	0
Onboard	0	0	0	0
Patdown	0	0	0	0
Persons w/ Disabilities (PWD)	0	0	0	0
Prohibited & Permitted Items	0	0	0	0
Property - Special Handling	0	0	0	0
Request for Assistance	0	0	0	0
Screening	0	0	0	0
SIQA (Security Identification Display Area)	0	0	0	0
SPAM	0	0	0	0
System Administrator	0	0	0	0
TSA Contact Information	0	0	0	0
Transfer to Security Operations Center	0	0	0	0
Transcriptions	0	0	0	0
Transcriptions Specialist	0	0	0	0
Transportation Security Operations Center	0	0	0	0

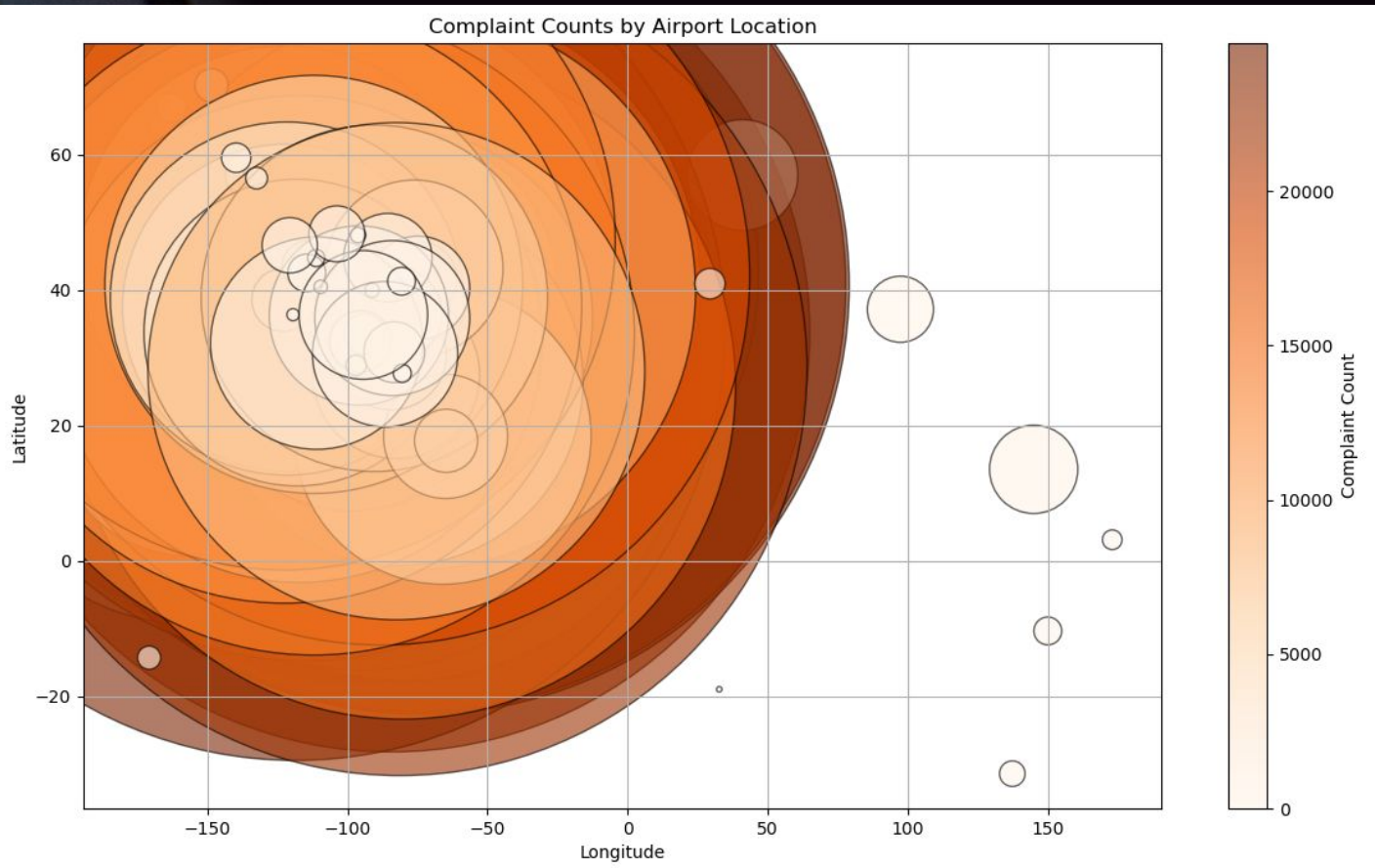
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- Distribution of Top Subcategories within Each Complaint Category**
- | Complaint Category | Subcategory 1 (Dark Blue) | Subcategory 2 (Teal) | Subcategory 3 (Green) | Subcategory 4 (Yellow) |
|--|---------------------------|----------------------|-----------------------|------------------------|
| Additional Information Required/Insufficient Information | 0 | 0 | 0 | 0 |
| Additional Information Required/Insufficient Information | 0 | 0 | 0 | 0 |
| Additional Information Required/Insufficient Information | 0 | 0 | 0 | 0 |
| Advanced Imaging Technology (AIT) | 0 | 0 | 0 | 0 |
| Airline Animals | 0 | 0 | 0 | 0 |
| Business, Suggestions, and Ideas | 0 | 0 | 0 | 0 |
| Call Disconnect/Dropped/Wrong Number | 0 | 0 | 0 | 0 |
| Cargo | 0 | 0 | 0 | 0 |
| Civil Rights | 0 | 0 | 0 | 0 |
| Claims | 0 | 0 | 0 | 0 |
| Current Topic | 0 | 0 | 0 | 0 |
| Customer Service | 0 | 0 | 0 | 0 |
| Duplicate E-mail | 80,000 | 0 | 0 | 0 |
| Expedited Passenger Screening Program (E-SP) | 0 | 0 | 0 | 0 |
| Federal Air Marshal Service (FAMS) | 0 | 0 | 0 | 0 |
| Freedom of Information Act (FOIA) | 530,000 | 0 | 0 | 0 |
| General Aviation | 0 | 0 | 0 | 0 |
| Hazardous Materials Safety | 0 | 0 | 0 | 0 |
| Identification (ID) Requirements | 0 | 0 | 0 | 0 |
| Intranet/Internet Inquiries | 0 | 0 | 0 | 0 |
| Locks | 0 | 0 | 0 | 0 |
| Lost and Found | 0 | 0 | 0 | 0 |
| No Jurisdiction | 0 | 0 | 0 | 0 |
| Notice of Violation/Civil Penalties | 0 | 110,000 | 0 | 0 |
| Onboard | 0 | 0 | 0 | 0 |
| Patdown | 0 | 0 | 0 | 0 |
| Persons w/ Disabilities (PWD) | 0 | 0 | 0 | 0 |
| Prohibited & Permitted Items | 0 | 0 | 0 | 0 |
| Property - Special Handling | 0 | 0 | 0 | 0 |
| Request for Assistance | 0 | 0 | 0 | 0 |
| Screening | 0 | 0 | 0 | 0 |
| SIQA (Security Identification Display Area) | 0 | 0 | 0 | 0 |
| SPAM | 0 | 0 | 0 | 0 |
| System Administrator | 0 | 0 | 0 | 0 |
| TSA Contact Information | 0 | 0 | 0 | 0 |
| Transfer to Security Operations Center | 0 | 0 | 0 | 0 |
| Transcriptions | 0 | 0 | 0 | 0 |
| Transcriptions Specialist | 0 | 0 | 0 | 0 |
| Transportation Security Operations Center | 0 | 0 | 0 | 0 |

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Subcategory Distribution

- The stacked bar chart illustrates the distribution of complaints within the top subcategories of each major category.
- Subcategories like 'Damaged/Missing Items' under Property Mishandling and 'Pat-Down Procedures' under Screening contribute significantly to overall complaint volumes.
- This breakdown highlights specific issues that could be targeted for policy or procedural improvements.

Complaint Distribution by Airport

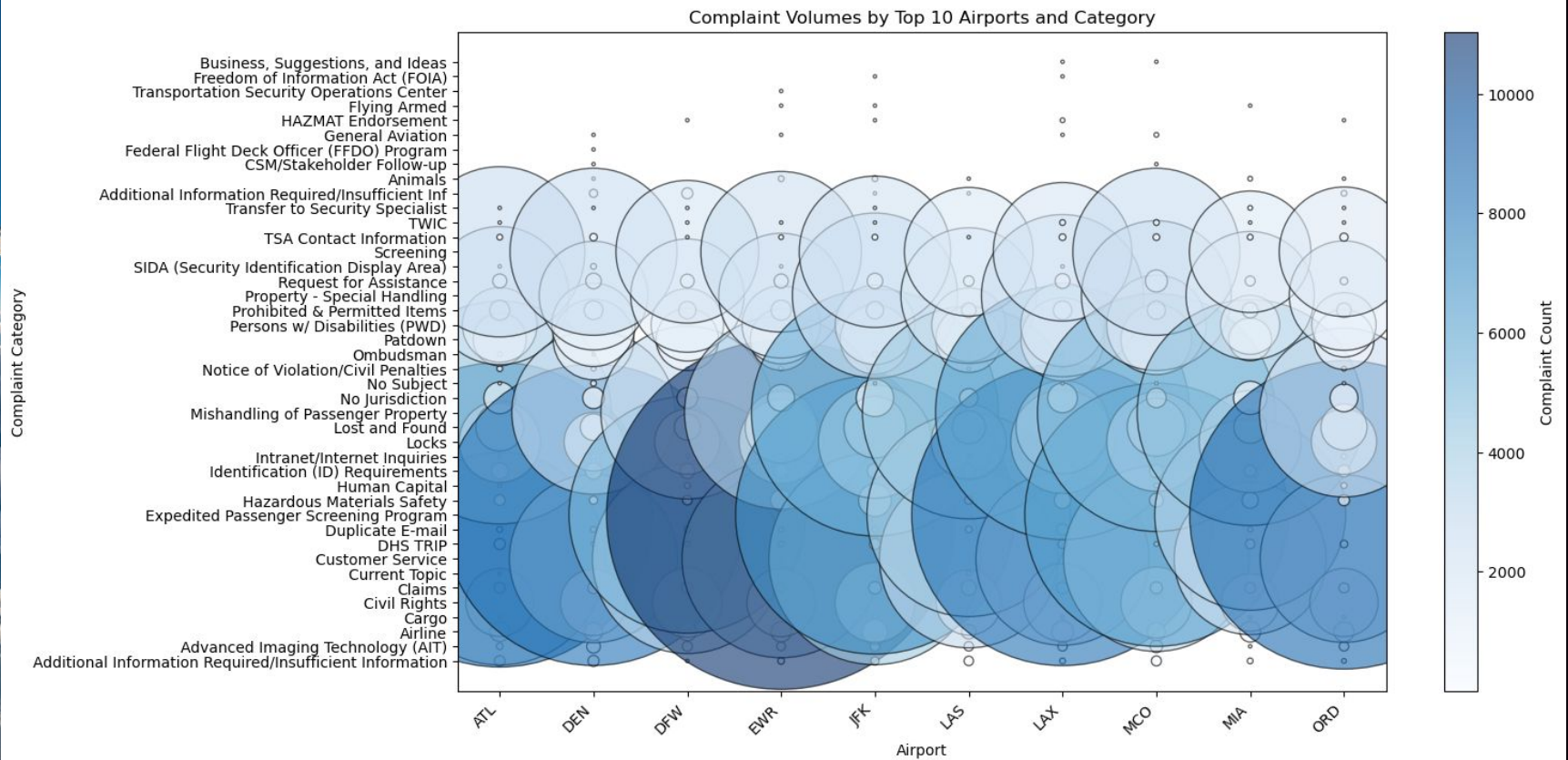


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Complaint Distribution by Airport

- This scatter plot shows complaint volumes across airports, with bubble size representing complaint count.
- Airports with consistently high complaint counts are located in major urban areas, which handle high passenger volumes.
- Identifying these high-complaint airports can help prioritize resource allocation for improvement efforts.

Focus Airports and Categories



A view from an airplane window showing the wing and clouds.

Focus Airports and Categories

- This bubble chart illustrates complaint counts for the top airports across different complaint categories.
- Certain airports, like EWR, show high complaint counts specifically related to 'Screening Procedures' or 'Mishandling of Property'.
- This visualization allows TSA to focus on specific issues at particular airports, optimizing targeted improvements.

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Conclusion & Call To Action

Summary:

- High complaint areas include Screening Processes, Mishandling of Property, and Wait Times.
- Certain airports consistently have higher complaint volumes, particularly during peak travel months.

Key Recommendations:

- Enhance training for high-complaint areas like property handling and screening.
- Boost resources at high-complaint airports, especially during peak seasons.
- Focus on targeted improvements at airports with recurring issues.

Call to Action:

- Implement these changes to improve passenger satisfaction and streamline TSA operations.