TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ABE** | **8** | **9** | **2** | **8** | **8** | **9** | **7** | **10** | **9** | **11** | **9** | **5** | **95** |
| **2018** | | | | **2** | **3** | **5** | **3** | **3** | **2** | **5** | **3** | **3** | **29** |
| 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 | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 |
| **2019** | **3** | **4** | | **1** | **1** | | **2** | **7** | **6** | **5** | **5** | **2** | **36** |
| 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 | 1 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | | 1 | 1 | | 2 | 1 | 7 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | 1 | | | | 2 |
| 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 - Checke | | 1 | | | | | | 1 | | 2 | | | 4 |
| Screening | | 1 | | | 1 | | | | 2 | 1 | 1 | | 6 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | 2 | 1 | 1 | | 5 |
| **2020** | **5** | **3** | **1** | **3** | **3** | **4** | | | **1** | **1** | **1** | | **22** |
| Civil Rights | 1 | | | | | 1 | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 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 | | | 6 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 1 | 1 | | | | | 1 | | | 4 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | | | | | | | | | | 2 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | 1 | | | | | 1 | | | | 4 |
| Property - Special Handling - Damaged It | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | 1 | | 1 | 1 | 2 | | | | | | | 6 |
| Screening - Procedures/Process | | 1 | | 1 | 1 | 2 | | | | | | | 5 |
| Screening - Security Breach | 1 | | | | | | | | | | | | 1 |
| **2021** | | **2** | **1** | **2** | **1** | | **2** | | | | | | **8** |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 - Checked | | | | | 1 | | 1 | | | | | | 2 |
| Screening | | | 1 | 1 | | | | | | | | | 2 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ABI** | **6** | **1** | **6** | **3** | **1** | **6** | **4** | **3** | **2** | **4** | **2** | **3** | **41** |
| **2018** | | | | | **1** | **1** | **1** | **2** | | **2** | | | **7** |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | | | | | 2 | | | 2 |
| Customer Service - TSO | | | | | | | | | | 2 | | | 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 - Checked | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| **2019** | **2** | **1** | **1** | **1** | | **2** | **3** | | **2** | **2** | **1** | **2** | **17** |
| Civil Rights | | | | | | | | | 1 | 1 | | | 2 |
| Civil Rights - Hair Patdowns | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | | | | | | | 1 | | | 1 |
| Customer Service | 1 | | 1 | | | | 1 | | | | | 2 | 5 |
| Customer Service - Others | | | | | | | 1 | | | | | 2 | 3 |
| Customer Service - TSO | 1 | | 1 | | | | | | | | | | 2 |
| Human Capital | | | | | | | | | | 1 | | | 1 |
| Human Capital - Prospective Employment with TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | 1 | | 2 |
| 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 (N | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | 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 |
| **2020** | **2** | | **4** | **1** | | **2** | | **1** | | | **1** | **1** | **12** |
| 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 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | 1 | | 1 |
| Notice of Violation/Civil Penalties - General | | | | | | | | | | | 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 | | 2 | | | 1 | | | | | | | 4 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | 1 | | | 1 | | | | | | | 3 |
| **2021** | **2** | | **1** | **1** | | **1** | | | | | | | **5** |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | 1 | | 1 | | | | | | | 3 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ABQ** | **63** | **43** | **33** | **72** | **36** | **65** | **49** | **28** | **44** | **50** | **46** | **43** | **572** |
| **2018** | | | | **24** | **11** | **20** | **17** | **16** | **21** | **23** | **24** | **13** | **169** |
| 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 Bag | | | | 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 Checke | | | | 2 | 2 | | 1 | 2 | 3 | 2 | 5 | 1 | 18 |
| Patdown | | | | 1 | | 3 | 1 | | | 1 | 2 | 1 | 9 |
| Patdown - Flyer | | | | 1 | | 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 | | | | | | 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) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 |
| **2019** | **29** | **20** | **15** | **17** | **4** | **23** | **17** | **12** | **23** | **21** | **21** | **22** | **224** |
| Civil Rights | | 1 | | 2 | 1 | 1 | | 1 | 1 | | | 2 | 9 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 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 | | | | 3 | 1 | | 2 | 2 | 1 | 2 | 14 |
| Customer Service - TSO | 2 | 1 | | | | 3 | 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 | 9 | 10 | 10 | 90 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | 1 | 1 | 1 | | 4 |
| Mishandling of Passenger Property - Dam | 10 | 4 | 6 | 8 | | 8 | 2 | 1 | 7 | 8 | 7 | 6 | 67 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Disa | 2 | | 1 | | 2 | | 3 | 2 | 2 | | 2 | 4 | 18 |
| Patdown | 2 | 1 | | | | 2 | 1 | 1 | 2 | 2 | 3 | 1 | 15 |
| Patdown - Flyer | 2 | | | | | 2 | 1 | 1 | 1 | 2 | 3 | 1 | 13 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Patdown - Non-Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | 1 | 1 | 1 | | | | 2 | 7 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | 1 | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | | | | 2 | 2 |
| Property - Special Handling | 7 | 4 | 5 | 3 | | 3 | 4 | 3 | 5 | 5 | 2 | 2 | 43 |
| Property - Special Handling - Damaged Items - Carry | | 2 | 1 | | | | | 1 | | 1 | | | 5 |
| Property - Special Handling - Damaged It | 2 | 1 | 1 | | | 1 | 1 | 1 | 3 | 3 | 1 | | 14 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Iten | 5 | 1 | 2 | 3 | | 2 | 2 | 1 | 2 | 1 | 1 | 2 | 22 |
| Screening | 4 | 5 | 1 | 3 | | 3 | 4 | 2 | 3 | 3 | 3 | 2 | 33 |
| Screening - Inconsistency | 1 | 1 | | | | | 1 | | | | | | 3 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | 3 | 3 | 1 | 3 | | 3 | 3 | 1 | 3 | 3 | 2 | 2 | 27 |
| Screening - Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 |
| Screening - Security Breach | | | | | | | | | | | 1 | | 1 |
| **2020** | **28** | **19** | **16** | **28** | **13** | **6** | **1** | | | **6** | **1** | **8** | **126** |
| 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 |
| Customer Service - TSO | 2 | | | 1 | | | | | | 1 | | 2 | 6 |
| Locks | 9 | 2 | 1 | 4 | | 1 | | | | | | | 17 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 5 | 4 | 5 | 9 | 4 | 2 | | | | | | | 29 |
| Mishandling of Passenger Property - Disa | 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) - Internal M | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 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/ Scooter/ | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 5 | 1 | 2 | 7 | 5 | 2 | | | | 4 | | 3 | 29 |
| Property - Special Handling - Damaged Ite | 1 | | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 2 | 1 | 1 | 1 | 3 | | | | | | | 1 | 9 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **6** | **4** | **2** | **3** | **8** | **16** | **14** | | | | | | **53** |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | 1 | 2 | | | | | | 4 |
| Customer Service - TSO | 1 | | | | | 1 | 2 | | | | | | 4 |
| Expedited Passenger Screening Program | | | 1 | | 6 | 11 | 5 | | | | | | 23 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 2 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | 6 | 11 | 3 | | | | | | 21 |
| 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/Missi | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | 1 | | 1 | 1 | | | | | | 6 |
| Mishandling of Passenger Property - Disa | 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 |
| Persons w/ Disabilities (PWD) - Cancer (g | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | 2 | | 2 | | 1 | 3 | | | | | | 8 |
| Screening - Inconsistency | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | 2 | | 2 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ABR** | **1** | **1** | **2** | **1** | **1** | | **1** | **1** | **1** | **1** | | **1** | **11** |
| **2018** | | | | **1** | **1** | | **1** | **1** | | | | | **4** |
| 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 Checke | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| **2019** | **1** | | | | | | | | **1** | **1** | | **1** | **4** |
| Mishandling of Passenger Property | 1 | | | | | | | | 1 | 1 | | 1 | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | 1 | | 1 | 3 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| **2020** | | **1** | **1** | | | | | | | | | | **2** |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| **2021** | | | **1** | | | | | | | | | | **1** |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ABY** | **2** | **5** | | **3** | **6** | **5** | **6** | **6** | **1** | **3** | **3** | **2** | **42** |
| **2018** | | | | **2** | **2** | **3** | **3** | **4** | | **2** | **2** | **1** | **19** |
| Mishandling of Passenger Property | | | | 2 | 2 | | 2 | 2 | | 1 | 1 | 1 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 |
| **2019** | | **2** | | | **3** | **1** | **3** | **2** | **1** | **1** | **1** | | **14** |
| 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/Missi | | 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 |
| **2020** | **2** | **2** | | | **1** | | | | | | | **1** | **6** |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 1 | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | 1 | | | | | | | | | | | 2 |
| 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 - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | | | **1** | **2** | **4** | **10** | **4** | **23** |
| **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 - Disa | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ACT** | | **2** | **4** | **6** | **2** | **5** | **3** | **1** | **6** | **4** | **3** | **1** | **37** |
| **2018** | | | | **3** | | **3** | **2** | **1** | **1** | **1** | **1** | **1** | **13** |
| Locks | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | 2 | | 2 | 1 | | 1 | | | 1 | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | 1 | 1 | | 1 | | | 1 | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 - Carry-On | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | 1 | | 2 |
| Screening - Procedures/Process | | | | | | | 1 | | | | 1 | | 2 |
| **2019** | | **2** | **2** | **2** | | **1** | **1** | | **4** | **3** | **2** | | **17** |
| Customer Service | | 1 | 1 | | | | | | | | | | 2 |
| Customer Service - TSO | | 1 | 1 | | | | | | | | | | 2 |
| Locks | | | | | | 1 | | | 2 | 1 | | | 4 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | 2 | 1 | | | 4 |
| Mishandling of Passenger Property | | 1 | 1 | | | | 1 | | | 1 | 2 | | 6 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | | | | 1 | | | 1 | 2 | | 6 |
| 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 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | | | 1 | | | | | 1 | | | | 2 |
| Screening - Procedures/Process | | | | 1 | | | | | 1 | | | | 2 |
| **2020** | | | **2** | | | | | | **1** | | | | **3** |
| 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 | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| **2021** | | | | **1** | **2** | **1** | | | | | | | **4** |
| DHS TRIP | | | | | 1 | | | | | | | | 1 |
| DHS TRIP - General | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ACV** | **1** | **1** | **1** | **2** | | **1** | **2** | | **2** | | | **1** | **11** |
| **2018** | | | | | | | **2** | | | | | | **2** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| **2019** | | **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 | 2 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | | | | 1 | 2 |
| **2020** | | | **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 |
| **2021** | **1** | | | **1** | | | | | | | | | **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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ACY** | **6** | **5** | **6** | **15** | **12** | **9** | **12** | **4** | **6** | **7** | **8** | **3** | **93** |
| **2018** | | | | **10** | **4** | **1** | **5** | **2** | **5** | **3** | **3** | **3** | **36** |
| 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 Bag | | | | 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) - Prosthesis/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 | 1 | 5 |
| Screening - Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | 1 | | 1 | 1 | 4 |
| **2019** | **6** | **4** | **4** | **2** | **2** | **5** | **3** | **2** | **1** | **4** | **4** | | **37** |
| Civil Rights | 1 | 2 | | 1 | | 1 | | | | 1 | | | 6 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | 1 | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | 1 | | | | | 1 | | | | 1 | | 4 |
| Patdown - Flyer | 1 | 1 | | | | | 1 | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) | | | 1 | | | 2 | 1 | 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 Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | 1 | | | | 1 | | | 2 |
| 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 |
| **2020** | | **1** | **2** | **2** | **4** | | | | | | **1** | | **10** |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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 Contra | | | | | 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 |
| **2021** | | | | **1** | **2** | **3** | **4** | | | | | | **10** |
| 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 | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 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 |
| Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ADK** | **2** | **2** | | | | | | | | | | **1** | **5** |
| **2018** | | | | | | | | | | | | **1** | **1** |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| **2019** | **2** | **2** | | | | | | | | | | | **4** |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ADQ** | **2** | **2** | | **1** | **2** | **3** | **3** | **1** | **2** | | | **4** | **20** |
| **2018** | | | | | **1** | **1** | **3** | | **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 |
| **2019** | **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 Av | 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 |
| **2020** | **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 It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | 1 | 2 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| **2021** | | **1** | | | | **1** | | | | | | | **2** |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 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** | **2** | **2** | | **2** | **2** | **26** |
| **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** | | | | | | **5** |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service - TSO | 1 | | 1 | | | | | | | | | | 2 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **AGS** | **7** | **3** | **6** | **10** | **5** | **10** | **10** | **5** | **6** | **3** | **4** | **5** | **74** |
| **2018** | | | | **2** | | **4** | **6** | **1** | **1** | **1** | | **1** | **16** |
| Customer Service | | | | 1 | | 1 | 2 | | | 1 | | 1 | 6 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | 2 | | | 1 | | 1 | 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 | | | | | 3 |
| **2019** | **4** | | **1** | **3** | **3** | **5** | **4** | **4** | **5** | **2** | **3** | **3** | **37** |
| 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 | 1 | 8 |
| Mishandling of Passenger Property - Dam | 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 | 1 | | 4 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | 2 | | | | | 2 |
| **2020** | **3** | **2** | **3** | **2** | **1** | **1** | | | | | **1** | **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 | 2 | | | | | | | | | 1 | | 4 |
| Mishandling of Passenger Property - Dam | 1 | 2 | | | | | | | | | | | 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 I | 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 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| **2021** | | **1** | **2** | **3** | **1** | | | | | | | | **7** |
| Claims | | 1 | | | | | | | | | | | 1 |
| Claims - General | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | 2 | | | | | | | | | 2 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Lighters/Matches | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **AKN** | | | | **1** | | | | | **3** | **6** | **2** | | **12** |
| **2018** | | | | | | | | | **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 |
| **2019** | | | | | | | | | **1** | **3** | | | **4** |
| Locks | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | 1 | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | 1 | | | 2 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| **2020** | | | | | | | | | **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 |
| **2021** | | | | **1** | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ALB** | **33** | **29** | **29** | **25** | **17** | **29** | **21** | **23** | **19** | **44** | **46** | **22** | **337** |
| **2018** | | | | **4** | **5** | **10** | **7** | **7** | **8** | **13** | **22** | **9** | **85** |
| 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 Bag | | | | 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) - Prosthesis/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 |
| **2019** | **13** | **14** | **19** | **9** | **7** | **8** | **11** | **12** | **8** | **29** | **17** | **11** | **158** |
| 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 - Dam | 1 | 1 | 2 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 4 | 4 | 6 | 3 | 3 | | 1 | 2 | 1 | 7 | 6 | 2 | 39 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 Imp | 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 It | 1 | 1 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checl | | 2 | 2 | | | | | 2 | | 1 | 1 | 2 | 10 |
| Property - Special Handling - Missing Items - Checke | | 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 |
| **2020** | **18** | **10** | **8** | **9** | **3** | **7** | | **4** | **3** | **2** | **7** | **2** | **73** |
| Civil Rights | 2 | 1 | 1 | 1 | 1 | | | | | | 2 | | 8 |
| Civil Rights - Constitutional Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | 1 | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- | 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 - Dam | 5 | 2 | 1 | 3 | | 1 | | | | 1 | 2 | 1 | 16 |
| Mishandling of Passenger Property - Disa | 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 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/D | | 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) - Prosthesis/Amputees | | 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 Item | 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 |
| **2021** | **2** | **5** | **2** | **3** | **2** | **4** | **3** | | | | | | **21** |
| Customer Service | 1 | 1 | | | 1 | | | | | | | | 3 |
| Customer Service - TSO | 1 | 1 | | | 1 | | | | | | | | 3 |
| Expedited Passenger Screening Program | | | | 1 | | 1 | 2 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | 2 | | | | | | 3 |
| Mishandling of Passenger Property | 1 | 3 | 1 | | | 1 | 1 | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 1 | | | 1 | 1 | | | | | | 6 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | 2 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 1 | 2 | | | | | | | | | 3 |
| Property - Special Handling | | 1 | | | 1 | 2 | | | | | | | 4 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 2 | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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/Missi | | 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 | 3 |
| Screening - Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | 1 | 2 |
| **2020** | | **1** | | **2** | | | | | | | **1** | | **4** |
| Mishandling of Passenger Property | | 1 | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ALS** | **1** | | | | | **1** | | | | **1** | | **1** | **4** |
| **2018** | | | | | | | | | | **1** | | | **1** |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| **2019** | | | | | | **1** | | | | | | **1** | **2** |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| **2020** | **1** | | | | | | | | | | | | **1** |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ALW** | **2** | **4** | **4** | **4** | **3** | **9** | **1** | **2** | | **4** | **7** | **1** | **41** |
| **2018** | | | | **2** | **2** | **3** | | **2** | | **1** | **3** | **1** | **14** |
| Mishandling of Passenger Property | | | | 1 | | 3 | | 1 | | | 1 | 1 | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 |
| 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 |
| **2019** | | **3** | **1** | **2** | **1** | **3** | **1** | | | **2** | **4** | | **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 |
| Mishandling of Passenger Property | | 1 | | 2 | | | 1 | | | 1 | 1 | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 - Checke | | 1 | | | 1 | 1 | | | | | | | 3 |
| Screening | | | 1 | | | 1 | | | | | 3 | | 5 |
| Screening - Procedures/Process | | | 1 | | | 1 | | | | | 3 | | 5 |
| **2020** | **1** | **1** | **2** | | | **1** | | | | **1** | | | **6** |
| Locks | | | | | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | 1 | | | | | | | 1 | | | 4 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| **2021** | **1** | | **1** | | | **2** | | | | | | | **4** |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **AMA** | **4** | **3** | **5** | **2** | **7** | **4** | **6** | **7** | **6** | **4** | **5** | **4** | **57** |
| **2018** | | | | | **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 | 5 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| **2019** | **1** | **2** | **1** | **1** | **3** | | **2** | **1** | **2** | **2** | **1** | **2** | **18** |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or 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 - Dam | 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 - Checke | | 1 | | 1 | 1 | | | | | 1 | | | 4 |
| Screening | | | | | 1 | | | | | 1 | | | 2 |
| Screening - Procedures/Process | | | | | 1 | | | | | 1 | | | 2 |
| **2020** | **2** | **1** | **2** | **1** | **1** | | | **2** | | **1** | **1** | | **11** |
| Civil Rights | | | | | | | | 1 | | 1 | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | 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--C | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | 1 | | | | | 2 |
| Patdown - Flyer | | | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling | | 1 | | | | | | | | | 1 | | 2 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | 1 | | 2 |
| Screening | 1 | | 1 | | 1 | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | | 1 | | 1 | | | | | | | | 3 |
| **2021** | **1** | | **2** | | **2** | **1** | **1** | | | | | | **7** |
| 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 |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ANC** | **44** | **29** | **40** | **47** | **45** | **42** | **37** | **42** | **63** | **72** | **86** | **52** | **599** |
| **2018** | | | | **13** | **8** | **10** | **15** | **20** | **26** | **22** | **39** | **15** | **168** |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| 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 | 7 | 64 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 3 | 4 | 2 | 5 | 5 | 5 | 9 | 15 | 4 | 52 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 3 | | | 1 | | | 1 | 4 | 3 | 12 |
| Patdown | | | | 1 | 1 | 2 | | 2 | 1 | 1 | 3 | 1 | 12 |
| Patdown - Flyer | | | | 1 | 1 | 2 | | 2 | 1 | 1 | 2 | 1 | 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 | 3 | 28 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | 1 | 2 | 3 | | 1 | 2 | | 10 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 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 | 2 | 1 | 2 | | | | 8 |
| Screening - Procedures/Process | | | | 1 | | 1 | 1 | 2 | 3 | 3 | 3 | | 14 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 |
| **2019** | **18** | **10** | **13** | **12** | **10** | **15** | **9** | **18** | **31** | **35** | **32** | **27** | **230** |
| Civil Rights | 3 | | 2 | | 2 | | | | | | 1 | 1 | 9 |
| Civil Rights - Age | | | | | | | | | | | 1 | | 1 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 | 2 | 23 |
| Customer Service - TSO | 2 | | 1 | 1 | 1 | 1 | | 2 | 6 | 3 | 4 | 2 | 23 |
| Locks | 1 | | | | 1 | 2 | | | 1 | 1 | 1 | 1 | 8 |
| Locks - Missing or Damaged Lock | 1 | | | | 1 | 2 | | | 1 | 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 - Dam | 4 | 4 | 3 | 6 | 2 | 4 | 2 | 6 | 3 | 9 | 10 | 4 | 57 |
| Mishandling of Passenger Property - Disarrayed Item | | 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) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | 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) - Prosthesis/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 | 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 It | 1 | | 2 | 1 | 2 | 1 | 3 | 2 | 2 | 4 | 5 | 3 | 26 |
| Property - Special Handling - Missing Item | 1 | | | | | | | 1 | 1 | 1 | 1 | 2 | 7 |
| Property - Special Handling - Missing Item | 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 |
| **2020** | **19** | **16** | **21** | **16** | **20** | **10** | **1** | **4** | **6** | **15** | **15** | **10** | **153** |
| 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Locks | 2 | 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 - Dam | 2 | 1 | 6 | 2 | 6 | | | 2 | 2 | 4 | 3 | 1 | 29 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | 2 | | | | | | 1 | | 4 |
| Patdown | 1 | 1 | 1 | | | | | | | | | | 3 |
| Patdown - Flyer | 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/Ostomates | | 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 It | 3 | 2 | 1 | 4 | 1 | 2 | | | 1 | | 5 | 2 | 21 |
| Property - Special Handling - Missing Item | 2 | | 2 | 1 | | | | | 1 | | 1 | | 7 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **7** | **3** | **6** | **6** | **7** | **7** | **12** | | | | | | **48** |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Customer Service | 1 | 1 | 5 | 2 | 1 | 1 | 1 | | | | | | 12 |
| Customer Service - TCC | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service - TSO | 1 | 1 | 4 | 1 | 1 | 1 | 1 | | | | | | 10 |
| Expedited Passenger Screening Program | | | | | 1 | 1 | 3 | | | | | | 5 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 1 | | 3 | | | | | | 4 |
| 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 | 4 | | | | 1 | 2 | 1 | | | | | | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 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 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| 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 | | | | | | 8 |
| Property - Special Handling - Damaged It | 1 | 1 | | 2 | 1 | | 2 | | | | | | 7 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | 1 | 1 | 3 | | | | | | 6 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **AOO** | | | | | | | | | | | **1** | | **1** |
| **2020** | | | | | | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **APN** | **1** | **2** | **1** | | | **1** | **1** | | | **2** | **1** | **1** | **10** |
| **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 - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| **2019** | **1** | **1** | | | | | | | | **2** | | | **4** |
| Mishandling of Passenger Property | | 1 | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | 1 | | | 2 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | 1 | | | 2 |
| **2020** | | | **1** | | | | | | | | **1** | | **2** |
| 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 |
| **2021** | | **1** | | | | | **1** | | | | | | **2** |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ART** | **1** | **4** | **3** | **2** | **2** | **4** | | | | **2** | **3** | **1** | **22** |
| **2018** | | | | | | | | | | **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 |
| **2019** | | **3** | **1** | **1** | | **2** | | | | **1** | **1** | **1** | **10** |
| Locks | | | | | | 1 | | | | 1 | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 2 | | 1 | | 1 | | | | | | | 4 |
| Property - Special Handling - Missing Items - Checke | | 2 | | 1 | | 1 | | | | | | | 4 |
| Screening | | 1 | | | | | | | | | 1 | 1 | 3 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | 1 | 2 |
| Screening - Security Breach | | 1 | | | | | | | | | | | 1 |
| **2020** | **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 Checke | | | | 1 | | | | | | | | | 1 |
| **2021** | | **1** | **2** | | | **2** | | | | | | | **5** |
| Mishandling of Passenger Property | | 1 | 2 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ASE** | **3** | **3** | **3** | **5** | **6** | **7** | **3** | | **5** | **2** | **1** | **1** | **39** |
| **2018** | | | | **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 |
| **2019** | **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 - Dam | 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 |
| **2020** | **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 Cai | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | 1 | | | | 2 |
| **2021** | | **2** | **1** | **1** | | **3** | **2** | | | | | | **9** |
| 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 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 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** | **438** | **460** | **423** | **388** | **415** | **335** | **5,147** |
| **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 | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | | | 1 | | | | 1 |
| Civil Rights - National Origin | | | | 1 | | | | 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 Lug | | | | 5 | 2 | 1 | 4 | 4 | 2 | 4 | 4 | | 26 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 45 | 35 | 37 | 39 | 50 | 35 | 41 | 57 | 25 | 364 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | 2 | 1 | 2 | | 1 | | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 Medic | | | | 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 Scoot | | | | 2 | 3 | 1 | 1 | 1 | 3 | 1 | | | 12 |
| 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 | 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 | | 2 | | 6 |
| Request for Assistance - Other | | | | | 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) - Ge | 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 | | | 1 | | | | 2 | 6 |
| Civil Rights - Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 | 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 - Dam | 5 | | 3 | 4 | | 2 | 4 | 1 | 1 | 1 | 5 | 2 | 28 |
| Mishandling of Passenger Property - Dam | 22 | 29 | 29 | 27 | 21 | 29 | 20 | 23 | 22 | 35 | 25 | 29 | 311 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | 1 | | | 1 | | | | | 3 |
| Mishandling of Passenger Property - Disa | 4 | 2 | 5 | 2 | 3 | 4 | 4 | 8 | 3 | 4 | 3 | 4 | 46 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 Technology | | 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) - Internal M | 1 | | | | | | | | 2 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 4 | 1 | 1 | 2 | | 2 | 1 | | 1 | 1 | 13 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 2 | 2 | 1 | 1 | | | 1 | 1 | | | 8 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | 4 | 1 | | 2 | 2 | 3 | 3 | 3 | 2 | | 21 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | 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) - Wheelcha | 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 Ite | 3 | 5 | 2 | 3 | 3 | 3 | 4 | 5 | 2 | 4 | 6 | 3 | 43 |
| Property - Special Handling - Damaged Ite | 11 | 6 | 11 | 8 | 8 | 6 | 6 | 12 | 4 | 6 | 12 | 4 | 94 |
| Property - Special Handling - Missing Item | 7 | 6 | 10 | 5 | 4 | 11 | 5 | 6 | 5 | 8 | 7 | 7 | 81 |
| Property - Special Handling - Missing Item | 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/Confis | 2 | | | 1 | | 1 | | 1 | 1 | 1 | | | 7 |
| Screening - Security Breach | | 2 | | | 1 | 1 | 1 | 1 | | | 1 | | 7 |
| **2020** | **144** | **136** | **187** | **142** | **145** | **94** | **22** | **34** | **46** | **52** | **66** | **50** | **1,118** |
| 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 | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 2 | 1 | 4 | 5 | 4 | 3 | | | 1 | | 2 | | 22 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 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 | 1 | 1 | | 1 | | 1 | | 14 |
| Lost and Found - Airport/TSA | | 3 | 2 | 3 | 2 | 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 - Dam | 5 | 2 | 3 | 1 | 1 | | | | | 2 | | 2 | 16 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 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 /Developm | | 1 | 2 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | 1 | | 1 | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | 1 | 1 | 2 | 2 | | | | | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | | 2 | 1 | | 1 | | | | 1 | | 1 | 8 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 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 Av | 2 | | | | | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Ite | 2 | 1 | 4 | 2 | 2 | 1 | 1 | 1 | 1 | | 1 | 2 | 18 |
| Property - Special Handling - Damaged Ite | 9 | 10 | 10 | 3 | 8 | 5 | 2 | 4 | 1 | 7 | 4 | 1 | 64 |
| Property - Special Handling - Missing Item | 5 | 7 | 11 | 9 | 6 | 5 | 1 | 3 | 1 | 4 | 6 | 3 | 61 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | 1 | | 1 | | | | 4 |
| Screening - Inconsistency | | 2 | 1 | | 1 | 2 | | | | 1 | 2 | | 9 |
| Screening - Lengthy Lines | 1 | 4 | 4 | 5 | 8 | 1 | 2 | 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 |
| **2021** | **74** | **73** | **49** | **58** | **61** | **74** | **74** | | | | | | **463** |
| Additional Information Required/Insufficient Information | | | | | 1 | | | | | | | | 1 |
| Additional Information Required/Insufficient Information - EMAIL ONLY | | | | | 1 | | | | | | | | 1 |
| Civil Rights | 3 | 4 | 1 | | 4 | 3 | 4 | | | | | | 19 |
| 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 Discrimina | 3 | 1 | | | 3 | 1 | 2 | | | | | | 10 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transg | | 2 | | | | 1 | 1 | | | | | | 4 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Claims | | | 1 | | | 1 | 1 | | | | | | 3 |
| Claims - General | | | 1 | | | 1 | 1 | | | | | | 3 |
| Customer Service | 22 | 33 | 24 | 22 | 24 | 21 | 14 | | | | | | 160 |
| Customer Service - CSM | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service - Others | | 1 | 2 | | 1 | 1 | | | | | | | 5 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 22 | 31 | 21 | 21 | 23 | 20 | 14 | | | | | | 152 |
| Duplicate E-mail | | | | 1 | | | | | | | | | 1 |
| Duplicate E-mail - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 4 | 5 | 7 | 11 | 26 | | | | | | 54 |
| Expedited Passenger Screening Program - DoD | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | | | 3 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreC | | 1 | 4 | 4 | 7 | 10 | 22 | | | | | | 48 |
| 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 | | | | | | 2 |
| Identification (ID) Requirements - Domestic | | | | | | | 1 | | | | | | 1 |
| Identification (ID) Requirements - International Travel | | | | | | | 1 | | | | | | 1 |
| Locks | 4 | 2 | | 1 | 5 | | 1 | | | | | | 13 |
| Locks - Missing or Damaged Lock | 4 | 2 | | 1 | 5 | | 1 | | | | | | 13 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 4 | 10 | 9 | 6 | 7 | 3 | 6 | | | | | | 45 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 4 | | | 1 | 1 | | | | | | 9 |
| Mishandling of Passenger Property - Dam | 2 | 8 | 5 | 6 | 7 | 2 | 4 | | | | | | 34 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | | | | 2 | 2 | 1 | 1 | | | | | | 6 |
| No Jurisdiction - No Referral | | | | | 1 | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | | 1 | 1 | 1 | | | | | | 3 |
| No Jurisdiction - Refer to Other | | | | 2 | | | | | | | | | 2 |
| Patdown | | | | 2 | | | 2 | | | | | | 4 |
| Patdown - Flyer | | | | 2 | | | 1 | | | | | | 3 |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 2 | | 3 | | 2 | 1 | | | | | | 9 |
| Persons w/ Disabilities (PWD) - Breast Ca | 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 | | 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/ Scooter/ Segway | | | | 1 | | 1 | | | | | | | 2 |
| Prohibited & Permitted Items | | | 2 | 3 | 1 | | 1 | | | | | | 7 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | | | | | 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 | | | | | | 69 |
| Property - Special Handling - Damaged Ite | 3 | | | | | 2 | | | | | | | 5 |
| Property - Special Handling - Damaged Ite | 4 | 4 | 1 | 2 | | 6 | | | | | | | 17 |
| Property - Special Handling - Missing Item | 5 | 5 | | 1 | 3 | 4 | 3 | | | | | | 21 |
| Property - Special Handling - Missing Item | 11 | 3 | 2 | 2 | 1 | 4 | 3 | | | | | | 26 |
| Screening | 16 | 9 | 5 | 7 | 6 | 15 | 9 | | | | | | 67 |
| Screening - Children | | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | | | 3 | | 1 | 1 | | | | | | 5 |
| Screening - Lengthy Lines | 1 | 1 | | | 1 | | 2 | | | | | | 5 |
| Screening - Procedures/Process | 13 | 8 | 4 | 4 | 5 | 11 | 6 | | | | | | 51 |
| Screening - Retrieving Abandoned/Confis | 2 | | | | | 2 | | | | | | | 4 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ATW** | **8** | **1** | **5** | **4** | **6** | **4** | **2** | **1** | **1** | **4** | **4** | **2** | **42** |
| **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 | | 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 - Dam | 1 | | | | 1 | | | | | 1 | | 2 | 5 |
| Mishandling of Passenger Property - Disa | 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 - Checke | | 1 | 1 | | | | 1 | | | | | | 3 |
| Screening | 1 | | 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 Identity | 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--C | | | 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** | | | | | | | **6** |
| 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--C | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ATY** | **2** | **2** | | | | | | | **1** | **2** | | | **7** |
| **2018** | | | | | | | | | **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 - Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| **2019** | | **2** | | | | | | | | | | | **2** |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| **2020** | **2** | | | | | | | | | | | | **2** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **AUG** | | | | | | **1** | **4** | | | **2** | | | **7** |
| **2018** | | | | | | | | | | **1** | | | **1** |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| **2019** | | | | | | | **1** | | | **1** | | | **2** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| **2021** | | | | | | **1** | **3** | | | | | | **4** |
| Customer Service | | | | | | 1 | 2 | | | | | | 3 |
| Customer Service - TSO | | | | | | 1 | 2 | | | | | | 3 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **AUS** | **81** | **79** | **86** | **97** | **99** | **115** | **120** | **91** | **93** | **115** | **86** | **72** | **1,134** |
| **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 Bag | | | | 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 | | | | | 1 | 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 Medic | | | | 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) - Prosthesis/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 | | 2 | | | | 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 Trans | | 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 | 2 | 3 | 4 | 1 | 3 | 3 | 23 |
| Locks - Missing or Damaged Lock | | 1 | 1 | 3 | | 2 | 2 | 3 | 4 | 1 | 3 | 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 Lug | | | | 1 | | 1 | | | 2 | | | | 4 |
| Mishandling of Passenger Property - Dam | 6 | 2 | 9 | 4 | 2 | 6 | 11 | 8 | 7 | 8 | 6 | 3 | 72 |
| Mishandling of Passenger Property - Disa | 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 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - General | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal M | 2 | | | | | | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | 1 | | | | | 1 | | | | 2 | 6 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 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 |
| Property - Special Handling - Damaged It | 2 | 2 | | | 1 | | 1 | | | 3 | 1 | 2 | 12 |
| Property - Special Handling - Damaged It | 2 | 3 | 2 | 1 | 3 | 4 | 2 | 1 | 1 | 1 | 2 | 4 | 26 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Property - Special Handling - Missing Items - Carry-C | | 2 | 3 | 1 | | | 1 | 2 | 3 | 2 | | | 14 |
| Property - Special Handling - Missing Iten | 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 |
| **2020** | **31** | **35** | **32** | **35** | **33** | **18** | **6** | **5** | **9** | **17** | **12** | **18** | **251** |
| 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--C | | | 1 | 1 | 2 | | 1 | 1 | | 2 | | | 8 |
| Mishandling of Passenger Property - Dam | 5 | 5 | 7 | 9 | 4 | 5 | 2 | 2 | 2 | 7 | 3 | 5 | 56 |
| Mishandling of Passenger Property - Disarrayed Item | | 2 | 1 | | 2 | 2 | | | 1 | | 1 | 1 | 10 |
| Patdown | 3 | 2 | 1 | 3 | 1 | | | | | | | 1 | 11 |
| Patdown - Flyer | 3 | 2 | 1 | 3 | 1 | | | | | | | 1 | 11 |
| Persons w/ Disabilities (PWD) | | 5 | 1 | | 3 | 1 | | | | | | | 10 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 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 Supplies | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 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 Ite | 4 | 5 | | 5 | 1 | 4 | 1 | 1 | | 3 | | | 24 |
| Property - Special Handling - Missing Iten | 1 | 1 | | 1 | 2 | | | | | | 1 | 1 | 7 |
| Property - Special Handling - Missing Iten | 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 |
| **2021** | **11** | **11** | **18** | **13** | **8** | **15** | **25** | | | | | | **101** |
| Civil Rights | | | 1 | | 1 | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | 1 | | | | | | | | 2 |
| Claims | | | | | | | 1 | | | | | | 1 |
| Claims - Status | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 2 | 6 | 4 | 4 | 4 | 7 | | | | | | 27 |
| Customer Service - TCC | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | 2 | 6 | 4 | 3 | 4 | 7 | | | | | | 26 |
| Duplicate E-mail | | | | | | | 1 | | | | | | 1 |
| Duplicate E-mail - General | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | 3 | 1 | 4 | 7 | | | | | | 16 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 1 | 2 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | 3 | 1 | 3 | 5 | | | | | | 13 |
| Locks | 2 | | | | | 1 | | | | | | | 3 |
| Locks - Missing or Damaged Lock | 2 | | | | | 1 | | | | | | | 3 |
| Lost and Found | | | 2 | | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | | | 2 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | 3 | 4 | 1 | 1 | | 3 | | | | | | 14 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 3 | | 1 | | 1 | | | | | | 6 |
| Mishandling of Passenger Property - Disa | 2 | 1 | | | | | 2 | | | | | | 5 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 1 | | 1 | | | | | | | | | 2 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 3 | 5 | 2 | | 1 | 1 | 2 | | | | | | 14 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | | 1 | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 2 | 3 | | | | | | | | | | | 5 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | 2 | 1 | | | 1 | 1 | | | | | | 6 |
| Screening | 4 | | 1 | 4 | | 4 | 4 | | | | | | 17 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | 2 | | | | | | 2 |
| Screening - Procedures/Process | 4 | | 1 | 3 | | 4 | 2 | | | | | | 14 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **AVL** | **9** | **9** | **6** | **5** | **12** | **14** | **6** | **11** | **8** | **11** | **8** | **11** | **110** |
| **2018** | | | | **2** | **3** | **5** | **2** | **6** | **6** | **9** | **2** | **2** | **37** |
| 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 Bag | | | | 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 |
| **2019** | **5** | **4** | **4** | **2** | **3** | **5** | **1** | **5** | **2** | **1** | **4** | **6** | **42** |
| 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 | 1 | | 1 | 2 | 12 |
| Customer Service - Others | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | 2 | 1 | 2 | | | 1 | 1 | 1 | 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--C | | | 2 | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 | | | 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 Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | 2 | | | | 1 | 4 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 2 | 1 | | | | 2 | | | | | | | 5 |
| Screening | | | | | 1 | | | 1 | 1 | | | | 3 |
| Screening - Procedures/Process | | | | | 1 | | | | 1 | | | | 2 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 |
| **2020** | **2** | **4** | **2** | **1** | **4** | | | | | **1** | **2** | **3** | **19** |
| 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/Missi | | 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 |
| **2021** | **2** | **1** | | | **2** | **4** | **3** | | | | | | **12** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | 2 | 1 | 1 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 2 | 1 | 1 | | | | | | 4 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Ombudsman | | | | | | | 1 | | | | | | 1 |
| Ombudsman - General | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | 1 | | | | | | | 4 |
| Property - Special Handling - Damaged Ite | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Item | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **AVP** | **2** | **3** | **6** | **5** | **5** | **8** | **6** | **5** | **1** | **10** | **12** | **5** | **68** |
| **2018** | | | | | **3** | **2** | **4** | **1** | | **6** | **5** | **3** | **24** |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 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 |
| 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 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | 1 | 1 | | | 1 | 1 | 1 | 5 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | 1 | 1 | 4 |
| **2019** | **2** | **1** | **2** | **3** | **1** | **5** | **1** | **4** | | **4** | **5** | **2** | **30** |
| Civil Rights | | | | | | | | 1 | | 1 | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | 1 | | 1 | | | 2 |
| Customer Service | 1 | | | | 1 | | 1 | 1 | | 1 | | | 5 |
| Customer Service - Others | | | | | | | 1 | 1 | | | | | 2 |
| 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 | 1 | | 1 | 2 | | 3 | | | | 1 | 1 | | 9 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | 2 | | 2 | | | | | 1 | | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | 1 | | | 2 |
| Patdown | | | | | | | | 1 | | 1 | | 1 | 3 |
| Patdown - Flyer | | | | | | | | 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 |
| **2020** | | **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--C | | | 1 | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 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 - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | | | 2 | | | | | | | | | | 2 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| **2021** | | | | | **1** | | **1** | | | | | | **2** |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **AZA** | **14** | **14** | **18** | **18** | **21** | **27** | **25** | **19** | **10** | **13** | **12** | **11** | **202** |
| **2018** | | | | **4** | **6** | **8** | **5** | **8** | **3** | **4** | **5** | **3** | **46** |
| Customer Service | | | | 1 | | 1 | 3 | 3 | | | 1 | | 9 |
| Customer Service - Others | | | | | | | | | | | 1 | | 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 Bag | | | | 1 | 4 | 1 | | | | 1 | | 2 | 9 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | | 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 |
| **2019** | **7** | **6** | **10** | **2** | **5** | **6** | **12** | **9** | **4** | **8** | **6** | **7** | **82** |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Ge | 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 | | | 1 | | 3 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | 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 - Dam | 1 | 1 | 2 | | 2 | 1 | | 1 | | 1 | 1 | 1 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 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 | | 2 | 18 |
| Property - Special Handling - Damaged It | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 2 | 1 | 1 | | | | | | 1 | | 1 | 6 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | 1 | 1 | 1 | | | | 4 |
| Property - Special Handling - Missing Item | 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 | 1 |
| Screening - Procedures/Process | | 1 | | | | 1 | 1 | 2 | 1 | 3 | 2 | 1 | 12 |
| Screening - Security Breach | | | | | | | | 1 | | | | | 1 |
| **2020** | **5** | **4** | **7** | **8** | **3** | **5** | **1** | **2** | **3** | **1** | **1** | **1** | **41** |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Customer Service | 3 | 2 | | 4 | 2 | 1 | | 1 | | | | 1 | 14 |
| Customer Service - TSO | 3 | 2 | | 4 | 2 | 1 | | 1 | | | | 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 - Dam | 1 | | 2 | 1 | 1 | 2 | | | 1 | | | | 8 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 (pair | | 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 - Checke | | 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 |
| **2021** | **2** | **4** | **1** | **4** | **7** | **8** | **7** | | | | | | **33** |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sexual Harassment (TSA Employee) | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 3 | | 2 | 3 | 3 | 1 | | | | | | 12 |
| Customer Service - TSO | | 3 | | 2 | 3 | 3 | 1 | | | | | | 12 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | 1 | | | | | | | 2 |
| Patdown | | | | | 1 | | 2 | | | | | | 3 |
| Patdown - Children | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | 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 | 2 | | | | | | 6 |
| Property - Special Handling - Damaged Items - Carry-On | | | 1 | | | 1 | 1 | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | 1 | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | 2 | 1 | 1 | | | | | | 5 |
| Screening - Inconsistency | | | | | | | 1 | | | | | | 1 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **AZO** | **1** | **5** | **1** | **4** | **1** | **1** | **2** | **2** | | **5** | **1** | | **23** |
| **2018** | | | | **3** | **1** | | **1** | | | **3** | **1** | | **9** |
| Mishandling of Passenger Property | | | | 2 | 1 | | 1 | | | 2 | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Item | | 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 Trans | | 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** | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BBG** | **2** | | | | | | | **1** | **1** | | **1** | | **5** |
| **2018** | | | | | | | | | **1** | | | | **1** |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| **2019** | | | | | | | | **1** | | | **1** | | **2** |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| **2021** | **2** | | | | | | | | | | | | **2** |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BDL** | **40** | **44** | **46** | **61** | **44** | **45** | **42** | **29** | **42** | **39** | **46** | **36** | **514** |
| **2018** | | | | **19** | **9** | **16** | **13** | **14** | **25** | **20** | **23** | **20** | **159** |
| Customer Service | | | | 4 | 3 | 4 | 2 | 2 | 4 | 5 | 2 | 2 | 28 |
| Customer Service - Others | | | | 1 | 1 | 1 | | | | 2 | | 1 | 6 |
| Customer Service - TSO | | | | 3 | 2 | 3 | 2 | 2 | 4 | 3 | 2 | 1 | 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 | 8 | 40 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | 1 | 2 | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 4 | 2 | 1 | 3 | 3 | 4 | 4 | 2 | 3 | 26 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 34 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 3 | 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 | 1 | 11 |
| Request for Assistance | | | | | | | | | 1 | | | | 1 |
| Request for Assistance - Other | | | | | | | | | 1 | | | | 1 |
| Screening | | | | 3 | | 2 | 2 | 1 | 7 | 1 | 5 | 3 | 24 |
| Screening - Inconsistency | | | | | | 1 | | | | | 2 | 1 | 4 |
| Screening - Lengthy Lines | | | | | | | | | 2 | | 1 | | 3 |
| Screening - Procedures/Process | | | | 2 | | 1 | 2 | 1 | 5 | | 1 | 2 | 14 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | 1 | | 2 |
| Screening - Security Breach | | | | | | | | | | 1 | | | 1 |
| **2019** | **14** | **23** | **22** | **18** | **12** | **12** | **19** | **14** | **10** | **15** | **14** | **11** | **184** |
| 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 | | | 1 | | | 8 |
| Locks - Missing or Damaged Lock | | 2 | 1 | | 1 | 1 | 2 | | | 1 | | | 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--C | | | 1 | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 2 | 1 | | | | 1 | | 2 | | | | | 6 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 1 | 1 | | 1 | 2 | 1 | | 1 | | | 10 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 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 D | 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 - Checl | | 3 | | 1 | | 1 | 1 | 2 | 1 | | 1 | 2 | 12 |
| Property - Special Handling - Missing Item | 1 | 2 | 1 | 1 | 2 | | 1 | 1 | | | 2 | 2 | 13 |
| Property - Special Handling - Missing Item | 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 |
| **2020** | **17** | **15** | **15** | **16** | **15** | **13** | **1** | **1** | **7** | **4** | **9** | **5** | **118** |
| Civil Rights | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | 2 | 8 |
| Civil Rights - Hair Patdowns | | | | 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 | 1 | | | | 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 |
| Mishandling of Passenger Property | 1 | 4 | 2 | 3 | 4 | 1 | | | 2 | | 2 | 2 | 21 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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/Missi | | 3 | 1 | 3 | 4 | 1 | | | 2 | | 1 | 2 | 17 |
| Mishandling of Passenger Property - Disa | 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 I | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 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 Item | 2 | 1 | | | | 1 | | | | | | | 4 |
| Property - Special Handling - Missing Item | 2 | 3 | 2 | 3 | 2 | 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 |
| **2021** | **9** | **6** | **9** | **8** | **8** | **4** | **9** | | | | | | **53** |
| Civil Rights | | | 1 | | | | 1 | | | | | | 2 |
| Civil Rights - Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | 2 | | 3 | 2 | 2 | 1 | 1 | | | | | | 11 |
| Customer Service - CSM | | | | | 1 | | | | | | | | 1 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 2 | | 3 | 1 | 1 | 1 | 1 | | | | | | 9 |
| Expedited Passenger Screening Program | | | 1 | 1 | | | 2 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | 1 | | | 2 | | | | | | 4 |
| Locks | | 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 Lug | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 3 | 1 | | 1 | | | 1 | | | | | | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 2 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | 2 | 1 | | | | | | | | | 3 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beverages | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 4 | | | | 1 | 2 | | | | | | 9 |
| Property - Special Handling - Damaged It | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | 1 | 1 | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | 2 | | | | | 1 | | | | | | 4 |
| Screening | 2 | | 1 | 2 | 5 | 2 | 1 | | | | | | 13 |
| Screening - Crew Member or Airline Employee | | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | | | 1 | | | | | | 2 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | | 1 | 4 | 2 | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BET** | | | | **2** | **3** | **3** | | **4** | **2** | | | | **14** |
| **2018** | | | | | | **1** | | **1** | **2** | | | | **4** |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | 1 | | | | 2 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| **2019** | | | | **2** | | **1** | | **3** | | | | | **6** |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 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 |
| **2020** | | | | | **2** | **1** | | | | | | | **3** |
| Patdown | | | | | 1 | 1 | | | | | | | 2 |
| Patdown - Flyer | | | | | 1 | 1 | | | | | | | 2 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| **2021** | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BFF** | | **1** | | | | **2** | | | | **1** | **2** | **1** | **7** |
| **2018** | | | | | | **1** | | | | | **2** | **1** | **4** |
| 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 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| **2019** | | | | | | **1** | | | | **1** | | | **2** |
| 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 |
| **2020** | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BFL** | **3** | **3** | **5** | **1** | **1** | **3** | **3** | **2** | **3** | **1** | **4** | **3** | **32** |
| **2018** | | | | | | **1** | **1** | **2** | **1** | | **1** | **1** | **7** |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | 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 |
| Screening | | | | | | 1 | | 1 | | | 1 | | 3 |
| Screening - Procedures/Process | | | | | | 1 | | 1 | | | 1 | | 3 |
| **2019** | **2** | **2** | **2** | **1** | **1** | | | | **2** | **1** | **2** | **2** | **15** |
| 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/ Scooter/ | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | 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 - Checke | | 1 | 1 | | | | | | 1 | 1 | | | 4 |
| Screening | 1 | | 1 | | | | | | | | | | 2 |
| Screening - Procedures/Process | 1 | | 1 | | | | | | | | | | 2 |
| **2020** | | **1** | **1** | | | **1** | | | | | **1** | | **4** |
| Mishandling of Passenger Property | | 1 | 1 | | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | | | 1 | | | | | | | 3 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| **2021** | **1** | | **2** | | | **1** | **2** | | | | | | **6** |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | 2 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | | 2 | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BFM** | **2** | | | | **1** | | **1** | | | **1** | | | **5** |
| **2020** | | | | | | | | | | **1** | | | **1** |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| **2021** | **2** | | | | **1** | | **1** | | | | | | **4** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BGM** | | | **1** | | **2** | **1** | **2** | | | **1** | | **1** | **8** |
| **2018** | | | | | | | **1** | | | **1** | | | **2** |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| **2019** | | | | | **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 |
| **2020** | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BGR** | **4** | **4** | **2** | **1** | **5** | | **3** | **5** | **4** | **10** | **7** | **2** | **47** |
| **2018** | | | | **1** | **2** | | | **2** | **3** | **4** | **5** | | **17** |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | 1 | 2 | 2 | 1 | | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | 1 | | | 1 | 2 | 2 | 1 | | 8 |
| 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 | | 2 | | 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 | | 2 |
| Screening - Procedures/Process | | | | | | | | | | 1 | 1 | | 2 |
| **2019** | **3** | **2** | | | **1** | | **2** | **3** | **1** | **5** | **2** | **2** | **21** |
| 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 | | | 1 | | | | | 2 | 2 | | 7 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | 1 | | | | | 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 | 2 | | | 3 |
| 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 |
| 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 | 2 |
| Property - Special Handling - Missing Item | 1 | | | | | | | 1 | | | | | 2 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| **2020** | **1** | **2** | **2** | | | | **1** | | | **1** | | | **7** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | 1 | | | 2 |
| Property - Special Handling | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| **2021** | | | | | **2** | | | | | | | | **2** |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BHB** | | | | | | | | **1** | | | | | **1** |
| **2018** | | | | | | | | **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** | **23** | **21** | **15** | **15** | **11** | **228** |
| **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 Bag | | | | 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 - Disa | 1 | 1 | 1 | 1 | | | 1 | 1 | 1 | | 2 | | 9 |
| Patdown | 1 | | | 1 | | 1 | | | 1 | 2 | | | 6 |
| Patdown - Flyer | 1 | | | 1 | | 1 | | | 1 | 1 | | | 5 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | 1 | | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Respirato | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 8 | | 1 | 3 | 1 | 1 | 2 | 3 | 1 | 1 | | 4 | 25 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Ite | 5 | | 1 | | 1 | | 2 | 1 | | | | 2 | 12 |
| Property - Special Handling - Missing Item | 2 | | | 1 | | 1 | | | | 1 | | | 5 |
| Property - Special Handling - Missing Item | 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 | | 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | 1 | 2 | 2 | | | | | | | 7 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 | 2 | 15 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | 1 | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | 1 | 2 | 1 | 2 | | | 1 | | | 2 | 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** | | | | | | **24** |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Customer Service | 2 | 1 | 2 | 2 | 3 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Service - TSO | 2 | 1 | 2 | 2 | 3 | 1 | 1 | | | | | | 12 |
| 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 | 1 | | 1 | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | 1 | 1 | | | | | | | | 3 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | 2 | 1 | | | | | | 3 |
| Screening - Inconsistency | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BIL** | **7** | **3** | **5** | **10** | **3** | **10** | **6** | **6** | **7** | **9** | **14** | **5** | **85** |
| **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 Bag | | | | 1 | | | | 1 | | | 1 | 1 | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 |
| 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 Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 (joint) | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 1 | | 1 | | | | 2 | | | 6 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | 1 | | | 2 |
| Property - Special Handling - Missing Item | 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 - Dam | 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) - Diabetes | 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 Item | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 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** | | | | | | **10** |
| 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 |
| 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 | | | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | | | | | 1 | | | | | | | 2 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BIS** | **2** | **3** | **5** | **5** | **7** | **2** | **3** | **4** | **5** | **6** | **4** | **5** | **51** |
| **2018** | | | | **2** | **2** | | **1** | **2** | **2** | **2** | **4** | **1** | **16** |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | 1 | | 1 | 1 | | 1 | 2 | | 6 |
| Customer Service - Others | | | | | | | | | | | 2 | | 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 | | 1 | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 2 | | | | | | | | | 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 |
| **2019** | | **2** | **3** | | **1** | **1** | **1** | **1** | **2** | **2** | | **4** | **17** |
| 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 | | | 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 - Checke | | 1 | | | 1 | 1 | | 1 | | | | 1 | 5 |
| Screening | | | | | | | | | | 1 | | 1 | 2 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| **2020** | **1** | | **2** | **1** | **3** | **1** | **1** | **1** | **1** | **2** | | | **13** |
| Customer Service | | | 1 | | 2 | | | | | 1 | | | 4 |
| Customer Service - Others | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | 1 | | 2 | | | | | | | | 3 |
| Mishandling of Passenger Property | | | 1 | 1 | | 1 | | 1 | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | 1 | | 1 | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | 1 | | 1 | 1 | | | 4 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | 1 | 1 | | | 3 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| **2021** | **1** | **1** | | **2** | **1** | | | | | | | | **5** |
| 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BJI** | **2** | **1** | **3** | **3** | **6** | **2** | **2** | **2** | **3** | **2** | **9** | **1** | **36** |
| **2018** | | | | **1** | | | **1** | **1** | **1** | | **4** | | **8** |
| 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 | | | 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 |
| **2019** | **1** | **1** | **1** | | **1** | | | **1** | **1** | **2** | **3** | **1** | **12** |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Locks | 1 | 1 | | | | | | 1 | | | | 1 | 4 |
| Locks - Missing or Damaged Lock | 1 | 1 | | | | | | 1 | | | | 1 | 4 |
| Mishandling of Passenger Property | | | | | 1 | | | | 1 | 1 | 2 | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | 1 | 2 | | 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 |
| **2020** | **1** | | **2** | **1** | **4** | **2** | | | **1** | | **2** | | **13** |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| 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 - Dam | 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 |
| **2021** | | | | **1** | **1** | | **1** | | | | | | **3** |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BKW** | | **1** | | | | | | | | | | **1** | **2** |
| **2018** | | | | | | | | | | | | **1** | **1** |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 |
| **2021** | | **1** | | | | | | | | | | | **1** |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BLI** | **5** | **5** | **7** | **9** | **5** | **8** | **7** | **6** | **6** | **4** | **6** | **5** | **73** |
| **2018** | | | | **3** | **2** | **5** | **3** | **4** | **3** | **1** | **2** | **3** | **26** |
| 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 | 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 | | | | 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 |
| **2019** | **2** | **3** | **1** | **3** | **3** | **1** | **4** | **2** | **3** | **2** | **3** | **2** | **29** |
| 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/Missi | | 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 Wheelch | | | 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 It | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | 1 | | | | | | | | | | | 2 |
| Screening | | 1 | | 1 | | | | | | 1 | 1 | 1 | 5 |
| Screening - Inconsistency | | 1 | | | | | | | | | 1 | | 2 |
| Screening - Procedures/Process | | | | 1 | | | | | | 1 | | 1 | 3 |
| **2020** | **3** | **2** | **5** | **3** | | **2** | | | | **1** | **1** | | **17** |
| 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 - Dam | 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 It | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | 1 | | | | | | | | | 2 |
| Screening | | 2 | 1 | | | | | | | | | | 3 |
| Screening - Procedures/Process | | 2 | 1 | | | | | | | | | | 3 |
| **2021** | | | **1** | | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BLV** | **5** | **1** | | **4** | **2** | **6** | **7** | **2** | **5** | **5** | **3** | **3** | **43** |
| **2018** | | | | **1** | | **5** | **2** | | **1** | **4** | | **1** | **14** |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | 2 | 1 | | | 1 | | | 4 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | 1 | | | 1 | | | 3 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | | | 1 | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | 1 | | | | 3 | | | 4 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | 2 | | | 3 |
| **2019** | **1** | **1** | | **2** | **1** | | **4** | **1** | **1** | **1** | | **1** | **13** |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 1 | | 1 | 1 | | 1 | | | 1 | | 1 | 6 |
| Customer Service - TSO | | 1 | | 1 | 1 | | 1 | | | 1 | | 1 | 6 |
| Lost and Found | | | | | | | | 1 | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | 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 Item | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | 2 | | | | | | 2 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| **2020** | **4** | | | **1** | | | | **1** | **3** | | **3** | **1** | **13** |
| 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 | 1 | | | | | | | | 1 | | | | 2 |
| Customer Service - TSO | 1 | | | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Autism Sp | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | 2 |
| Screening | | | | | | | | 1 | | | 1 | 1 | 3 |
| Screening - Procedures/Process | | | | | | | | 1 | | | 1 | 1 | 3 |
| **2021** | | | | | **1** | **1** | **1** | | | | | | **3** |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BMI** | **4** | **1** | **5** | **1** | **3** | **4** | **3** | **4** | **3** | **2** | **3** | **3** | **36** |
| **2018** | | | | **1** | **1** | **1** | | **1** | **1** | **1** | | **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 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 1 | 1 | | | 1 | 1 | | | | 4 |
| Screening - Procedures/Process | | | | | 1 | | | 1 | 1 | | | | 3 |
| Screening - Security Breach | | | | 1 | | | | | | | | | 1 |
| **2019** | **2** | | **3** | | | | **1** | **1** | **2** | **1** | **2** | | **12** |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - National Origin | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - 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) - Diabetes | 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 | | | | | | | | 2 | | 5 |
| **2020** | **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/Missi | | 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 Iten | 1 | | 1 | | | 1 | | | | | | | 3 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| **2021** | | | | | | **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--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BNA** | **93** | **80** | **75** | **86** | **82** | **77** | **73** | **89** | **71** | **95** | **80** | **82** | **983** |
| **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 Bag | | | | 2 | 5 | 4 | 5 | 8 | 9 | 10 | 7 | 8 | 58 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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) - Prosthesis/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 | 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 - Domest | 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 - Dam | 1 | 1 | | | 1 | 1 | | | | 3 | 2 | 1 | 10 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 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 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | 1 | 2 | 1 | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 3 | | | | | | | | 1 | | | 4 |
| Property - Special Handling | 8 | 10 | 14 | 6 | 7 | 5 | 6 | 11 | 12 | 16 | 7 | 9 | 111 |
| Property - Special Handling - Damaged Ite | 1 | 1 | 3 | 3 | 2 | 1 | | 5 | 1 | 1 | 1 | 2 | 21 |
| Property - Special Handling - Damaged Ite | 4 | 4 | 3 | | 4 | 3 | 3 | 3 | 5 | 8 | 4 | 4 | 45 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | 2 | 1 | | 1 | 5 |
| Property - Special Handling - Missing Item | 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 |
| Screening - Shoe Screening | | | | | | | | | | | 1 | | 1 |
| **2020** | **43** | **29** | **31** | **35** | **26** | **22** | **1** | **8** | **9** | **16** | **16** | **14** | **250** |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 2 | | 2 | | 1 | | | | | 2 | | 1 | 8 |
| Civil Rights - Headwear | | | | | | | | | | | | 1 | 1 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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/Missi | | 1 | 1 | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 15 | 6 | 8 | 8 | 5 | 8 | | 1 | 3 | 1 | 3 | 3 | 61 |
| Mishandling of Passenger Property - Disa | 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 Medic | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 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 Ite | 1 | 2 | 1 | 1 | 3 | 1 | | | | | | | 9 |
| Property - Special Handling - Damaged Ite | 2 | 2 | 5 | 3 | 2 | 5 | | | 1 | 2 | 3 | 1 | 26 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | 2 | | | | | 1 | | | | 4 |
| Property - Special Handling - Missing Item | 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 | 4 | 19 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | | 1 | 1 | 2 | | | 1 | 1 | 2 | 1 | 4 | 16 |
| Screening - Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 |
| Screening - Security Breach | | 1 | | | | | | | | | | | 1 |
| **2021** | **16** | **16** | **10** | **17** | **11** | **5** | **17** | | | | | | **92** |
| Civil Rights | 2 | | | | 1 | | 1 | | | | | | 4 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | 1 | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- | 1 | | | | | | | | | | | | 1 |
| Claims | | 1 | | | | | | | | | | | 1 |
| Claims - General | | 1 | | | | | | | | | | | 1 |
| Customer Service | 2 | 2 | 2 | 7 | 1 | | | | | | | | 14 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 2 | 2 | 7 | 1 | | | | | | | | 13 |
| Duplicate E-mail | | | | 1 | | | | | | | | | 1 |
| Duplicate E-mail - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | 1 | 2 | 11 | | | | | | 15 |
| Expedited Passenger Screening Program - DoD | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | 1 | 1 | 11 | | | | | | 14 |
| 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 | | | | | | 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 | 5 | 3 | 4 | | 3 | | 1 | | | | | | 16 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 5 | 2 | 2 | | 2 | | 1 | | | | | | 12 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 1 | | 1 | | | | | | | | 3 |
| 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 | | | | | | | | | 3 |
| Patdown - Flyer | 1 | | 1 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | 2 | | 2 | | | | | | 4 |
| 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) - Respiratory and Inhaler Equipment | | | | | 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 | | | | | | | | | 12 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 1 | 4 | | 2 | | | | | | | | | 7 |
| Property - Special Handling - Missing Item | 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 | 3 | 2 | 1 | | 3 | 2 | 1 | | | | | | 12 |
| Screening - Procedures/Process | 3 | 2 | 1 | | 3 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BOI** | **22** | **18** | **38** | **43** | **20** | **24** | **14** | **21** | **20** | **17** | **26** | **13** | **276** |
| **2018** | | | | **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 |
| 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 Bag | | | | 4 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 14 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | 1 | | | 1 | | 1 | | | 4 |
| Patdown | | | | | 1 | | | 1 | | | 1 | | 3 |
| Patdown - Flyer | | | | | 1 | | | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | 1 | | | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 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 |
| **2019** | **12** | **6** | **19** | **13** | **5** | **14** | **4** | **13** | **7** | **8** | **15** | **6** | **122** |
| Civil Rights | 1 | | | 1 | | | | 1 | 1 | | 1 | | 5 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 1 |
| Civil Rights - National Origin | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 | | 1 | | | 4 | | 8 |
| Locks - Missing or Damaged Lock | | 1 | | | 1 | 1 | | 1 | | | 4 | | 8 |
| Lost and Found | | | | | | | | 1 | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 3 | 1 | 6 | 3 | 2 | 1 | 3 | 4 | 5 | 2 | 4 | | 34 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 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 Checke | | | | 1 | 1 | | 1 | | | | | | 3 |
| Patdown | | | 2 | 1 | | 1 | | | 1 | 2 | 1 | 1 | 9 |
| Patdown - Flyer | | | 1 | 1 | | 1 | | | 1 | 2 | 1 | 1 | 8 |
| Patdown - Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | | 3 | 1 | 1 | 1 | | | | | | | 9 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | 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 Wheelch | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 5 | 3 | 7 | 3 | 1 | 6 | 1 | 4 | | 1 | 1 | 2 | 34 |
| Property - Special Handling - Damaged Items - Checl | | 1 | 2 | | | 1 | 1 | 1 | | | | 2 | 8 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | 1 | 2 | | | | | | | 4 |
| Property - Special Handling - Missing Item | 5 | 1 | 5 | 3 | | 3 | | 3 | | 1 | 1 | | 22 |
| Screening | | 1 | 1 | 2 | | 2 | | 1 | | 1 | 2 | 2 | 12 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | 1 | 1 | 2 | | 2 | | | | 1 | 2 | 2 | 11 |
| **2020** | **6** | **3** | **13** | **10** | **6** | **4** | **1** | **2** | **6** | **2** | **2** | **2** | **57** |
| 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 | | 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 | 2 | | 8 | 1 | 3 | 3 | | | 1 | 1 | | | 19 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 2 | | 5 | | 3 | 2 | | | 1 | 1 | | | 14 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 2 | | | 1 | | | | | | | 3 |
| Patdown | 1 | | 1 | 2 | 1 | | | | | | | | 5 |
| Patdown - Flyer | 1 | | 1 | 2 | 1 | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 3 | | 2 | 4 | 1 | | | 1 | 4 | 1 | | 2 | 18 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | 1 | | | 1 | 1 | | | | 2 | | | | 5 |
| Property - Special Handling - Missing Item | 2 | | 2 | 2 | | | | 1 | 2 | 1 | | 2 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Screening | | 3 | | | 1 | | 1 | 1 | | | | | 6 |
| Screening - Procedures/Process | | 3 | | | 1 | | 1 | 1 | | | | | 6 |
| **2021** | **4** | **9** | **6** | **5** | **3** | **3** | **3** | | | | | | **33** |
| Customer Service | 1 | 2 | 2 | 3 | 1 | 1 | | | | | | | 10 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 2 | 1 | 2 | 1 | 1 | | | | | | | 8 |
| Expedited Passenger Screening Program | | | 1 | 1 | 1 | | 2 | | | | | | 5 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | 1 | 1 | | 2 | | | | | | 5 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 2 | 1 | 1 | | 1 | | | | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 2 | 1 | 1 | | | | | | | | | 6 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Dev | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 3 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checl | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | 1 | | 1 | 1 | | | | | | | 4 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BOS** | **288** | **211** | **248** | **257** | **236** | **218** | **239** | **209** | **252** | **262** | **263** | **257** | **2,940** |
| **2018** | | | | **89** | **89** | **71** | **126** | **114** | **128** | **119** | **136** | **105** | **977** |
| 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 | | 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 Lug | | | | 1 | 2 | 2 | 4 | 5 | 2 | 3 | 2 | 1 | 22 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 26 | 17 | 5 | 24 | 22 | 27 | 20 | 34 | 30 | 205 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 2 | | 2 | | | 1 | | | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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) - Prosthesis/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 | 51 |
| Property - Special Handling - Missing Items - Carry-On | | | | 3 | 5 | 2 | 4 | 7 | 6 | 4 | 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 |
| **2019** | **135** | **93** | **104** | **69** | **64** | **84** | **76** | **88** | **110** | **116** | **104** | **124** | **1,167** |
| Advanced Imaging Technology (AIT) | 1 | | | 1 | | | | | | 1 | | 1 | 4 |
| Advanced Imaging Technology (AIT) - Fly | 1 | | | 1 | | | | | | 1 | | 1 | 4 |
| Civil Rights | 7 | 9 | 1 | 2 | 4 | 5 | 1 | 2 | 4 | 3 | 6 | 2 | 46 |
| Civil Rights - Age | | | 1 | | | | 1 | | | | 1 | | 3 |
| Civil Rights - Constitutional Rights | 1 | | | 1 | | | | | | | | | 2 |
| Civil Rights - Hair Patdowns | | | | | 1 | | | | 1 | | | | 2 |
| Civil Rights - Headwear | 1 | | | | | | | | | | 1 | | 2 |
| Civil Rights - National Origin | | | | | | 1 | | | 1 | | | | 2 |
| Civil Rights - Perceived Religion | | | | | | | | | 1 | | | 1 | 2 |
| Civil Rights - Racial Profiling or Discrimina | 4 | 3 | | 1 | 3 | 4 | | 2 | | | 3 | 1 | 21 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | 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 |
| Customer Service - Others | | 1 | 1 | | 1 | 1 | 1 | | 4 | | 1 | 3 | 13 |
| Customer Service - TSO | 27 | 23 | 19 | 11 | 8 | 17 | 11 | 15 | 14 | 20 | 12 | 15 | 192 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Identification (ID) Requirements | | | | | | | | | | | 1 | | 1 |
| Identification (ID) Requirements - 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 - Dam | 1 | | | | 1 | 4 | | 1 | 2 | 3 | 1 | 3 | 16 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 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) Not | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | 1 | | | 1 | | | 1 | 2 | | | 6 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | 1 | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | 1 | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 2 | | | | | 1 | 1 | 1 | | | 2 | 8 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | 1 | 1 | 1 | | 1 | 4 | 2 | | | | 11 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | 1 | 1 | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | 1 | | 1 | | | | 1 | | 2 | 1 | | 7 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | 1 | | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | | | 1 | | | | 1 | 1 | 2 | 6 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | 1 | | | | | 1 | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 1 | 2 | | 3 | 1 | 1 | 3 | 2 | | 2 | 1 | 16 |
| Property - Special Handling | 23 | 14 | 31 | 18 | 16 | 18 | 13 | 17 | 26 | 30 | 29 | 25 | 260 |
| Property - Special Handling - Damaged Items - Carry-On | | | 2 | 2 | 2 | 3 | 1 | 1 | 3 | 2 | 2 | 3 | 21 |
| Property - Special Handling - Damaged Ite | 3 | 1 | 7 | 2 | 1 | 2 | 5 | 4 | 8 | 13 | 8 | 4 | 58 |
| Property - Special Handling - Missing Item | 2 | 7 | 5 | 3 | 5 | 3 | 2 | 2 | 4 | 4 | 8 | 8 | 53 |
| Property - Special Handling - Missing Item | 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/Confis | 1 | | 2 | | | | 1 | | | | | | 4 |
| Screening - Security Breach | 1 | | | | | 1 | 1 | | | | 1 | 1 | 5 |
| **2020** | **126** | **96** | **114** | **77** | **76** | **34** | **6** | **7** | **14** | **27** | **23** | **28** | **628** |
| 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 Discrimina | 1 | 5 | 4 | | 3 | | | 1 | | | | 1 | 15 |
| Civil Rights - Screening of Religious or Cu | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 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 | | | 11 |
| Lost and Found - Airport/TSA | 4 | | 2 | 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 - Dam | 9 | 6 | 6 | 5 | 5 | 1 | | | | | 2 | | 34 |
| Mishandling of Passenger Property - Dam | 21 | 15 | 17 | 7 | 9 | 4 | 1 | | 3 | 3 | 2 | 2 | 84 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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) - Cancer (g | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 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) - Medically | 2 | 1 | | | | 1 | | | | | 2 | | 6 |
| Persons w/ Disabilities (PWD) - Mobility D | 3 | | | 3 | | | | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| 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) - Wheelcha | 1 | 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 Ite | 1 | 2 | 3 | 2 | 3 | 1 | | | 1 | | 1 | 1 | 15 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Property - Special Handling - Damaged Ite | 4 | 2 | 3 | 4 | 5 | 5 | 1 | 1 | 1 | 3 | 1 | 2 | 32 |
| Property - Special Handling - Missing Item | 5 | 3 | 6 | 3 | 4 | 2 | | 1 | 1 | | | 4 | 29 |
| Property - Special Handling - Missing Item | 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/Confis | 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 |
| **2021** | **27** | **22** | **30** | **22** | **7** | **29** | **31** | | | | | | **168** |
| Civil Rights | 3 | | 2 | 2 | | 2 | | | | | | | 9 |
| Civil Rights - Age | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | 1 | 1 | | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | 1 | | | | | | | 2 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | 3 | 3 | 14 | 10 | 3 | 4 | 3 | | | | | | 40 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 3 | 3 | 14 | 9 | 3 | 3 | 3 | | | | | | 38 |
| Expedited Passenger Screening Program | | | 2 | 3 | 1 | 9 | 15 | | | | | | 30 |
| Expedited Passenger Screening Program - DoD | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 3 | 1 | 9 | 13 | | | | | | 28 |
| 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 | | | | | | 33 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 2 | 1 | 1 | 1 | 1 | | | | | | 8 |
| Mishandling of Passenger Property - Dam | 7 | 5 | 3 | 2 | | 2 | | | | | | | 19 |
| Mishandling of Passenger Property - Disa | 3 | 2 | | | | 1 | | | | | | | 6 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| Patdown | 2 | 1 | 1 | | | | | | | | | | 4 |
| Patdown - Flyer | 1 | 1 | 1 | | | | | | | | | | 3 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 2 | | | 1 | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | | | | | | | | 1 |
| 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 | | | | | | 25 |
| Property - Special Handling - Damaged Ite | 1 | 2 | 1 | 1 | | 1 | | | | | | | 6 |
| Property - Special Handling - Damaged Ite | 2 | 1 | | 1 | | | 2 | | | | | | 6 |
| Property - Special Handling - Missing Items - Carry-C | | 2 | 1 | | | 2 | 1 | | | | | | 6 |
| Property - Special Handling - Missing Item | 2 | 2 | | | | 2 | 1 | | | | | | 7 |
| Screening | 2 | 2 | 1 | | 2 | 3 | 5 | | | | | | 15 |
| Screening - Inconsistency | | | 1 | | | | 2 | | | | | | 3 |
| Screening - Procedures/Process | 2 | 2 | | | 2 | 3 | 3 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BPT** | **1** | **3** | **3** | | **2** | **1** | | **1** | **1** | **1** | **2** | | **15** |
| **2018** | | | | | | | | | | **1** | **2** | | **3** |
| 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 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| **2019** | **1** | **1** | **2** | | | | | **1** | **1** | | | | **6** |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 |
| **2020** | | **1** | | | **2** | | | | | | | | **3** |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Screening | | 1 | | | 1 | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | | | 1 | | | | | | | | 2 |
| **2021** | | **1** | **1** | | | **1** | | | | | | | **3** |
| 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/Missi | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BQK** | **2** | **3** | **3** | **8** | **3** | **6** | **7** | **2** | **8** | **5** | **4** | **3** | **54** |
| **2018** | | | | **4** | **2** | **1** | **1** | **2** | **3** | **3** | **3** | **2** | **21** |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | 3 | | 1 | 1 | 1 | 3 | 3 | 2 | 1 | 15 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 2 | | | 1 | | 2 | 3 | 1 | 1 | 10 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 - Missing Items - Checked | | | | 1 | 1 | | | | | | | | 2 |
| **2019** | **1** | **2** | **1** | **4** | **1** | **4** | **6** | | **5** | **2** | **1** | **1** | **28** |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 1 | | 1 | 2 | 1 | 2 | 3 | | 3 | 1 | 1 | | 15 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | 1 | 1 | 1 | 2 | | | | | | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | 1 | 1 | | 3 | 1 | 1 | | 8 |
| Patdown | | 1 | | | | 1 | 1 | | | | | | 3 |
| Patdown - Flyer | | 1 | | | | 1 | 1 | | | | | | 3 |
| Property - Special Handling | | 1 | | 2 | | 1 | | | 1 | | | | 5 |
| Property - Special Handling - Damaged Items - Checl | | 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 |
| **2020** | | **1** | | | | | | | | | | | **1** |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| **2021** | **1** | | **2** | | | **1** | | | | | | | **4** |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service - TSO | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BQN** | **6** | **2** | **7** | **8** | **1** | **6** | **5** | **6** | **8** | **7** | **5** | **4** | **65** |
| **2018** | | | | **3** | | **2** | **1** | **2** | **3** | **6** | **2** | | **19** |
| 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 Bag | | | | 1 | | | 1 | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | 1 | | 2 | | 2 | | | | | 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 | | | | | | 2 | | 1 | | | | | 3 |
| Screening | | | | 1 | | | | | 1 | 3 | 2 | | 7 |
| Screening - Procedures/Process | | | | 1 | | | | | 1 | 3 | 2 | | 7 |
| **2019** | **3** | **1** | **6** | **3** | **1** | **1** | **3** | **4** | **5** | **1** | **3** | **4** | **35** |
| Customer Service | 1 | | 1 | | | | 1 | 1 | | | | | 4 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | 1 | 1 | | | | | 3 |
| Lost and Found | | 1 | 1 | | | | | | 1 | | | | 3 |
| Lost and Found - Airport/TSA | | 1 | 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 Lug | | | | 2 | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 2 | | 1 | | | | 1 | | 1 | | 1 | 2 | 8 |
| 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 |
| Property - Special Handling | | | 3 | | | 1 | | | 3 | | 2 | | 9 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | 3 | | 2 | | 5 |
| Property - Special Handling - Missing Items - Checked | | | 3 | | | 1 | | | | | | | 4 |
| Screening | | | | 1 | 1 | | | 1 | | | | 1 | 4 |
| Screening - Procedures/Process | | | | 1 | | | | 1 | | | | 1 | 3 |
| Screening - Security Breach | | | | | 1 | | | | | | | | 1 |
| **2020** | **3** | **1** | **1** | **2** | | **3** | | | | | | | **10** |
| 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 | | | | | 1 | | | | | | | 2 |
| Patdown - Flyer | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | | | | 1 | | | | | | | 2 |
| Screening | | 1 | | 1 | | | | | | | | | 2 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| **2021** | | | | | | | **1** | | | | | | **1** |
| Screening | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BRD** | **4** | **2** | **4** | **1** | **1** | **2** | **2** | **1** | | | **2** | **1** | **20** |
| **2018** | | | | | **1** | | | **1** | | | | | **2** |
| Mishandling of Passenger Property | | | | | 1 | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | 1 | | | 1 | | | | | 2 |
| **2019** | **3** | **2** | **2** | | | **1** | | | | | **1** | | **9** |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 2 | 1 | | | | | | | | 1 | | 6 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 1 | | | | | | | | 1 | | 4 |
| Mishandling of Passenger Property - Disa | 1 | 1 | | | | | | | | | | | 2 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| **2020** | **1** | | **2** | **1** | | | | | | | **1** | **1** | **6** |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | | | 2 |
| 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 |
| **2021** | | | | | | **1** | **2** | | | | | | **3** |
| 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 - 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BRL** | | | **1** | | **1** | | | | | **1** | | | **3** |
| **2019** | | | | | **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 |
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BRO** | **2** | | | **2** | **1** | **2** | **4** | | **2** | **1** | | **1** | **15** |
| **2018** | | | | | **1** | | | | | **1** | | | **2** |
| 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 |
| **2019** | **1** | | | **2** | | **2** | **2** | | **1** | | | **1** | **9** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 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--Checked Baggage | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | 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 |
| **2020** | **1** | | | | | | | | **1** | | | | **2** |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| **2021** | | | | | | | **2** | | | | | | **2** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BRW** | **1** | | **1** | **1** | | | | | **1** | | | | **4** |
| **2018** | | | | **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 |
| **2019** | **1** | | | | | | | | | | | | **1** |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| **2020** | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BTM** | | | | | | **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** |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BTR** | **3** | **3** | **4** | **5** | **8** | **1** | **5** | **4** | **5** | **5** | **8** | **5** | **56** |
| **2018** | | | | **2** | **3** | **1** | | **3** | **3** | **1** | **4** | **1** | **18** |
| Customer Service | | | | | 2 | | | 2 | | 1 | | 1 | 6 |
| Customer Service - Others | | | | | | | | 2 | | | | | 2 |
| Customer Service - TSO | | | | | 2 | | | | | 1 | | 1 | 4 |
| Mishandling of Passenger Property | | | | | | | | 1 | 2 | | 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 |
| Persons w/ Disabilities (PWD) | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | 2 | | | | | | | | | 2 |
| Property - Special Handling | | | | | | | | | 1 | | 1 | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | 1 | | 1 | | 2 |
| Screening | | | | | 1 | 1 | | | | | 2 | | 4 |
| Screening - Procedures/Process | | | | | 1 | 1 | | | | | 2 | | 4 |
| **2019** | **2** | **1** | **3** | **1** | **2** | | **4** | **1** | **2** | **4** | **2** | **4** | **26** |
| Customer Service | | | | | 1 | | 1 | 1 | | 2 | 1 | | 6 |
| Customer Service - Others | | | | | 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 | 1 | | 2 | | | 1 | | 3 | 10 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | 1 | | 2 | | | 1 | | 2 | 8 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | 2 | 1 | 1 | 1 | 7 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | 1 | | | 1 | 3 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | 1 | 1 | 1 | | 3 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Security Breach | | | 1 | | | | | | | | | | 1 |
| **2020** | **1** | **2** | | **1** | **2** | | | | | | **2** | | **8** |
| 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 - Dam | 1 | 1 | | | 1 | | | | | | 1 | | 4 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |
| 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 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BTV** | **18** | **18** | **16** | **9** | **18** | **12** | **7** | **8** | **9** | **22** | **18** | **13** | **168** |
| **2018** | | | | **4** | **3** | **5** | | **2** | **2** | **9** | **12** | **6** | **43** |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | 2 | | 1 | 1 | 1 | 1 | 1 | 7 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | 1 | 1 | 1 | 1 | 1 | 6 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | | 1 | 2 | 4 | 2 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | 1 | | | | 1 | 1 | 3 | | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | 2 | 3 |
| Patdown | | | | | | 1 | | | | 2 | 3 | 1 | 7 |
| Patdown - Flyer | | | | | | 1 | | | | 2 | 3 | 1 | 7 |
| 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 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 | | | | 3 | 1 | 2 | | 1 | | 3 | 2 | | 12 |
| Screening - Lengthy Lines | | | | 2 | | | | | | | 1 | | 3 |
| Screening - Procedures/Process | | | | 1 | 1 | 2 | | 1 | | 3 | 1 | | 9 |
| **2019** | **10** | **7** | **6** | **3** | **6** | **3** | **5** | **6** | **5** | **12** | **5** | **6** | **74** |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | 1 | | | | 2 |
| Advanced Imaging Technology (AIT) - Children | | | 1 | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| Customer Service | 4 | 2 | | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | | 17 |
| Customer Service - Others | | | | | | | 1 | | | 1 | | | 2 |
| Customer Service - TSO | 4 | 2 | | 1 | 1 | 1 | | 1 | 2 | 1 | 2 | | 15 |
| Locks | | | | 1 | | | | | | 2 | 1 | 1 | 5 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | 2 | 1 | 1 | 5 |
| Mishandling of Passenger Property | 1 | | 1 | 1 | 2 | 1 | 2 | 3 | 1 | | | 2 | 14 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | 2 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | 2 | 1 | | 3 | 1 | | | 1 | 10 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | | | | | | | 1 | 2 |
| Patdown | | | | | | | | 1 | | 4 | 1 | 1 | 7 |
| Patdown - Flyer | | | | | | | | 1 | | 2 | 1 | 1 | 5 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Patdown - Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | 2 | 1 | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling | 1 | 1 | 2 | | 1 | | 1 | | | | | 1 | 7 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | 1 | | 1 | | | | | 1 | 4 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | 3 | 2 | 2 | | | | 1 | 1 | 1 | 4 | 1 | 1 | 16 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 2 | 1 | | | | 1 | 1 | 1 | 4 | 1 | 1 | 14 |
| Screening - Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| **2020** | **7** | **10** | **7** | **2** | **7** | **3** | **1** | | **2** | **1** | **1** | **1** | **42** |
| 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 | 3 | 1 | | | | 1 | | | | | | | 5 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 2 | 1 | | | | 1 | | | | | | | 4 |
| 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 - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | 1 | 1 | | | 3 |
| 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) - Medically Necessary Medication | | | 1 | | 1 | | | | | | | | 2 |
| Prohibited & Permitted Items | | | | | | 1 | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beverages | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 1 | 2 | 1 | 1 | 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 - Carry-C | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | 1 | | | | | | | | 2 |
| Screening | 3 | 5 | | | 3 | | 1 | | 1 | | 1 | | 14 |
| Screening - Procedures/Process | 2 | 5 | | | 3 | | 1 | | 1 | | 1 | | 13 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | 1 |
| **2021** | **1** | **1** | **3** | | **2** | **1** | **1** | | | | | | **9** |
| Customer Service | 1 | | 1 | | | | 1 | | | | | | 3 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Service - TSO | 1 | | | | | | 1 | | | | | | 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 |
| Property - Special Handling | | | 1 | | 1 | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BUF** | **25** | **17** | **27** | **29** | **22** | **27** | **24** | **18** | **12** | **26** | **23** | **18** | **268** |
| **2018** | | | | **12** | **8** | **16** | **7** | **9** | **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 Lug | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 | | 1 | | | | | | | 2 |
| Patdown - Flyer | | | | 1 | | 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 |
| **2019** | **10** | **6** | **17** | **4** | **6** | **4** | **9** | **7** | **6** | **16** | **12** | **9** | **106** |
| 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 | 1 | | 2 | 2 | | 11 |
| Customer Service - TSO | 2 | | 1 | | 1 | 1 | 1 | 1 | | 2 | 2 | | 11 |
| Locks | 1 | 1 | 1 | 1 | 1 | | 1 | | 1 | 1 | 2 | 1 | 11 |
| Locks - Missing or Damaged Lock | 1 | 1 | 1 | 1 | 1 | | 1 | | 1 | 1 | 2 | 1 | 11 |
| Mishandling of Passenger Property | 1 | 3 | 6 | | 1 | 1 | 3 | 1 | 2 | 7 | 1 | 3 | 29 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | 1 | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 5 | | 1 | 1 | 2 | 1 | 2 | 4 | 1 | 3 | 23 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | 2 | | | 3 |
| Patdown | | | | | 1 | | | 2 | 1 | 1 | | | 5 |
| Patdown - Flyer | | | | | 1 | | | 2 | 1 | 1 | | | 5 |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | | 1 | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 1 | | | 1 | | | | | | 2 |
| Property - Special Handling | 4 | 2 | 8 | 2 | | 2 | | 1 | 1 | 5 | 2 | 1 | 28 |
| Property - Special Handling - Damaged Ite | 1 | 1 | 1 | 1 | | | | | | | 1 | | 5 |
| Property - Special Handling - Damaged Items - Checl | | 1 | 4 | | | 1 | | | | 3 | | 1 | 10 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | 1 | | 1 | | 3 |
| Property - Special Handling - Missing Item | 2 | | 3 | 1 | | 1 | | 1 | | 2 | | | 10 |
| Request for Assistance | | | | | | | | | | | | 1 | 1 |
| Request for Assistance - Other | | | | | | | | | | | | 1 | 1 |
| Screening | 2 | | | | 1 | | 2 | 2 | 1 | | 4 | | 12 |
| Screening - Crew Member or Airline Employee | | | | | | | | | | | 2 | | 2 |
| Screening - Inconsistency | 1 | | | | | | 1 | | | | 1 | | 3 |
| Screening - Procedures/Process | 1 | | | | 1 | | 1 | 2 | 1 | | 1 | | 7 |
| **2020** | **11** | **10** | **9** | **11** | **5** | **3** | **2** | **2** | **1** | **3** | **4** | | **61** |
| Civil Rights | 2 | 1 | 1 | | | | | | | | | | 4 |
| Civil Rights - Racial Profiling or Discrimina | 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 - Dam | 5 | 2 | 2 | 4 | 1 | 1 | 1 | | | 1 | 1 | | 18 |
| Mishandling of Passenger Property - Disa | 1 | | | 1 | | | | | | | 1 | | 3 |
| 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) - Prosthesis/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 - Checl | | 1 | | 1 | | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | 2 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checke | | 1 | 1 | 2 | | | | | | | 1 | | 5 |
| Screening | | 2 | 1 | | 1 | 1 | 1 | 1 | | 1 | | | 8 |
| Screening - Crew Member or Airline Employee | | | | | 1 | | | | | 1 | | | 2 |
| Screening - Procedures/Process | | 2 | 1 | | | 1 | 1 | 1 | | | | | 6 |
| **2021** | **4** | **1** | **1** | **2** | **3** | **4** | **6** | | | | | | **21** |
| Animals | | | | | | 1 | | | | | | | 1 |
| Animals - Carry-On | | | | | | 1 | | | | | | | 1 |
| Civil Rights | | | | | 1 | | 1 | | | | | | 2 |
| Civil Rights - Civil Rights Violation (TSA 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Civil Rights - Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | 4 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | | 4 | | | | | | 4 |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | 2 | | 2 | | | | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | 2 | | | | 1 | | 1 | | | | | | 4 |
| Screening - Inconsistency | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BUR** | **17** | **27** | **21** | **32** | **18** | **31** | **33** | **16** | **24** | **31** | **29** | **13** | **292** |
| **2018** | | | | **11** | **4** | **13** | **9** | **7** | **8** | **10** | **7** | **5** | **74** |
| 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 | | 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 Bag | | | | 1 | | 3 | 3 | 1 | 1 | 1 | 4 | | 14 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 Disability | | | | 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 |
| **2019** | **4** | **14** | **9** | **9** | **3** | **8** | **19** | **8** | **12** | **16** | **14** | **5** | **121** |
| Civil Rights | | 2 | 1 | 1 | 1 | | 2 | 1 | 1 | 3 | | | 12 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 2 | 1 | 1 | 1 | | | 5 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans( | | 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 | | 3 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 3 | 1 | | 1 | 4 | 1 | 2 | 2 | 2 | 1 | 19 |
| Mishandling of Passenger Property - Disarrayed Item | | 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) - Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 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 Ite | 1 | | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | 2 | 1 | | 1 | 3 | | | | 1 | | 9 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | | 1 | | | | 2 |
| Property - Special Handling - Missing Items - Checke | | 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/Confis | 1 | 1 | | 1 | | | | | | | | | 3 |
| Screening - Security Breach | | | | | | 1 | 1 | | | | | | 2 |
| **2020** | **8** | **13** | **12** | **12** | **11** | **7** | | **1** | **4** | **5** | **8** | **3** | **84** |
| Civil Rights | 1 | 1 | | 3 | 1 | | | | | | 1 | | 7 |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | 4 | 1 | 1 | 1 | | 1 | 1 | 1 | 2 | | 14 |
| Mishandling of Passenger Property - Disa | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Patdown | 1 | 2 | | 1 | | | | | | | | | 4 |
| Patdown - Flyer | 1 | 2 | | 1 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | 1 | | | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Cancer (g | 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 Ite | 1 | | | | 1 | | | | | | 1 | | 3 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | 1 | 1 | | | | | | | 1 | 4 |
| Property - Special Handling - Missing Items - Checke | | 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 Items | | 1 | | | | | | | | | 1 | | 2 |
| Screening - Security Breach | | | | | | 1 | | | | | | | 1 |
| **2021** | **5** | | | | | **3** | **5** | | | | | | **13** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | | 2 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | | 2 | | | | | | 2 |
| 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | 1 | | | | | | | 3 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | 1 | | | | | | | 2 |
| Screening | 1 | | | | | 2 | 1 | | | | | | 4 |
| Screening - Lengthy Lines | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BWI** | **164** | **124** | **165** | **181** | **142** | **169** | **169** | **159** | **155** | **169** | **192** | **131** | **1,920** |
| **2018** | | | | **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 Bag | | | | 6 | 6 | 11 | 10 | 14 | 9 | 8 | 8 | 8 | 80 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | | | | | 2 | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | | | 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 | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 2 | | | | 1 | 3 | | | | 6 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | 2 | | 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 | | 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 |
| **2019** | **79** | **68** | **70** | **41** | **41** | **54** | **69** | **73** | **57** | **63** | **85** | **47** | **747** |
| Advanced Imaging Technology (AIT) | | | 1 | 1 | | | | | | 1 | | | 3 |
| Advanced Imaging Technology (AIT) - Flyer | | | 1 | 1 | | | | | | 1 | | | 3 |
| Civil Rights | 3 | 4 | | 2 | 1 | 3 | 3 | 2 | 3 | 1 | 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 | | 2 | 1 | 1 | 2 | 1 | 2 | 1 | 1 | | 14 |
| Civil Rights - Sex/Gender/Gender Identity- | 2 | 1 | | | | 1 | | | | | | 2 | 6 |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Customer Service | 20 | 17 | 17 | 9 | 13 | 19 | 18 | 9 | 8 | 8 | 18 | 9 | 165 |
| Customer Service - Others | 1 | | 1 | | 1 | 1 | | | 1 | 1 | 1 | | 7 |
| Customer Service - TSO | 19 | 17 | 16 | 9 | 12 | 18 | 18 | 9 | 7 | 7 | 17 | 9 | 158 |
| Locks | 1 | 5 | 4 | 1 | 3 | 2 | 2 | 6 | 4 | 3 | 4 | 3 | 38 |
| Locks - Missing or Damaged Lock | 1 | 5 | 4 | 1 | 3 | 2 | 2 | 6 | 4 | 3 | 4 | 3 | 38 |
| Lost and Found | | | 1 | | | | | | 1 | | 1 | | 3 |
| Lost and Found - Airport/TSA | | | 1 | | | | | | 1 | | 1 | | 3 |
| Mishandling of Passenger Property | 16 | 11 | 16 | 8 | 11 | 5 | 9 | 15 | 12 | 17 | 19 | 12 | 151 |
| Mishandling of Passenger Property - Dam | 3 | | 1 | | 1 | | | 2 | 1 | 1 | 3 | | 12 |
| Mishandling of Passenger Property - Dam | 11 | 6 | 13 | 8 | 9 | 5 | 7 | 11 | 8 | 15 | 13 | 10 | 116 |
| Mishandling of Passenger Property - Disa | 2 | 5 | 2 | | 1 | | 2 | 2 | 3 | 1 | 3 | 2 | 23 |
| Patdown | 1 | | 2 | 1 | 1 | 3 | 6 | 6 | | 5 | 2 | 2 | 29 |
| Patdown - Children | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | 1 | | 2 | 1 | 1 | 3 | 6 | 3 | | 4 | 2 | 2 | 25 |
| Patdown - Flyer as Observer | | | | | | | | 1 | | 1 | | | 2 |
| Patdown - Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 3 | 8 | 3 | | 1 | 6 | 7 | | 4 | 13 | 3 | 53 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 1 | 2 | 1 | | 1 | | | | | 3 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 2 | 2 | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | 2 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | 2 | | | | | | 1 | 5 | 1 | 10 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | 2 | | | | | 1 | | 1 | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | 1 | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Ite | 2 | 2 | 1 | 2 | 3 | 3 | 2 | 1 | | | | 1 | 17 |
| Property - Special Handling - Damaged Ite | 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/Confis | 1 | | | | | | | 1 | | | | | 2 |
| Screening - Security Breach | | | | | | 2 | 1 | | 1 | 1 | | | 5 |
| **2020** | **58** | **41** | **71** | **54** | **49** | **18** | **5** | **8** | **11** | **21** | **25** | **22** | **383** |
| 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 Discrimina | 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 - Dam | 1 | | 3 | | | 2 | | | | 1 | | | 7 |
| Mishandling of Passenger Property - Dam | 3 | 3 | 14 | 9 | 13 | | 1 | 1 | 1 | 2 | 4 | 2 | 53 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 | 2 | 26 |
| Persons w/ Disabilities (PWD) - Breast Ca | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 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 Medic | | | | 1 | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | 2 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | 1 | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Ite | 1 | 1 | 5 | | 2 | 1 | | | | 2 | | | 12 |
| Property - Special Handling - Damaged Ite | 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 | 45 |
| Request for Assistance | | 2 | | | | | | | | | | | 2 |
| Request for Assistance - Other | | 1 | | | | | | | | | | | 1 |
| Request for Assistance - Wounded Warrior (MSIJSO | | 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 |
| **2021** | **27** | **15** | **24** | **20** | **13** | **29** | **29** | | | | | | **157** |
| Civil Rights | 1 | | | 1 | | 1 | 1 | | | | | | 4 |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | 1 | | | | | | 2 |
| Customer Service | 9 | 1 | 9 | 7 | 2 | 6 | 9 | | | | | | 43 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | | | 1 | | | 1 | | | | | | | 2 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 9 | 1 | 6 | 7 | 2 | 5 | 9 | | | | | | 39 |
| DHS TRIP | | | | | | 1 | | | | | | | 1 |
| DHS TRIP - General | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 2 | 1 | 1 | 4 | 11 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expedited Passenger Screening Program - DoD | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - Known Crew Member | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreC | | 1 | 2 | 1 | 1 | 3 | 10 | | | | | | 18 |
| Identification (ID) Requirements | | | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | 1 | | | | | | | | | | 1 |
| Locks | 2 | | | | | 1 | | | | | | | 3 |
| 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 | 6 | 4 | 4 | 5 | 3 | 1 | | | | | | | 23 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 5 | 4 | 3 | 5 | 2 | | | | | | | | 19 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction | | | | | | 2 | 1 | | | | | | 3 |
| No Jurisdiction - Refer to CBP | | | | | | 1 | 1 | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | | | | 1 |
| Patdown | 1 | | 1 | | | 2 | 2 | | | | | | 6 |
| Patdown - Flyer | 1 | | 1 | | | 1 | 2 | | | | | | 5 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 3 | 2 | 1 | 1 | 1 | | | | | | 9 |
| 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) - Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 1 | | 1 | | | 1 | | | | | | 3 |
| Prohibited & Permitted Items | | | 2 | 2 | | | | | | | | | 4 |
| Prohibited & Permitted Items - Beauty & Grooming Items | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beverages | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling | 5 | 5 | 2 | 1 | 3 | 2 | 1 | | | | | | 19 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 3 | 1 | | 1 | 2 | | | | | | | 7 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 5 | 1 | 1 | | 2 | | 1 | | | | | | 10 |
| Screening | 3 | 3 | | | 3 | 7 | 2 | | | | | | 18 |
| Screening - Children | | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | 2 | 1 | | | | | | 4 |
| Screening - Lengthy Lines | | | | | | 2 | | | | | | | 2 |
| Screening - Procedures/Process | 2 | 3 | | | 2 | 3 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **BZN** | **7** | **10** | **7** | **12** | **7** | **13** | **9** | **6** | **7** | **6** | **11** | **3** | **98** |
| **2018** | | | | **4** | **1** | **5** | **1** | **2** | **2** | **1** | **5** | | **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) - Prosthesis/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 |
| **2019** | **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 - Dam | 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) - Prosthesis/Amputees | | 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 |
| **2020** | **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 | | 1 | | | | | | | | | | 2 |
| Civil Rights - Age | 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 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items Pr | | | 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 Necessary | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | 1 | 1 | | | | | | | | 3 |
| Property - Special Handling | 1 | | | 1 | 1 | | | | | | | | 3 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | 1 | | | | | | | | 2 |
| Screening | | | | 1 | 1 | | | | | | | | 2 |
| Screening - Procedures/Process | | | | 1 | 1 | | | | | | | | 2 |
| **2021** | **1** | **1** | **1** | **2** | **3** | **2** | **4** | | | | | | **14** |
| 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 |
| Expedited Passenger Screening Program | | | 1 | | 1 | 1 | | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | 1 | 1 | | | | | | | 3 |
| Prohibited & Permitted Items | | | | 1 | | | | | | | | | 1 |
| 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 Item | 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** | **6** | **18** | **16** | **17** | **9** | **177** |
| **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 | 1 | 2 | 1 | 17 |
| Screening - Inconsistency | | | | | | 2 | | | 1 | | 1 | | 4 |
| Screening - Lengthy Lines | | | | 2 | 1 | 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 Trans | | 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/Missi | | 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) - Prosthesis/Amputees and Casts | | | 1 | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 3 | | 1 | 1 | 1 | 1 | | 3 | 2 | | 2 | 15 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | 2 | | 1 | 3 |
| Property - Special Handling - Missing Item | 1 | | | | 1 | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Items - Checke | | 3 | | 1 | | | 1 | | 2 | | | 1 | 8 |
| Screening | | 1 | | | | 1 | 1 | 1 | 3 | 3 | 2 | 1 | 13 |
| Screening - Lengthy Lines | | | | | | 1 | | 1 | | | | | 2 |
| Screening - Procedures/Process | | 1 | | | | | 1 | | 3 | 2 | 2 | | 9 |
| Screening - Security Breach | | | | | | | | | | 1 | | 1 | 2 |
| **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 | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 | | | | 1 | | 2 | 8 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Items - Checke | | 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** | | | | | | **14** |
| Customer Service | 1 | 1 | 1 | | | | | | | | | | 3 |
| Customer Service - TSO | 1 | 1 | 1 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | 1 | | 1 | 1 | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | 1 | 1 | | | | | | 4 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer 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) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | 1 | | 2 | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | 2 | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checke | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CAK** | **4** | **5** | **2** | **2** | **5** | **5** | **5** | **4** | **4** | **5** | **6** | **8** | **55** |
| **2018** | | | | | **2** | | | **1** | **2** | **2** | **4** | **1** | **12** |
| 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 - Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | 1 | 2 |
| Patdown | | | | | 1 | | | | 1 | 1 | 1 | | 4 |
| Patdown - Flyer | | | | | 1 | | | | | 1 | 1 | | 3 |
| Patdown - Flyer as Observer | | | | | | | | | 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** | | **2** | **2** | **1** | **1** | **3** | **1** | **2** | **3** | **2** | **6** | **25** |
| 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 | | | 1 | | 1 | 1 | | 1 | 1 | | 2 | 8 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | 1 | 1 | | 1 | 1 | | 2 | 8 |
| Patdown | | | | | | | 2 | | | | | 1 | 3 |
| Patdown - Flyer | | | | | | | 2 | | | | | 1 | 3 |
| 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 |
| Property - Special Handling | | | 1 | | | | | | | 2 | | 2 | 5 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 2 | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | | | | | | 1 | | | 2 |
| Screening | 1 | | 1 | | 1 | | | 1 | | | | 1 | 5 |
| Screening - Inconsistency | 1 | | | | | | | | | | | 1 | 2 |
| Screening - Procedures/Process | | | 1 | | 1 | | | 1 | | | | | 3 |
| **2020** | | **3** | | | **1** | **3** | | **2** | | | | **1** | **10** |
| 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 |
| 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 | | | | | 2 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | 1 | | | | | 2 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 |
| **2021** | **2** | **2** | | | **1** | **1** | **2** | | | | | | **8** |
| 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--Carry-on Luggage | | | | | | 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 | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | 1 | | | | | | | | | | | 2 |
| Screening | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CDC** | **3** | | | | | **1** | **2** | | **1** | | | **1** | **8** |
| **2018** | | | | | | | **1** | | **1** | | | **1** | **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 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| **2019** | | | | | | | **1** | | | | | | **1** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| **2020** | **2** | | | | | | | | | | | | **2** |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| **2021** | **1** | | | | | **1** | | | | | | | **2** |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CDR** | | | | **1** | | | | | | | | | **1** |
| **2018** | | | | **1** | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CEC** | | | | | **2** | | **2** | **1** | | | | | **5** |
| **2018** | | | | | | | | **1** | | | | | **1** |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |
| **2019** | | | | | **1** | | **2** | | | | | | **3** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| **2020** | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CEZ** | | | | **1** | **1** | **1** | | | | | | | **3** |
| **2019** | | | | | **1** | | | | | | | | **1** |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| **2020** | | | | **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 Lug | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CGI** | **2** | **1** | **1** | **1** | | **1** | | **2** | **1** | **2** | | **2** | **13** |
| **2018** | | | | | | | | **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 |
| **2019** | **1** | | **1** | | | **1** | | **1** | | | | | **4** |
| Civil Rights | | | 1 | | | 1 | | 1 | | | | | 3 |
| Civil Rights - Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 1 | | 1 | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| **2020** | **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 It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| **2021** | | | | **1** | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CHA** | **4** | **8** | **4** | **5** | **7** | **9** | **10** | **9** | **10** | **7** | **7** | **3** | **83** |
| **2018** | | | | **3** | **5** | **3** | **3** | **5** | **5** | **4** | **2** | **1** | **31** |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | 1 | 1 | 1 | | | | 3 |
| Customer Service - TSO | | | | | | | 1 | 1 | 1 | | | | 3 |
| Mishandling of Passenger Property | | | | 2 | 1 | 2 | | 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 Bag | | | | 1 | 1 | 2 | | 1 | 1 | 1 | 1 | | 8 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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) - Prosthesis/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 |
| **2019** | **1** | **3** | **3** | **2** | | **3** | **4** | **3** | **4** | **2** | **3** | **2** | **30** |
| Customer Service | | 2 | 2 | 1 | | 1 | | | 1 | 1 | | 1 | 9 |
| Customer Service - TSO | | 2 | 2 | 1 | | 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--C | | | 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) - Prosthesis/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 |
| **2020** | **2** | **4** | **1** | | **2** | | **1** | **1** | **1** | **1** | **2** | | **15** |
| Civil Rights | 1 | | | | | | 1 | | | 1 | | | 3 |
| Civil Rights - Hair Patdowns | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 1 | | | 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/Missi | | 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 Dev | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | 1 | | | 1 | | | | | 3 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | 1 | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| **2021** | **1** | **1** | | | | **3** | **2** | | | | | | **7** |
| 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 |
| 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 | | | | | | 2 |
| Property - Special Handling - Damaged It | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CHO** | **10** | **7** | **7** | **10** | **7** | **5** | **6** | **3** | **3** | **7** | **11** | **6** | **82** |
| **2018** | | | | **2** | **2** | **2** | **1** | | **2** | **1** | **4** | | **14** |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | 1 | | | | | | 1 | | 2 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | 1 | | 1 | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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) - Cognitive /Developmental /Mental Disability | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | 2 | | 3 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | 1 | | 2 | | 3 |
| Screening | | | | 1 | | 1 | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| **2019** | **4** | **3** | **2** | **5** | **2** | **2** | **4** | **3** | **1** | **4** | **5** | **4** | **39** |
| Civil Rights | | | | | 1 | | 1 | | | | 1 | | 3 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | 1 | | | | | | 2 |
| Customer Service | | | | 2 | 1 | | | | | 1 | | | 4 |
| Customer Service - TSO | | | | 2 | 1 | | | | | 1 | | | 4 |
| Mishandling of Passenger Property | 3 | | 1 | | | | 1 | | | 2 | | 1 | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 3 | | | | | | 1 | | | 2 | | 1 | 7 |
| Patdown | | | | 1 | | 1 | | 1 | 1 | | | | 4 |
| Patdown - Flyer | | | | 1 | | 1 | | 1 | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 1 | | | | | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | 2 | | | | 1 | | | 2 | | 6 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | 1 | | | | | | | 1 | | 3 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | 1 | | | 1 | | 3 |
| Screening | | 1 | | | | 1 | 2 | 1 | | 1 | 2 | 2 | 10 |
| Screening - Inconsistency | | | | | | | 1 | | | | | | 1 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | 1 | 1 | | 1 | 2 | 2 | 8 |
| **2020** | **2** | **4** | **3** | **3** | **2** | | | | | **2** | **2** | **2** | **20** |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | 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 - Damaged/Missi | | 1 | | | | | | | | 1 | | | 2 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | 1 | | 3 | | | | | | | 2 | 1 | 7 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 3 | | | | | | | 1 | 1 | 5 |
| Screening | 1 | | 1 | | | | | | | | | 1 | 3 |
| Screening - Procedures/Process | 1 | | 1 | | | | | | | | | 1 | 3 |
| **2021** | **4** | | **2** | | **1** | **1** | **1** | | | | | | **9** |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Disa | 1 | | | | | 1 | | | | | | | 2 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - General | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 2 | | 1 | | | | | | | | | | 3 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CHS** | **30** | **37** | **30** | **37** | **21** | **37** | **48** | **30** | **28** | **38** | **34** | **32** | **402** |
| **2018** | | | | **8** | **7** | **13** | **16** | **13** | **15** | **17** | **20** | **9** | **118** |
| 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 Bag | | | | 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 |
| **2019** | **13** | **21** | **13** | **8** | **3** | **9** | **20** | **14** | **11** | **16** | **12** | **15** | **155** |
| 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 - Dam | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | 6 | 5 | 1 | | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 36 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Disa | 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 It | 1 | | 1 | | | 1 | 1 | | | | 1 | | 5 |
| Property - Special Handling - Damaged It | 1 | 1 | 1 | | 1 | | 1 | 1 | 1 | 2 | 1 | 1 | 11 |
| Property - Special Handling - Missing Item | 1 | | | | | | 2 | 1 | | | | | 4 |
| Property - Special Handling - Missing Item | 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 |
| **2020** | **14** | **10** | **14** | **19** | **8** | **8** | **1** | **3** | **2** | **5** | **2** | **8** | **94** |
| 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 | | 2 | 21 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 3 | 1 | 2 | 3 | | 1 | 1 | 1 | | 1 | 16 |
| Mishandling of Passenger Property - Disa | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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) - Wheelcha | 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 | | | | | | | 1 | | 4 |
| Property - Special Handling - Missing Iten | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | | | 3 | | | | 1 | 1 | 1 | 1 | | 8 |
| Screening | 1 | 3 | 1 | 4 | | | | | | | | 3 | 12 |
| Screening - Procedures/Process | 1 | 3 | 1 | 4 | | | | | | | | 3 | 12 |
| **2021** | **3** | **6** | **3** | **2** | **3** | **7** | **11** | | | | | | **35** |
| Civil Rights | | 1 | | | | | 2 | | | | | | 3 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | 1 | | | | | | 2 |
| Civil Rights - Sexual Orientation - Not Transgender | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 3 | 2 | 1 | 2 | 1 | 3 | | | | | | 12 |
| Customer Service - Others | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | 3 | 2 | 1 | 1 | 1 | 3 | | | | | | 11 |
| Expedited Passenger Screening Program | | | 1 | | | 3 | 2 | | | | | | 6 |
| Expedited Passenger Screening Program - DoD | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | 2 | 2 | | | | | | 5 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 2 | | 1 | | | 1 | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 | | | | | | 1 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | | | | 1 | 3 | 2 | | | | | | 7 |
| Screening - Procedures/Process | 1 | | | | 1 | 2 | 2 | | | | | | 6 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CID** | **6** | **5** | **10** | **3** | **6** | **5** | **4** | **3** | **5** | **4** | **1** | **5** | **57** |
| **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--C | | | 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 | | 1 | 4 |
| Patdown - Flyer | | | 1 | | | | | | 1 | 1 | | 1 | 4 |
| 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 Ite | 1 | | | | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Items - Checke | | 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--C | | | 2 | | 2 | | | | | | | | 4 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | 1 | | 1 | 1 | | | | | | | 5 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | 1 | | | 1 | 1 | | | | | | | 4 |
| **2021** | | **2** | **1** | **1** | **1** | **1** | **1** | | | | | | **7** |
| 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/Missi | | 1 | | | | 1 | | | | | | | 2 |
| No Jurisdiction | | | 1 | 1 | | | | | | | | | 2 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CIU** | **3** | **1** | **6** | **1** | **2** | **4** | **2** | **2** | **2** | | **4** | **4** | **31** |
| **2018** | | | | **1** | **1** | **2** | | **1** | **1** | | **2** | **3** | **11** |
| Mishandling of Passenger Property | | | | 1 | 1 | 2 | | 1 | 1 | | 2 | 3 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | | | 2 | 2 | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | 1 | | 1 | 1 | | | 1 | 5 |
| **2019** | **2** | **1** | **3** | | **1** | **1** | **1** | **1** | **1** | | **2** | **1** | **14** |
| Mishandling of Passenger Property | | | 1 | | | 1 | 1 | 1 | | | 1 | 1 | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | 1 | | | 1 | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | 1 | 1 | | | | | 1 | 3 |
| Property - Special Handling | 1 | 1 | 2 | | 1 | | | | 1 | | 1 | | 7 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | 1 | | | | 1 | | | | 3 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | 1 | | | | | | | | 1 | | 3 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| **2020** | | | **3** | | | | **1** | | | | | | **4** |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 2 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 2 | | | | | | | | | | 2 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| **2021** | **1** | | | | | **1** | | | | | | | **2** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CKB** | **1** | | | | **1** | **2** | **2** | **1** | | **2** | | **3** | **12** |
| **2018** | | | | | | | **1** | **1** | | **1** | | **2** | **5** |
| 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 |
| **2019** | | | | | **1** | | **1** | | | **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) - Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | 1 | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | 1 | | | 2 |
| **2020** | **1** | | | | | | | | | | | | **1** |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| **2021** | | | | | | **2** | | | | | | | **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 |

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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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CLE** | **60** | **51** | **60** | **84** | **67** | **60** | **81** | **78** | **67** | **70** | **62** | **53** | **793** |
| **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 Lug | | | | 1 | 1 | 1 | | 1 | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 Disability | | | | 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 Scoot | | | | 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) - Fly | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights | 1 | | 2 | 2 | 2 | | 1 | 2 | 2 | 2 | | | 14 |
| Civil Rights - Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Headwear | | | | | 1 | | | | | | | | 1 |
| Civil Rights - National Origin | 1 | | 1 | | | | | | | | | | 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/Missi | | 1 | | | | | 2 | 1 | | | | | 4 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 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 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) - Prosthesis/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) - Wheelcha | 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 It | 1 | 1 | | 1 | | | 1 | 1 | 2 | 3 | | | 10 |
| Property - Special Handling - Damaged It | 1 | 1 | 2 | | 1 | | | | 1 | 2 | 2 | | 10 |
| Property - Special Handling - Missing Item | 2 | 4 | 3 | | 1 | | 1 | 1 | 2 | | | | 14 |
| Property - Special Handling - Missing Item | 5 | | 5 | 5 | 3 | 1 | 4 | 5 | | 4 | 3 | 1 | 36 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 3 | 5 | 3 | 3 | 1 | 4 | 2 | 4 | 4 | 2 | 1 | 3 | 35 |
| Screening - Crew Member or Airline Empl | 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 |
| **2020** | **18** | **19** | **23** | **14** | **18** | **8** | **3** | **3** | **4** | **17** | **10** | **16** | **153** |
| 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/Missi | | 1 | | 1 | 2 | | | | | 1 | | | 5 |
| Mishandling of Passenger Property - Dam | 3 | 1 | 5 | 1 | 2 | 4 | | 1 | | 1 | | 3 | 21 |
| Mishandling of Passenger Property - Disa | 1 | | 2 | 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) Not | | 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) - Wheelcha | 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 Ite | 1 | 1 | 1 | | | | | | | | | 1 | 4 |
| Property - Special Handling - Damaged Ite | 3 | | 1 | | 1 | | 1 | | | 3 | 1 | | 10 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | 1 | | | | | 1 | 3 |
| Property - Special Handling - Missing Item | 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/Confis | 1 | | 1 | | | | | | | | | | 2 |
| **2021** | **9** | **7** | **7** | **9** | **10** | **13** | **17** | | | | | | **72** |
| 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 | | 5 | 1 | 1 | 3 | 1 | | | | | | 13 |
| Customer Service - Others | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | 2 | | 5 | 1 | | 3 | 1 | | | | | | 12 |
| Expedited Passenger Screening Program | | | | 1 | 3 | 4 | 9 | | | | | | 17 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | 1 | | | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 2 | 4 | 9 | | | | | | 15 |
| 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 | | | | | | 10 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | 1 | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 2 | 2 | | 1 | 2 | | | | | | | | 7 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 4 | | | | 1 | 3 | 3 | | | | | | 11 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 2 | 1 | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Item | 4 | | | | 1 | 1 | | | | | | | 6 |
| Screening | 1 | 3 | 1 | 4 | 2 | 2 | 2 | | | | | | 15 |
| Screening - Crew Member or Airline Employee | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 3 | | 4 | 1 | 2 | 2 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CLL** | **1** | **1** | **1** | **4** | **3** | **1** | **1** | | **8** | | **1** | **3** | **24** |
| **2018** | | | | **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 |
| 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 |
| **2019** | | | **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 |
| **2020** | **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 |
| **2021** | | **1** | | **1** | | **1** | | | | | | | **3** |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CLT** | **140** | **99** | **137** | **173** | **146** | **136** | **151** | **151** | **144** | **162** | **159** | **116** | **1,714** |
| **2018** | | | | **55** | **34** | **39** | **69** | **70** | **66** | **61** | **66** | **37** | **497** |
| 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 | 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 Lug | | | | 2 | | 2 | | 4 | | | 1 | | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 17 | 7 | 7 | 16 | 18 | 14 | 18 | 22 | 13 | 132 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 Scoot | | | | 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 | | 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 |
| **2019** | **49** | **43** | **58** | **33** | **40** | **39** | **50** | **72** | **67** | **73** | **61** | **47** | **632** |
| 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 Trans( | | 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 - Dam | 2 | | | | | | 3 | 1 | 1 | | 1 | | 8 |
| Mishandling of Passenger Property - Dam | 14 | 8 | 9 | 9 | 7 | 8 | 9 | 13 | 13 | 14 | 9 | 8 | 121 |
| Mishandling of Passenger Property - Dam | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 3 | | | | 1 | 2 | 1 | 1 | 2 | 3 | 14 |
| Patdown | 2 | 1 | 2 | 1 | 2 | 2 | 1 | 3 | 4 | 3 | | 3 | 24 |
| Patdown - Flyer | 2 | 1 | 2 | 1 | 2 | 2 | 1 | 3 | 2 | 3 | | 3 | 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) Not | | 1 | | | 1 | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment | | | 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) - Medically | 1 | | | | 1 | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 1 | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | | | 2 | 1 | 1 | 1 | | 1 | | 7 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | 1 | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Persons w/ Disabilities (PWD) - 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 | 1 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | 8 | 12 | 17 | 8 | 11 | 9 | 9 | 19 | 11 | 18 | 6 | 9 | 137 |
| Property - Special Handling - Damaged Items - Carry | | 1 | 1 | 1 | | 1 | 2 | 1 | 1 | 1 | | | 9 |
| Property - Special Handling - Damaged Ite | 2 | 2 | 6 | 7 | 3 | 4 | 3 | 6 | 5 | 6 | 3 | 1 | 48 |
| Property - Special Handling - Missing Item | 3 | 3 | 5 | | 2 | 1 | | 2 | 3 | | 1 | 2 | 22 |
| Property - Special Handling - Missing Item | 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 |
| **2020** | **60** | **39** | **66** | **68** | **55** | **28** | **5** | **9** | **11** | **28** | **32** | **32** | **433** |
| Civil Rights | 3 | 4 | | 1 | 1 | 1 | | 1 | 1 | 2 | 1 | 3 | 18 |
| Civil Rights - Age | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Headwear | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 2 | 1 | | 1 | | 1 | | | 1 | 2 | | 1 | 9 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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 - Dam | 2 | | 1 | | 1 | | | | | 1 | | | 5 |
| Mishandling of Passenger Property - Dam | 8 | 6 | 12 | 16 | 16 | 7 | 2 | | 1 | 2 | 6 | 8 | 84 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 | | | 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 D | 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 - Carry | | 1 | 1 | | | | | | | | 1 | | 3 |
| Property - Special Handling - Damaged Ite | 2 | 3 | 1 | 5 | 4 | | 1 | | 1 | 2 | 7 | 4 | 30 |
| Property - Special Handling - Missing Item | 1 | 1 | 4 | 2 | 1 | 1 | | 1 | | 3 | | | 14 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **31** | **17** | **13** | **17** | **17** | **30** | **27** | | | | | | **152** |
| Airline | | | 1 | | 1 | 1 | | | | | | | 3 |
| Airline - Policy/Regulations/Service | | | 1 | | 1 | 1 | | | | | | | 3 |
| Civil Rights | | | 1 | | 1 | 2 | | | | | | | 4 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | 1 | 2 | | | | | | | 4 |
| Claims | | | | | | 1 | | | | | | | 1 |
| Claims - General | | | | | | 1 | | | | | | | 1 |
| Customer Service | 2 | 7 | 6 | 9 | 6 | 2 | 9 | | | | | | 41 |
| Customer Service - TSO | 2 | 7 | 6 | 9 | 6 | 2 | 9 | | | | | | 41 |
| Expedited Passenger Screening Program | | | | | 2 | 6 | 4 | | | | | | 12 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 2 | 6 | 4 | | | | | | 12 |
| Hazardous Materials Safety | | | | | | | 1 | | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | | 1 | | | | | | 1 |
| Human Capital | 1 | | | | | | | | | | | | 1 |
| Human Capital - Prospective Employment | 1 | | | | | | | | | | | | 1 |
| Locks | | | | 1 | | 1 | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | 7 | 4 | 3 | 1 | 2 | 2 | 3 | | | | | | 22 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 6 | 4 | 2 | | 2 | 1 | 2 | | | | | | 17 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | 1 | | | | | | | | | 3 |
| 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 | 3 | 1 | 3 | | | | | | | 8 |
| Persons w/ Disabilities (PWD) - General | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | 1 | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | 2 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 14 | 2 | 1 | | 1 | 7 | 4 | | | | | | 29 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | 1 | 1 | | | | | | 2 |
| Property - Special Handling - Damaged It | 4 | 1 | 1 | | 1 | 2 | | | | | | | 9 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | 1 | | | | | | 2 |
| Property - Special Handling - Missing Item | 10 | 1 | | | | 3 | 2 | | | | | | 16 |
| Screening | 7 | 4 | | 3 | 2 | 4 | 5 | | | | | | 25 |
| Screening - Inconsistency | | | | | 1 | 3 | 1 | | | | | | 5 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 7 | 4 | | 3 | 1 | 1 | 3 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CMH** | **82** | **41** | **66** | **55** | **61** | **76** | **63** | **62** | **57** | **57** | **58** | **42** | **720** |
| **2018** | | | | **18** | **17** | **35** | **31** | **33** | **34** | **27** | **30** | **14** | **239** |
| Civil Rights | | | | 2 | | | 3 | 3 | 2 | 4 | 1 | | 15 |
| Civil Rights - Age | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Headwear | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 2 | 2 | 1 | | | | 5 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | | | | | | | 1 | | | | | 1 |
| 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 | | | 1 | | 3 |
| Customer Service - TSO | | | | 2 | 6 | 8 | 7 | 5 | 7 | 4 | 6 | 3 | 48 |
| Locks | | | | | | 1 | | 4 | | 1 | | | 6 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | 4 | | 1 | | | 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 | | | 1 | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | 3 | 8 | 6 | 3 | 6 | 1 | 7 | | 35 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 Scoot | | | | 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 | | 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 |
| **2019** | **28** | **19** | **31** | **11** | **17** | **23** | **22** | **23** | **19** | **19** | **18** | **21** | **251** |
| Civil Rights | 2 | 2 | 3 | 1 | | 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 Discrimina | 1 | | 2 | | | | | 1 | 2 | 1 | 2 | 1 | 10 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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 | 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 - Dam | 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 | | | 1 | 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 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | 2 | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 2 | 1 | | 1 | 1 | 1 | | | | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Prosthesi | 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 |
| Property - Special Handling - Damaged Ite | 3 | 3 | 2 | 1 | | 1 | 1 | 2 | | 1 | 1 | 1 | 16 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 2 | | | | | | | | 1 | 1 | 5 |

| Categories | 10-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 | 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 | | | | | | 1 | 2 |
| Screening - Procedures/Process | 2 | 1 | 5 | 2 | | 1 | 2 | 1 | 1 | 2 | 3 | 2 | 22 |
| Screening - Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| **2020** | **36** | **16** | **32** | **22** | **25** | **12** | **1** | **6** | **4** | **11** | **10** | **7** | **182** |
| Civil Rights | 3 | | 2 | | | 1 | | | | | 2 | | 8 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | 1 | | 2 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | 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--C | | | 1 | 2 | 1 | 1 | | | | | | | 5 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 3 | 3 | 3 | 5 | | 1 | 2 | 1 | 1 | 1 | 22 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 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) - Cancer (g | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/D | | 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) - Mobility Disability (N | | 1 | 2 | | 1 | | | | | | 2 | | 6 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | 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 | | 2 | 44 |
| Property - Special Handling - Damaged It | 1 | | 1 | 2 | 1 | | | | | | | | 5 |
| Property - Special Handling - Damaged It | 2 | 4 | 3 | | | | | 2 | 1 | | | 1 | 13 |
| Property - Special Handling - Missing Item | 3 | | 1 | 2 | 2 | | | | | | | | 8 |
| Property - Special Handling - Missing Item | 2 | 1 | 3 | 5 | 2 | 2 | 1 | | | 1 | | 1 | 18 |
| Screening | 7 | | 7 | 1 | 3 | 1 | | 1 | | 1 | 2 | 2 | 25 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | 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 |
| **2021** | **18** | **6** | **3** | **4** | **2** | **6** | **9** | | | | | | **48** |
| Civil Rights | 2 | 2 | | | | 1 | | | | | | | 5 |
| Civil Rights - Racial Profiling or Discrimina | 2 | 1 | | | | 1 | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 1 | | | | | | | | | | | 1 |
| Customer Service | 6 | 2 | 1 | | 1 | 2 | 2 | | | | | | 14 |
| Customer Service - TSO | 6 | 2 | 1 | | 1 | 2 | 2 | | | | | | 14 |
| Expedited Passenger Screening Program | | | | 1 | | | 1 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | 1 | | | | | | 2 |
| 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 - Dam | 2 | 1 | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | | | | | | | | | | 2 |
| Patdown | 1 | | | | | | 1 | | | | | | 2 |
| Patdown - Flyer | 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | | | 1 | | 1 | 2 | | | | | | 5 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | 1 | | | | | | 2 |
| Screening | 2 | 1 | | 1 | 1 | 1 | 2 | | | | | | 8 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CMI** | | | **1** | **1** | **1** | **8** | **3** | **4** | | **1** | **3** | **4** | **26** |
| **2018** | | | | **1** | | **2** | **1** | **2** | | **1** | **2** | **1** | **10** |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| 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 |
| **2019** | | | | | | **2** | **1** | **2** | | | | **3** | **8** |
| Customer Service | | | | | | 1 | | 1 | | | | 1 | 3 |
| Customer Service - TSO | | | | | | 1 | | 1 | | | | 1 | 3 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | 1 | 2 |
| Mishandling of Passenger Property - 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 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| **2020** | | | | | **1** | **3** | **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 |
| 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 |
| **2021** | | | **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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CMX** | | **1** | | | **1** | **2** | **1** | | **1** | | **1** | **1** | **8** |
| **2018** | | | | | | **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 |
| **2019** | | **1** | | | **1** | | **1** | | | | | **1** | **4** |
| Mishandling of Passenger Property | | 1 | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | 1 | 2 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **COD** | **1** | | | | **1** | | **1** | **3** | **2** | **3** | **3** | **4** | **18** |
| **2018** | | | | | | | **1** | **1** | **1** | | **1** | **1** | **5** |
| 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) - Diabetes | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Shoe Screening | | | | | | | | | | | 1 | | 1 |
| **2019** | | | | | | | | **2** | **1** | **2** | **1** | **2** | **8** |
| Customer Service | | | | | | | | | | 2 | | | 2 |
| Customer Service - Others | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 2 | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 2 | 2 |
| Screening | | | | | | | | 2 | | | 1 | | 3 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| Screening - Security Breach | | | | | | | | 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 - Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| **2021** | **1** | | | | | | | | | | | | **1** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **COS** | **12** | **16** | **5** | **16** | **12** | **15** | **15** | **16** | **8** | **13** | **11** | **16** | **155** |
| **2018** | | | | **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 Bag | | | | 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) - Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | 1 | | 1 | 1 | 1 | 2 | | 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 |
| **2019** | **6** | **3** | **1** | **3** | **1** | **2** | **8** | **7** | **4** | **3** | **6** | **6** | **50** |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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 | 3 | 1 | | 1 | 2 | 12 |
| Mishandling of Passenger Property - Dam | 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) - Prosthesis/Amputees | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | 1 | 1 | | | 4 | 1 | | 1 | 2 | 2 | 15 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | 1 | | | 1 | | 1 | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | 1 | | | | 1 | | 3 |
| Property - Special Handling - Missing Items - Checke | | 1 | | 1 | | | 2 | 1 | | | 1 | 1 | 7 |
| Screening | 1 | | | | | 1 | 1 | 2 | 1 | | 1 | 1 | 8 |
| Screening - Crew Member or Airline Employee | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | 1 | 1 | | 1 | 1 | 5 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 |
| **2020** | **5** | **10** | **3** | **7** | **4** | **4** | **1** | | | **5** | **3** | | **42** |
| Civil Rights | | 1 | | | 1 | 1 | | | | 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 | | | | | | | 2 |
| Customer Service | 1 | 2 | | | | | | | | 1 | | | 4 |
| Customer Service - TSO | 1 | 2 | | | | | | | | 1 | | | 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 - Dam | 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) - Medically | 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 Ite | 1 | 2 | | 1 | | | | | | | 1 | | 5 |
| Property - Special Handling - Missing Item | 1 | 3 | 2 | 2 | | 1 | | | | 1 | | | 10 |
| **2021** | **1** | **3** | **1** | | **1** | **4** | **2** | | | | | | **12** |
| 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 | | | | | | 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 |

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

| Categories | 10-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 Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | 1 | | | | | | | | 2 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **COU** | **3** | **3** | **1** | **2** | **5** | | **1** | **3** | **1** | **2** | **3** | **2** | **26** |
| **2018** | | | | **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 |
| Patdown | | | | | | | 1 | | 1 | | | | 2 |
| Patdown - Flyer | | | | | | | 1 | | 1 | | | | 2 |
| **2019** | **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 |
| **2020** | **2** | **1** | | | **1** | | | | | | **1** | **1** | **6** |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | 1 | 2 |
| Screening | 1 | | | | 1 | | | | | | 1 | | 3 |
| Screening - Procedures/Process | 1 | | | | 1 | | | | | | 1 | | 3 |
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CPR** | **4** | | **3** | **4** | **2** | **2** | **1** | **4** | **3** | | **3** | | **26** |
| **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--C | | | 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 It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 1 | 1 | | | | | | | | | 2 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Security Breach | | | | | | | | | | | 1 | | 1 |
| **2021** | **2** | | **1** | | **1** | | | | | | | | **4** |
| Customer Service | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service - TSO | 1 | | 1 | | | | | | | | | | 2 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CRP** | **8** | **6** | **8** | **6** | **7** | **5** | **4** | **2** | **8** | **7** | **5** | **6** | **72** |
| **2018** | | | | **3** | **2** | **2** | **3** | **2** | **3** | **2** | **3** | **2** | **22** |
| 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 | | | | 2 | | | 3 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | | | | | 2 | | | 2 |
| Mishandling of Passenger Property | | | | 1 | 1 | | 2 | | 1 | | 1 | 1 | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 | | 1 | 1 | 7 |
| Screening - Crew Member or Airline Employee | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | 1 | 1 | | 1 | 1 | 1 | | 1 | | 6 |
| **2019** | **1** | **5** | **4** | **2** | | **2** | **1** | | **5** | **5** | | **2** | **27** |
| Civil Rights | | | | | | | | | 1 | 1 | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | 1 | 1 | | | 2 |
| Customer Service | | 2 | | 1 | | 1 | | | | 1 | | | 5 |
| Customer Service - TSO | | 2 | | 1 | | 1 | | | | 1 | | | 5 |
| Mishandling of Passenger Property | | | 2 | | | | | | 2 | 2 | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 | | | 1 | 6 |
| Screening - Procedures/Process | 1 | | 1 | | | 1 | 1 | | 1 | | | | 5 |
| Screening - Security Breach | | | | | | | | | | | | 1 | 1 |
| **2020** | **5** | **1** | **4** | | **2** | **1** | | | | | **2** | **2** | **17** |
| Mishandling of Passenger Property | 1 | | 1 | | 2 | | | | | | 1 | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 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 | 1 | 6 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Item | 1 | | 1 | | | 1 | | | | | 1 | | 4 |
| Screening | 1 | 1 | 2 | | | | | | | | | 1 | 5 |
| Screening - Procedures/Process | 1 | 1 | 2 | | | | | | | | | 1 | 5 |
| **2021** | **2** | | | **1** | **3** | | | | | | | | **6** |
| Customer Service | 1 | | | | 2 | | | | | | | | 3 |
| Customer Service - TSO | 1 | | | | 2 | | | | | | | | 3 |
| 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CRW** | **1** | **3** | **3** | **2** | **2** | **4** | **1** | **3** | **3** | **3** | **8** | **4** | **37** |
| **2018** | | | | **1** | | **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 | | 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 |
| **2019** | | **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/Missi | | 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 |
| **2020** | | **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/Missi | | 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 |
| **2021** | **1** | | **1** | | | **2** | | | | | | | **4** |
| Mishandling of Passenger Property | 1 | | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | 1 | | | | | | | 2 |
| Screening | | | 1 | | | 1 | | | | | | | 2 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CSG** | **3** | **2** | **5** | **2** | **2** | **4** | **1** | **2** | **1** | **4** | **3** | **2** | **31** |
| **2018** | | | | **1** | **1** | **1** | | **2** | **1** | **1** | **1** | **2** | **10** |
| 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 | | | | | 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 |
| **2019** | | **1** | **2** | | **1** | **2** | | | | **3** | **1** | | **10** |
| 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--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 |
| **2020** | **2** | | **2** | **1** | | **1** | | | | | **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 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | | | | | | | | 1 |
| Screening | 1 | | 1 | 1 | | 1 | | | | | | | 4 |
| Screening - Procedures/Process | 1 | | 1 | 1 | | 1 | | | | | | | 4 |
| **2021** | **1** | **1** | **1** | | | | **1** | | | | | | **4** |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CVG** | **37** | **27** | **25** | **35** | **32** | **39** | **34** | **24** | **36** | **44** | **39** | **33** | **405** |
| **2018** | | | | **11** | **12** | **15** | **12** | **9** | **17** | **16** | **14** | **14** | **120** |
| Civil Rights | | | | | 2 | | | 1 | | 2 | | | 5 |
| Civil Rights - Hair Patdowns | | | | | | | | 1 | | 2 | | | 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 | | 1 | 8 |
| Locks - Missing or Damaged Lock | | | | | | 1 | 2 | 1 | 2 | 1 | | 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 Lug | | | | 1 | 1 | 2 | | | 1 | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 | 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 |
| **2019** | **18** | **9** | **11** | **11** | **9** | **8** | **10** | **12** | **16** | **18** | **19** | **12** | **153** |
| 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 | | 1 | | 2 | 4 | 1 | 18 |
| Customer Service - Others | 1 | | | | | 1 | | | | | 1 | | 3 |
| Customer Service - TSO | 1 | 2 | 1 | 1 | 1 | 2 | | 1 | | 2 | 3 | 1 | 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 | 2 | | 12 |
| Locks - Missing or Damaged Lock | | | | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 2 | | 12 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | 2 | 2 | | 1 | 2 | 3 | 1 | 2 | 6 | 4 | 25 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dam | 1 | | 2 | 2 | | 1 | 1 | 3 | 1 | 1 | 2 | 2 | 16 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 2 | | 2 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | 1 | 2 | 1 | 5 |
| Patdown | 3 | | | 1 | | | | | 2 | 1 | 3 | 1 | 11 |
| Patdown - Flyer | 3 | | | 1 | | | | | 2 | | 3 | 1 | 10 |
| Patdown - Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 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) - Wheelcha | 1 | | | | | | 1 | | | | | 1 | 3 |
| Property - Special Handling | 5 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 6 | 1 | 4 | 37 |
| Property - Special Handling - Damaged Ite | 1 | | 2 | | | | | | 1 | | | | 4 |
| Property - Special Handling - Damaged Ite | 3 | 2 | 1 | 2 | | 1 | | | | | | 1 | 10 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | 1 | | 3 | 4 |
| Property - Special Handling - Missing Item | 1 | 1 | | 1 | 3 | 2 | 2 | 2 | 1 | 5 | 1 | | 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 | 2 | | 32 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | 4 | 2 | 5 | 2 | | | 1 | 2 | 6 | 1 | 2 | | 25 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | 1 | 1 | | | | | | | | 2 |
| Screening - Security Breach | | 1 | | | | | | 1 | | 1 | | | 3 |
| **2020** | **8** | **15** | **12** | **9** | **9** | **7** | | **3** | **3** | **10** | **6** | **7** | **89** |
| Civil Rights | 1 | | | 1 | | | | | | 3 | 1 | | 6 |
| Civil Rights - Racial Profiling or Discrimina | 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 | 1 | 2 | 1 | 3 | 20 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 2 | 2 | 2 | 2 | | | | 2 | 1 | 2 | 16 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | 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 | | | | | | | | | | | 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) - Medically | 1 | | 1 | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | 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 Ite | 2 | | 2 | 1 | 1 | | | | | | 1 | | 7 |
| Property - Special Handling - Missing Items - Carry-C | | 2 | | | | 1 | | | | 2 | | | 5 |
| Property - Special Handling - Missing Items - Checke | | 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 |
| **2021** | **11** | **3** | **2** | **4** | **2** | **9** | **12** | | | | | | **43** |
| Civil Rights | 1 | | | | | | 2 | | | | | | 3 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 |
| Expedited Passenger Screening Program | | | | | | 5 | 6 | | | | | | 11 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 2 | | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 3 | 6 | | | | | | 9 |
| Lost and Found | | | | 1 | | | 1 | | | | | | 2 |
| Lost and Found - Airport/TSA | | | | 1 | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property | 4 | 1 | | | 2 | | 2 | | | | | | 9 |
| Mishandling of Passenger Property - Dam | 2 | | | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | | 1 | | 1 | | | | | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 3 | 1 | | 2 | | 2 | | | | | | | 8 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 2 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | 2 |
| Screening | 1 | 1 | 2 | 1 | | | | | | | | | 5 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | 2 | | | | | | | | | | 3 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CWA** | **4** | **1** | **2** | **2** | **2** | **3** | **3** | **6** | **3** | **1** | **2** | **3** | **32** |
| **2018** | | | | | | | **1** | **3** | **1** | | **1** | **1** | **7** |
| 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 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | 1 | 2 | 1 | | | | 4 |
| Screening - Procedures/Process | | | | | | | 1 | 1 | 1 | | | | 3 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 |
| **2019** | **1** | **1** | **1** | | **2** | **2** | | **2** | **2** | **1** | **1** | **1** | **14** |
| 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 |
| Mishandling of Passenger Property | | | 1 | | 1 | | | | 1 | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 | | | 1 | 3 |
| Screening - Crew Member or Airline Employee | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | 1 | 2 |
| **2020** | **3** | | **1** | **1** | | **1** | **1** | **1** | | | | **1** | **9** |
| Civil Rights | | | | 1 | | | | | | | | 1 | 2 |
| Civil Rights - Age | | | | | | | | | | | | 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 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | 2 | | | | | | 1 | 1 | | | | | 4 |
| Screening - Lengthy Lines | 1 | | | | | | | 1 | | | | | 2 |
| Screening - Procedures/Process | 1 | | | | | | 1 | | | | | | 2 |
| **2021** | | | | **1** | | | **1** | | | | | | **2** |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **CYS** | **1** | | **1** | | **3** | **2** | | **1** | **1** | **1** | **1** | **1** | **12** |
| **2019** | | | | | **1** | **1** | | **1** | **1** | **1** | **1** | **1** | **7** |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - 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 | 2 |
| Screening | | | | | | | | 1 | | 1 | | | 2 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| Screening - Security Breach | | | | | | | | 1 | | | | | 1 |
| **2020** | **1** | | | | **1** | **1** | | | | | | | **3** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | 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/Missing Items--C | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **8** | **7** | **8** | **6** | **4** | **100** |
| **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 Bag | | | | 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 - Dam | 2 | | 1 | | | | 2 | 1 | | 1 | 2 | | 9 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | 1 | 2 |
| 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 It | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | 1 | | | 2 | | | | | 4 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | 1 | | | 2 |
| Screening | | | 1 | 1 | | | | 1 | | | | 1 | 4 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | 1 | | | | 1 | 3 |
| **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/Missi | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 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** | | | | | | **15** |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | 1 | 1 | 1 | | | | | | | 3 |
| Customer Service - TSO | | | | 1 | 1 | 1 | | | | | | | 3 |
| 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-C | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | 1 | | | | | | | | | 2 |
| Screening | 1 | 1 | | | | 1 | | | | | | | 3 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| Screening - Security Breach | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DAL** | **84** | **77** | **88** | **97** | **89** | **94** | **76** | **89** | **69** | **101** | **97** | **61** | **1,022** |
| **2018** | | | | **28** | **34** | **29** | **26** | **47** | **34** | **43** | **47** | **19** | **307** |
| Civil Rights | | | | | 3 | | 1 | 3 | 1 | 4 | 1 | | 13 |
| Civil Rights - Hair Patdowns | | | | | | | | 1 | | | | | 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 | | 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 Lug | | | | 2 | 1 | | 1 | 3 | | | | 1 | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 | 2 | 17 |
| Property - Special Handling - Missing Items - Checked | | | | 2 | 3 | 1 | 3 | 2 | 7 | 6 | 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 |
| **2019** | **34** | **23** | **31** | **24** | **27** | **28** | **28** | **40** | **24** | **40** | **34** | **25** | **358** |
| Civil Rights | | | 3 | 4 | 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 | | 7 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | 1 | 2 |
| 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 - Dam | 1 | 1 | | 1 | | 3 | 1 | 1 | | 2 | 2 | | 12 |
| Mishandling of Passenger Property - Dam | 3 | 6 | 9 | 4 | 4 | 6 | 6 | 5 | 3 | 9 | 5 | 7 | 67 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 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) - Cognitive | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma | | | 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/Ostomates | | 1 | | | | 1 | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 |
| 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 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Property - Special Handling - Damaged Ite | 2 | 3 | 1 | | 1 | | | | | 2 | 1 | 1 | 11 |
| Property - Special Handling - Damaged Ite | 3 | | 1 | | 3 | 2 | 3 | 4 | 3 | 1 | 4 | 1 | 25 |
| Property - Special Handling - Missing Item | 3 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 2 | | 3 | 1 | 17 |
| Property - Special Handling - Missing Item | 5 | 4 | 1 | 5 | 1 | 3 | 2 | 6 | 3 | 5 | 2 | 1 | 38 |
| Request for Assistance | | | 1 | | | | | | | | | 1 | 2 |
| Request for Assistance - Other | | | 1 | | | | | | | | | 1 | 2 |
| Screening | 5 | 3 | 2 | 2 | 4 | 1 | 3 | 6 | 4 | 5 | 5 | 3 | 43 |
| Screening - Inconsistency | | 1 | | | | | | 1 | | | | | 2 |
| Screening - Lengthy Lines | | | 1 | | 1 | | | | 1 | 1 | | 2 | 6 |
| Screening - Procedures/Process | 4 | 2 | 1 | 2 | 3 | | 3 | 5 | 3 | 3 | 5 | 1 | 32 |
| Screening - Security Breach | 1 | | | | | 1 | | | | 1 | | | 3 |
| **2020** | **29** | **42** | **47** | **39** | **19** | **21** | **3** | **2** | **11** | **18** | **16** | **17** | **264** |
| 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 | 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/Missi | | 1 | 2 | 2 | 1 | | | | | | 1 | | 7 |
| Mishandling of Passenger Property - Dam | 5 | 7 | 12 | 7 | 5 | 3 | | 1 | 3 | 4 | 2 | 2 | 51 |
| Mishandling of Passenger Property - Disa | 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 (N | | 3 | 1 | 1 | | | | | 1 | | | | 6 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | 1 | | | | 1 | | | 3 |
| Property - Special Handling | 8 | 8 | 13 | 13 | 2 | 4 | 1 | 1 | 5 | 7 | 6 | 9 | 77 |
| Property - Special Handling - Damaged Ite | 1 | | 3 | 1 | | 1 | | | 1 | 1 | | | 8 |
| Property - Special Handling - Damaged Ite | 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 |
| **2021** | **21** | **12** | **10** | **6** | **9** | **16** | **19** | | | | | | **93** |
| Civil Rights | | 1 | 2 | | 2 | | 1 | | | | | | 6 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | 1 | | 2 | | 1 | | | | | | 5 |
| Customer Service | 2 | 2 | 4 | 2 | 3 | | 3 | | | | | | 16 |
| Customer Service - TSO | 2 | 2 | 4 | 2 | 3 | | 3 | | | | | | 16 |
| Expedited Passenger Screening Program | | | | | | 4 | 4 | | | | | | 8 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 3 | 4 | | | | | | 7 |
| 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 | | | | | | 2 |
| Identification (ID) Requirements - Domestic | | | | | | 1 | 1 | | | | | | 2 |
| Locks | 1 | 1 | | | | | 1 | | | | | | 3 |
| Locks - Missing or Damaged Lock | 1 | 1 | | | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property | 2 | 3 | 1 | 2 | | 1 | | | | | | | 9 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 2 | 1 | 2 | | 1 | | | | | | | 8 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| No Subject | | | | 1 | | | | | | | | | 1 |
| No Subject - General | | | | 1 | | | | | | | | | 1 |
| Patdown | 2 | | 1 | | | 1 | | | | | | | 4 |
| Patdown - Children | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Patdown - General | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | 2 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | 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 | | | | | | 20 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | 1 | | | | | | | 3 |
| Property - Special Handling - Damaged Ite | 3 | 2 | | | | 1 | 2 | | | | | | 8 |
| Property - Special Handling - Missing Item | 3 | | | | | 1 | | | | | | | 4 |
| Property - Special Handling - Missing Item | 2 | | | | 1 | 1 | 1 | | | | | | 5 |
| Screening | 4 | 2 | | | 3 | 3 | 5 | | | | | | 17 |
| Screening - Children | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | 2 | | 2 | | | | | | 5 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | 1 | | | | 2 | 3 | | | | | | 9 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DAY** | **13** | **5** | **7** | **9** | **10** | **14** | **16** | **6** | **12** | **15** | **9** | **7** | **123** |
| **2018** | | | | | **2** | **6** | **4** | **2** | **6** | **6** | **4** | **2** | **32** |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 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 |
| **2019** | **6** | **1** | **3** | **6** | **4** | **4** | **9** | **4** | **6** | **7** | **3** | **3** | **56** |
| 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 | | | 2 | | 3 | | 1 | 1 | 14 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | 1 | | | 1 | | 2 | | | | 6 |
| Mishandling of Passenger Property - Disa | 3 | | 1 | | | | 1 | | 1 | | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | 2 | 3 | 1 | 3 | | 1 | 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 | | 1 | 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 |
| **2020** | **5** | **2** | **2** | **3** | **3** | **3** | | | | **2** | **2** | **2** | **24** |
| 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 Bag | | | | 1 | | 1 | | | | | | | 2 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | 1 | 1 | | | | | | 2 | 1 | | 7 |
| Property - Special Handling - Damaged It | 1 | | | 1 | | | | | | 1 | | | 3 |
| Property - Special Handling - Missing Item | 1 | | 1 | | | | | | | 1 | 1 | | 4 |
| Screening | | 1 | 1 | | 1 | 1 | | | | | | 1 | 5 |
| Screening - Lengthy Lines | | | 1 | | 1 | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | | | | 1 | | | | | | 1 | 3 |
| **2021** | **2** | **2** | **2** | | **1** | **1** | **3** | | | | | | **11** |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Headwear | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | 1 | | | | | | | | | | 3 |
| Customer Service - TSO | 1 | 1 | 1 | | | | | | | | | | 3 |
| 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--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) - General | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DBQ** | | | | **2** | | **1** | | | | **2** | **2** | **2** | **9** |
| **2018** | | | | **2** | | | | | | **2** | **1** | **1** | **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 Items - Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | 1 | 2 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Crew Member or Airline Employee | | | | 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 Items - Checked | | | | | | | | | | | | 1 | 1 |
| **2020** | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DCA** | **131** | **130** | **145** | **146** | **138** | **193** | **151** | **140** | **150** | **138** | **147** | **120** | **1,729** |
| **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 Bag | | | | 5 | 8 | 9 | 8 | 12 | 4 | 5 | 9 | 12 | 72 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 Scoot | | | | 1 | | | 2 | | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 | 4 | 3 | 34 |
| Civil Rights - Age | | | | | | 1 | 1 | | | | | | 2 |
| Civil Rights - Constitutional Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - National Origin | 1 | | | | | 1 | | | | | | | 2 |
| Civil Rights - Perceived Religion | | | | | | | | | | | 2 | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 2 | 1 | | 1 | 1 | 1 | 2 | 1 | | 1 | 2 | 1 | 13 |
| Civil Rights - Sex/Gender/Gender Identity- | 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 | 14 | 13 | 19 | 13 | 172 |
| Customer Service - Others | | 1 | | | 2 | 1 | | 3 | | | 2 | 1 | 10 |
| Customer Service - TSO | 14 | 12 | 18 | 4 | 6 | 21 | 12 | 19 | 14 | 13 | 17 | 12 | 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 | | 4 | 4 | 29 |
| Locks - Missing or Damaged Lock | 2 | 4 | 1 | 2 | 2 | 5 | 1 | 1 | 3 | | 4 | 4 | 29 |
| Lost and Found | 1 | 1 | 1 | 1 | 3 | 3 | 1 | 1 | 1 | 2 | | 1 | 16 |
| Lost and Found - Airport/TSA | 1 | 1 | 1 | 1 | 3 | 3 | 1 | 1 | 1 | 2 | | 1 | 16 |
| Mishandling of Passenger Property | 3 | 11 | 12 | 9 | 9 | 11 | 10 | 9 | 15 | 7 | 12 | 18 | 126 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 3 | | 1 | | | 1 | 1 | 2 | 1 | 2 | 11 |
| Mishandling of Passenger Property - Dam | 1 | 10 | 7 | 9 | 7 | 9 | 7 | 6 | 11 | 4 | 10 | 15 | 96 |
| Mishandling of Passenger Property - Disa | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 | | | | | | | | 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 I | 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 Medic | | | | 1 | 3 | 1 | 1 | 1 | 3 | | 2 | 3 | 15 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 1 | 2 | 1 | | | | 1 | 2 | 1 | | 8 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 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 Ite | 1 | | | | 1 | | 1 | 2 | 1 | 1 | | 1 | 8 |
| Property - Special Handling - Damaged Ite | 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 |
| **2020** | **58** | **58** | **75** | **54** | **46** | **34** | **1** | **7** | **13** | **20** | **11** | **19** | **396** |
| 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 Discrimina | 3 | 3 | 1 | | | | | | 2 | | | 2 | 11 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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 | 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 | 3 | 65 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 1 | | | | | | | 1 | | 3 |
| Mishandling of Passenger Property - Dam | 13 | 9 | 12 | 5 | 3 | 2 | | | 2 | 4 | 1 | 3 | 54 |
| Mishandling of Passenger Property - Disa | 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) - Breast Ca | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | 2 | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 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 Imp | 2 | 1 | | 1 | | 1 | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | 1 | 1 | | | | | | | 1 | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | 2 | 1 | 2 | 1 | | | | | | | | 7 |
| Property - Special Handling | 10 | 10 | 13 | 11 | 10 | 7 | | 1 | 2 | | 2 | 7 | 73 |
| Property - Special Handling - Damaged Ite | 2 | 2 | | | 1 | | | | | | | | 5 |
| Property - Special Handling - Damaged Ite | 3 | 1 | 5 | 2 | 1 | 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 (MSIJSO | | 1 | | | | | | | | | | | 1 |
| Screening | 7 | 4 | 13 | 10 | 8 | 7 | | 3 | | 7 | | 1 | 60 |
| Screening - Inconsistency | 1 | | | 1 | | 1 | | | | 1 | | | 4 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 4 | 4 | 12 | 9 | 6 | 5 | | 3 | | 6 | | 1 | 50 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | 1 | | | | | | | 2 |
| Screening - Security Breach | 1 | | 1 | | 1 | | | | | | | | 3 |
| **2021** | **23** | **16** | **14** | **11** | **11** | **17** | **31** | | | | | | **123** |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 3 | 4 | | 1 | 1 | 1 | | | | | | 11 |
| 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 Discrimina | 1 | 1 | 1 | | | | | | | | | | 3 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans( | | 1 | 1 | | | 1 | | | | | | | 3 |
| Customer Service | 4 | 5 | 6 | 5 | 3 | 4 | 6 | | | | | | 33 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 4 | 4 | 5 | 5 | 3 | 4 | 6 | | | | | | 31 |
| DHS TRIP | | | 1 | | | | | | | | | | 1 |
| DHS TRIP - General | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | 1 | 2 | 9 | | | | | | 13 |
| Expedited Passenger Screening Program - Active Duty Military | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 2 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | 1 | 2 | 6 | | | | | | 10 |
| 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 | | | | | | 11 |
| Mishandling of Passenger Property - Dam | 2 | | | | 1 | 2 | 2 | | | | | | 7 |
| Mishandling of Passenger Property - Disa | 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 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| 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 | | | 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 | | | | | | 14 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | 1 | 2 | | | | | | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 1 | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Item | 2 | 1 | | | | 1 | 2 | | | | | | 6 |
| Screening | 7 | 4 | | | 1 | 4 | 4 | | | | | | 20 |
| Screening - International Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 5 | 4 | | | | 4 | 3 | | | | | | 16 |
| Screening - Retrieving Abandoned/Confis | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DEC** | | | | | | | | **1** | | | | | **1** |
| **2018** | | | | | | | | **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** | **333** | **296** | **263** | **288** | **315** | **326** | **254** | **3,610** |
| **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 Lug | | | | 2 | 3 | 2 | 1 | 3 | | 2 | 4 | 1 | 18 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 |
| 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 Medic | | | | 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 | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | 1 | 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 Discrimina | 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 Identity- | 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 |
| Customer Service - TSO | 23 | 15 | 32 | 12 | 18 | 17 | 16 | 21 | 27 | 19 | 26 | 23 | 249 |
| Identification (ID) Requirements | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 - Dam | 1 | | 1 | 1 | 1 | | | | | 4 | 1 | 3 | 12 |
| Mishandling of Passenger Property - Dam | 24 | 11 | 14 | 16 | 18 | 9 | 13 | 18 | 15 | 15 | 17 | 11 | 181 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 | | 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) - Diabetes | 2 | | | 1 | 1 | | 1 | 1 | 1 | 2 | | | 9 |
| Persons w/ Disabilities (PWD) - General | | | 2 | 1 | | 3 | | | | | 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) - Medically | 1 | 1 | | | | | | | | | 2 | | 4 |
| Persons w/ Disabilities (PWD) - Metal Imp | 2 | 1 | 1 | | | | | | | | | 2 | 6 |
| Persons w/ Disabilities (PWD) - Mobility D | 3 | 3 | 1 | 3 | | 2 | | 2 | 2 | 1 | 1 | 2 | 20 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | | | | | | 2 | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Respirato | 2 | 1 | | 1 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | 1 | | 1 | | 1 | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 5 | 1 | 2 | | 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 Ite | 8 | 5 | 4 | 11 | 5 | 6 | 6 | 7 | 5 | 6 | 3 | 4 | 70 |
| Property - Special Handling - Missing Item | 4 | 4 | 2 | 2 | 1 | 3 | 6 | 5 | 5 | | 6 | 3 | 41 |
| Property - Special Handling - Missing Item | 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/Confis | 2 | 1 | | | | 1 | 2 | | | | | | 6 |
| Screening - Security Breach | | | 1 | | | 1 | 2 | | 1 | | 1 | | 6 |
| **2020** | **127** | **82** | **131** | **113** | **113** | **58** | **8** | **15** | **22** | **33** | **54** | **43** | **799** |
| Civil Rights | 6 | 2 | 10 | 3 | 4 | 4 | | 1 | 2 | 1 | | 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 Discrimina | 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 Identity | 2 | 2 | 3 | | | 1 | | | | 1 | | 1 | 10 |
| Civil Rights - Transgender Screening | | | | | | 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 - Dam | 5 | 1 | 2 | 3 | 6 | 1 | | 1 | 1 | 1 | 1 | | 22 |
| Mishandling of Passenger Property - Dam | 18 | 14 | 17 | 19 | 11 | 5 | 3 | 4 | 3 | 5 | 6 | 6 | 111 |
| Mishandling of Passenger Property - Disa | 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 |
| 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 | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | 3 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Persons w/ Disabilities (PWD) - Diapers/C | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 2 | | | | | 2 | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | 2 | 1 | | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 2 | 1 | | | 3 | | | | | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Metal Imp | 2 | | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | 2 | 1 | | 3 | 1 | | | | 1 | | | 10 |
| 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 Equipme | | | 1 | | 2 | | | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | 1 | | 3 | | | 1 | | | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Ite | 2 | | 2 | 3 | 4 | 3 | | | 1 | 1 | 3 | 1 | 20 |
| Property - Special Handling - Damaged Ite | 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/Confis | 1 | | | | | | | | | | | | 1 |
| Screening - Security Breach | 2 | | | | 1 | | | 1 | | | | | 4 |
| **2021** | **60** | **33** | **31** | **41** | **44** | **64** | **89** | | | | | | **362** |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 5 | | 1 | 2 | | 4 | 2 | | | | | | 14 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Constitutional Rights | 1 | | | | | | 1 | | | | | | 2 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 2 | | 1 | 1 | | 1 | | | | | | | 5 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | 1 | | 2 | 1 | | | | | | 5 |
| Claims | | | 1 | 1 | | | | | | | | | 2 |
| Claims - General | | | 1 | 1 | | | | | | | | | 2 |
| CSM/Stakeholder Follow-up | | | | 1 | | | | | | | | | 1 |
| CSM/Stakeholder Follow-up - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | 13 | 6 | 12 | 15 | 7 | 9 | 7 | | | | | | 69 |
| Customer Service - Others | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 13 | 5 | 12 | 13 | 7 | 9 | 7 | | | | | | 66 |
| Duplicate E-mail | | | | | | 1 | | | | | | | 1 |
| Duplicate E-mail - General | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 2 | 5 | 7 | 14 | 27 | | | | | | 55 |
| Expedited Passenger Screening Program - Active Duty Military | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - DoD | | | | | 1 | | 1 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | 1 | 1 | 2 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 5 | 5 | 13 | 23 | | | | | | 48 |
| General Aviation | | | | | | | 1 | | | | | | 1 |
| General Aviation - General | | | | | | | 1 | | | | | | 1 |
| Locks | | 3 | | 1 | | 2 | 1 | | | | | | 7 |
| Locks - Missing or Damaged Lock | | 3 | | 1 | | 2 | 1 | | | | | | 7 |
| Lost and Found | 1 | | | | | 1 | 2 | | | | | | 4 |
| Lost and Found - Airport/TSA | 1 | | | | | 1 | 2 | | | | | | 4 |
| Mishandling of Passenger Property | 8 | 7 | 3 | 8 | 9 | 10 | 6 | | | | | | 51 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 2 | | | 1 | 2 | | | | | | 8 |
| Mishandling of Passenger Property - Dam | 4 | 6 | 1 | 8 | 9 | 6 | 3 | | | | | | 37 |
| Mishandling of Passenger Property - Disa | 2 | | | | | 3 | 1 | | | | | | 6 |
| No Jurisdiction | | | 1 | | 1 | | | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | 1 | | 1 | | | | | | | | 2 |
| Patdown | 2 | 4 | | | 2 | 1 | 3 | | | | | | 12 |
| Patdown - Flyer | 2 | 4 | | | 2 | 1 | 3 | | | | | | 12 |
| Persons w/ Disabilities (PWD) | 3 | | 2 | 3 | 2 | 1 | 6 | | | | | | 17 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | 1 | 1 | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | 1 | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | 1 | 1 | | | 1 | | | | | | 3 |
| Prohibited & Permitted Items | | | 1 | | | 1 | 1 | | | | | | 3 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beverages | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 12 | 9 | 1 | 3 | 6 | 8 | 18 | | | | | | 57 |
| Property - Special Handling - Damaged Ite | 1 | 2 | | | | 1 | 2 | | | | | | 6 |
| Property - Special Handling - Damaged Ite | 1 | 2 | 1 | 1 | 3 | 1 | 7 | | | | | | 16 |
| Property - Special Handling - Missing Item | 4 | | | | 2 | 2 | 5 | | | | | | 13 |
| Property - Special Handling - Missing Item | 6 | 5 | | 2 | 1 | 4 | 4 | | | | | | 22 |
| Screening | 16 | 4 | 6 | 2 | 10 | 12 | 14 | | | | | | 64 |
| Screening - Children | 1 | | | | | | 1 | | | | | | 2 |
| Screening - Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | 1 | 5 | 2 | 1 | | | | | | 10 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 14 | 3 | 5 | 1 | 5 | 9 | 11 | | | | | | 48 |

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

| Categories | 10-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 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DFW** | **352** | **299** | **287** | **406** | **364** | **410** | **392** | **307** | **316** | **344** | **329** | **262** | **4,068** |
| **2018** | | | | **121** | **120** | **138** | **143** | **137** | **147** | **145** | **151** | **92** | **1,194** |
| 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 Lug | | | | 2 | | | 2 | 5 | 3 | | 1 | 4 | 17 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 Supplies | | | | | 2 | | | | 1 | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | 2 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 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 | | | 1 | 5 |
| Screening - Security Breach | | | | 2 | | 1 | 1 | 2 | | | 3 | | 9 |
| **2019** | **145** | **130** | **141** | **96** | **105** | **123** | **143** | **152** | **133** | **148** | **132** | **113** | **1,561** |
| 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 | | | | | | | | | 1 | | 2 |
| Civil Rights - Perceived Religion | | 1 | | | | | | | | 1 | 1 | | 3 |
| Civil Rights - Racial Profiling or Discrimina | 3 | 5 | 4 | 3 | 2 | 1 | 5 | 6 | 3 | 8 | 6 | 3 | 49 |
| Civil Rights - Screening of Religious Cultu | 1 | | | | | | | | 1 | | | | 2 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | 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 | 1 |
| Identification (ID) Requirements - Domestic | | | | | | | | | | | | 1 | 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 |
| Lost and Found - Airport/TSA | | | 1 | 1 | 3 | 2 | | 1 | | | | | 8 |
| Mishandling of Passenger Property | 32 | 18 | 25 | 20 | 12 | 18 | 34 | 38 | 27 | 24 | 35 | 25 | 308 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mishandling of Passenger Property - Dam | 2 | 1 | 4 | 5 | 1 | 3 | 4 | 1 | 6 | 1 | 5 | 1 | 34 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 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 (g | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | 1 | | | 1 | | | 1 | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | 2 | | 1 | | 1 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 15 |
| Persons w/ Disabilities (PWD) - General | 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 Medic | | | | 2 | | | 1 | 1 | 1 | 1 | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 3 | 1 | | 3 | | 1 | 1 | 1 | | 1 | 11 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 4 | 2 | 1 | | 2 | 3 | 1 | 1 | 2 | 1 | 3 | 20 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | 1 | | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | 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 Ite | 3 | 3 | 5 | | 3 | 2 | 8 | 1 | 1 | 6 | 2 | 2 | 36 |
| Property - Special Handling - Damaged Ite | 5 | 2 | 2 | 4 | 3 | 7 | 3 | 5 | 6 | 6 | 7 | 5 | 55 |
| Property - Special Handling - Missing Item | 3 | 5 | 5 | 2 | 6 | 3 | 4 | 4 | 4 | 4 | 2 | 1 | 43 |
| Property - Special Handling - Missing Item | 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 Items | | 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 Discrimina | 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 Identity | 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 - Dam | 1 | 3 | 2 | 1 | 3 | 2 | | | 1 | | | | 13 |
| Mishandling of Passenger Property - Dam | 15 | 16 | 18 | 15 | 10 | 9 | 1 | 2 | 7 | 5 | 6 | 7 | 111 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 S | 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) - Diabetes | 1 | | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - General | 2 | | | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Dev | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - At | | 1 | | | | | | | | | | | 1 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | 3 | 2 | | | | 1 | | | | 7 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | | | | 2 | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 2 | | 2 | | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | 1 | | | 1 | | | | | | | | 2 |
| 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) - Wheelcha | 3 | 1 | | | 2 | | | | | | | | 6 |
| Property - Special Handling | 22 | 23 | 16 | 21 | 21 | 9 | 4 | 2 | 8 | 12 | 18 | 17 | 173 |
| Property - Special Handling - Damaged Ite | 1 | 3 | 1 | 4 | 6 | | | | | 3 | | 4 | 22 |
| Property - Special Handling - Damaged Ite | 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 | 6 |
| 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/Confis | 1 | | | 1 | | 1 | | | | 1 | | | 4 |
| Screening - Security Breach | | 1 | 2 | | | | | | | | | | 3 |
| **2021** | **69** | **48** | **37** | **77** | **41** | **88** | **90** | | | | | | **450** |
| Civil Rights | 3 | 2 | 2 | 3 | 1 | 5 | 5 | | | | | | 21 |
| 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 Discrimina | 3 | 1 | | 1 | | 5 | 5 | | | | | | 15 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | 1 | | | | | | | | | 2 |
| Civil Rights - Sexual Orientation - Not Transgender | | | | | 1 | | | | | | | | 1 |
| Claims | | | | | | 1 | | | | | | | 1 |
| Claims - General | | | | | | 1 | | | | | | | 1 |
| Customer Service | 21 | 15 | 20 | 29 | 14 | 21 | 20 | | | | | | 140 |
| Customer Service - Others | 2 | 2 | | 3 | 2 | | | | | | | | 9 |
| Customer Service - TSO | 19 | 13 | 20 | 26 | 12 | 21 | 20 | | | | | | 131 |
| Duplicate E-mail | | | | 2 | | | | | | | | | 2 |
| Duplicate E-mail - General | | | | 2 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | 2 | 5 | | 16 | 34 | | | | | | 57 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | | 1 | 4 | | | | | | 6 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 4 | | 15 | 30 | | | | | | 51 |
| Human Capital | | | | | | 1 | | | | | | | 1 |
| Human Capital - Current Employee | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements | | | | 1 | | | 2 | | | | | | 3 |
| Identification (ID) Requirements - Domestic | | | | 1 | | | 2 | | | | | | 3 |
| Locks | 2 | 3 | 1 | | | 1 | | | | | | | 7 |
| Locks - General | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 2 | 3 | | | | 1 | | | | | | | 6 |
| Lost and Found | | | | 1 | 3 | 1 | | | | | | | 5 |
| Lost and Found - Airport/TSA | | | | 1 | 3 | 1 | | | | | | | 5 |
| Mishandling of Passenger Property | 10 | 3 | 2 | 16 | 8 | 6 | 6 | | | | | | 51 |
| Mishandling of Passenger Property - Dam | 2 | | | 3 | 3 | | | | | | | | 8 |
| Mishandling of Passenger Property - Dam | 7 | 3 | 2 | 11 | 4 | 3 | 4 | | | | | | 34 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | 1 | 1 | 3 | 2 | | | | | | 8 |
| No Jurisdiction | | | | 2 | 1 | 1 | | | | | | | 4 |
| No Jurisdiction - Refer to CBP | | | | 1 | | 1 | | | | | | | 2 |
| 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 | | | | | | 7 |
| Patdown - Flyer | 1 | 1 | 1 | 1 | 1 | | 1 | | | | | | 6 |
| Patdown - General | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 2 | | 3 | 1 | 3 | 5 | | | | | | 15 |
| 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) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | 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) - Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | 1 | | 1 | | | | | | | 2 |
| Prohibited & Permitted Items | | | 3 | | 2 | 4 | 1 | | | | | | 10 |
| Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump | | | | | | 1 | | | | | | | 1 |
| 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 | | | | | | 57 |
| Property - Special Handling - Damaged Ite | 2 | 2 | | 2 | | 1 | 2 | | | | | | 9 |
| Property - Special Handling - Damaged Ite | 4 | 2 | | | | 4 | 4 | | | | | | 14 |
| Property - Special Handling - Missing Item | 5 | 1 | | | | | 1 | | | | | | 7 |
| Property - Special Handling - Missing Item | 6 | 4 | | 6 | 2 | 7 | 2 | | | | | | 27 |
| Screening | 14 | 13 | 6 | 6 | 7 | 16 | 6 | | | | | | 68 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | 2 | 6 | 3 | 1 | | | | | | 14 |
| Screening - Lengthy Lines | | | 2 | 2 | | | | | | | | | 4 |
| Screening - Procedures/Process | 11 | 12 | 4 | 2 | 1 | 10 | 5 | | | | | | 45 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | 3 | | | | | | | 4 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DHN** | **4** | **1** | **3** | **2** | **3** | **3** | **1** | **2** | **4** | **1** | **3** | **5** | **32** |
| **2018** | | | | **1** | | **1** | | | **3** | | **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 Bag | | | | 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 - Dam | 1 | | 2 | | | | | | | | | | 3 |
| Property - Special Handling | | | | | 1 | | 1 | 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 - Dam | 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** | | | | | | | **2** |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DIK** | **1** | **2** | **2** | | **2** | **1** | **2** | | **1** | **1** | **4** | | **16** |
| **2018** | | | | | **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 |
| **2019** | **1** | **1** | **2** | | | | **1** | | | | **2** | | **7** |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | | | | | | | 1 | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 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 |
| **2020** | | **1** | | | | | | | | | **2** | | **3** |
| Locks | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DLG** | | | | | | | | | **1** | **2** | **1** | | **4** |
| **2018** | | | | | | | | | | **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 |
| **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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DLH** | **1** | | **3** | **4** | **1** | | | **1** | **2** | **3** | **2** | **3** | **20** |
| **2018** | | | | **2** | | | | | **2** | **2** | | **2** | **8** |
| 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 Bag | | | | 1 | | | | | | | | 1 | 2 |
| 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 | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| **2019** | **1** | | **1** | | | | | **1** | | **1** | **1** | **1** | **6** |
| Mishandling of Passenger Property | 1 | | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | 1 | | | 2 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | 1 | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| **2020** | | | **1** | **2** | **1** | | | | | | **1** | | **5** |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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** |
| CSM/Stakeholder Follow-up | | | 1 | | | | | | | | | | 1 |
| CSM/Stakeholder Follow-up - General | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DRO** | **1** | **4** | **1** | **3** | **3** | **2** | **2** | **2** | **1** | **1** | **3** | **4** | **27** |
| **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--C | | | 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) - Prosthesis/Amputees and Casts | | | | | | | | | | | | 2 | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| **2021** | | | | | **1** | **1** | **2** | | | | | | **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 - Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DRT** | | | | **1** | | **2** | **1** | **1** | **4** | **4** | | **1** | **14** |
| **2019** | | | | | | | **1** | **1** | **4** | **3** | | **1** | **10** |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | 2 | 2 | | | 5 |
| Mishandling of Passenger Property - 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 |
| **2020** | | | | **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 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DSM** | **17** | **14** | **6** | **17** | **22** | **19** | **13** | **16** | **8** | **15** | **10** | **10** | **167** |
| **2018** | | | | **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 Bag | | | | 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 | 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 |
| **2019** | **7** | **4** | **4** | **5** | **5** | **1** | **5** | **8** | **4** | **4** | **5** | **2** | **54** |
| Civil Rights | | | | | 1 | | | 1 | 3 | | | | 5 |
| Civil Rights - Constitutional Rights | | | | | 1 | | | | | | | | 1 |
| 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 - Dam | 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) - General | 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 It | 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 Iten | 1 | | 1 | | | | 1 | 2 | | 1 | | | 6 |
| Screening | 1 | | | | 1 | 1 | 1 | | | | 3 | | 7 |
| Screening - Procedures/Process | 1 | | | | 1 | 1 | 1 | | | | 3 | | 7 |
| **2020** | **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 - Dam | 2 | | | 1 | 2 | 1 | | | | 1 | | | 7 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 | | | | 1 | | | 2 |
| Property - Special Handling - Missing Iten | 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 |
| **2021** | **6** | **6** | **1** | **1** | **4** | **2** | **4** | | | | | | **24** |
| Customer Service | | 2 | | 1 | 1 | | 1 | | | | | | 5 |
| Customer Service - TSO | | 2 | | 1 | 1 | | 1 | | | | | | 5 |
| Expedited Passenger Screening Program | | | 1 | | 1 | | 2 | | | | | | 4 |
| Expedited Passenger Screening Program - Active Duty Military | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 1 | | 2 | | | | | | 3 |
| Mishandling of Passenger Property | 4 | 1 | | | | | | | | | | | 5 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | 1 | | | | | | | 2 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | 1 | | | | | | | | | | | 2 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **DTW** | **163** | **143** | **149** | **153** | **135** | **150** | **166** | **124** | **122** | **159** | **174** | **137** | **1,775** |
| **2018** | | | | **50** | **39** | **56** | **60** | **59** | **49** | **79** | **71** | **53** | **516** |
| 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 Bag | | | | 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 Checke | | | | 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 Disability | | | | 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 | 5 | 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 | 3 | 34 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | 1 | 1 |
| Screening - Security Breach | | | | | | | 2 | 1 | 1 | | 1 | | 5 |
| Screening - Shoe Screening | | | | | | | | | 1 | | | | 1 |
| **2019** | **62** | **55** | **58** | **33** | **44** | **51** | **61** | **56** | **60** | **60** | **72** | **60** | **672** |
| Civil Rights | 6 | 5 | 3 | 1 | | 2 | 1 | 7 | 5 | 5 | 3 | 3 | 41 |
| Civil Rights - Age | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | 1 | 1 | | | 2 |
| Civil Rights - Hair Patdowns | | | | | | | | | 1 | | | 2 | 3 |
| Civil Rights - Headwear | | | 1 | | | | | | | 1 | | | 2 |
| Civil Rights - National Origin | | | | | | | | | 1 | | | 1 | 2 |
| Civil Rights - Perceived Religion | | | | | | | | | 1 | 1 | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 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--C | | | 2 | 1 | 1 | | | 1 | 1 | | | | 6 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 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 |
| Patdown - Flyer | 3 | 4 | 1 | 1 | | | 3 | 4 | 2 | 4 | 5 | 3 | 30 |
| Patdown - Flyer as Observer | | | | | | 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 - 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 | | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Internal Medical Dev | | 1 | 1 | | | | | | | | 2 | | 4 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | | | | 1 | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | | | 2 | | | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility D | 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) - Wheelcha | 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 | | 3 | | | 2 | | 9 |
| Property - Special Handling - Damaged Ite | 4 | 3 | 1 | 5 | 4 | 2 | 2 | 5 | 2 | 4 | 2 | 6 | 40 |
| Property - Special Handling - Missing Item | 3 | 2 | 4 | 3 | 4 | 2 | 3 | 1 | 4 | 2 | 4 | 3 | 35 |
| Property - Special Handling - Missing Item | 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 | | 1 |
| Screening - Inconsistency | 1 | | 1 | | | | | | | 1 | 1 | 2 | 6 |
| Screening - Lengthy Lines | | 1 | | | | 1 | | 2 | 1 | | 1 | | 6 |
| Screening - Procedures/Process | 6 | 8 | 5 | 1 | 3 | 3 | 3 | 6 | 6 | 4 | 4 | 5 | 54 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | 1 | | | 2 |
| Screening - Security Breach | | | | | | | | | 1 | | 1 | | 2 |
| **2020** | **68** | **69** | **70** | **54** | **34** | **20** | **9** | **9** | **13** | **20** | **31** | **24** | **421** |
| Civil Rights | 4 | 3 | 1 | 4 | 2 | 1 | | 1 | | 1 | | | 17 |
| Civil Rights - Age | | | 1 | | | | | | | | | | 1 |
| Civil Rights - National Origin | | 1 | | | 1 | 1 | | | | | | | 3 |
| Civil Rights - Perceived Religion | 1 | | | 1 | | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 2 | | 3 | 1 | | | 1 | | | | | 8 |
| Civil Rights - Screening of Religious or Cu | 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 | | 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--C | | | 1 | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Dam | 14 | 17 | 16 | 4 | 3 | 3 | 2 | 3 | 2 | 5 | 7 | 7 | 83 |
| Mishandling of Passenger Property - Disa | 1 | 1 | 4 | 3 | 3 | | | | | | | 1 | 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 | | 2 | 28 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | | 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 | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | 2 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 1 | | | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 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 Av | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling | 10 | 13 | 18 | 13 | 8 | 7 | 1 | 1 | 2 | 8 | 7 | 7 | 95 |
| Property - Special Handling - Damaged Ite | 2 | | | | | 2 | | | | 1 | | | 5 |
| Property - Special Handling - Damaged Ite | 3 | 1 | 5 | 3 | 3 | 2 | | | 1 | 2 | 1 | 2 | 23 |
| Property - Special Handling - Missing Item | 1 | 4 | 3 | 1 | 2 | | | | 1 | 1 | 3 | | 16 |
| Property - Special Handling - Missing Item | 4 | 8 | 10 | 9 | 3 | 3 | 1 | 1 | | 4 | 3 | 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 | | | | | | | 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 | | | | | | 1 | 5 |
| **2021** | **33** | **19** | **21** | **16** | **18** | **23** | **36** | | | | | | **166** |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| 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 | 2 | 1 | 2 | 2 | 3 | | | | | | 13 |
| Civil Rights - National Origin | | | | | | | 2 | | | | | | 2 |
| Civil Rights - Perceived Religion | | 1 | | | | | 1 | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 1 | 1 | | 1 | | | | | | | | 4 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Ite | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | 1 | 1 | | | | | | | 3 |
| Customer Service | 6 | 4 | 6 | 6 | 2 | 6 | 4 | | | | | | 34 |
| Customer Service - CSM | | | | 1 | | | | | | | | | 1 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 6 | 3 | 6 | 5 | 2 | 6 | 4 | | | | | | 32 |
| Expedited Passenger Screening Program | | | 3 | 3 | 1 | 11 | 17 | | | | | | 35 |
| Expedited Passenger Screening Program - DoD | | | | | | | 2 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 1 | 2 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 3 | 3 | 1 | 10 | 13 | | | | | | 30 |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | | | | 1 | | | | | | 1 |
| 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 | | | | | | 26 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 4 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 10 | 1 | 3 | 2 | 5 | | 1 | | | | | | 22 |
| No Jurisdiction | | | | | 2 | | | | | | | | 2 |
| No Jurisdiction - Refer to FAA | | | | | 1 | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | | 2 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | 1 | | | | | | 2 |
| Prohibited & Permitted Items | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 11 | 5 | | 2 | 2 | | 4 | | | | | | 24 |
| Property - Special Handling - Damaged Ite | 4 | 2 | | 1 | 1 | | | | | | | | 8 |
| Property - Special Handling - Missing Item | 1 | 1 | | | | | 2 | | | | | | 4 |
| Property - Special Handling - Missing Item | 6 | 2 | | 1 | 1 | | 2 | | | | | | 12 |
| Screening | 3 | 3 | 3 | | 3 | 3 | 2 | | | | | | 17 |
| Screening - Crew Member or Airline Employee | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | | 2 | 1 | | | | | | | 3 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | 3 | 3 | 2 | | 1 | 1 | 1 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 Bag | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **EAT** | **3** | | **5** | **5** | **4** | **3** | **3** | **3** | **3** | | **2** | **5** | **36** |
| **2018** | | | | **1** | **2** | | **2** | **2** | **3** | | **1** | **4** | **15** |
| Locks | | | | | | | | | 1 | | | | 1 |
| 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 Bag | | | | 1 | | | 2 | 2 | | | | 1 | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | 2 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 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 |
| **2019** | **2** | | **3** | **1** | **2** | **2** | **1** | **1** | | | **1** | **1** | **14** |
| 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 - Dam | 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) - Medically | 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 | | | 1 | | 4 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | 1 | | | | 1 | | 3 |
| **2020** | **1** | | **1** | **2** | | | | | | | | | **4** |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| **2021** | | | **1** | **1** | | **1** | | | | | | | **3** |
| 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 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **EAU** | | | | **1** | **1** | | **1** | | | | | **2** | **5** |
| **2018** | | | | **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 Bag | | | | 1 | | | | | | | | | 1 |
| **2019** | | | | | **1** | | **1** | | | | | **1** | **3** |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ECP** | **11** | **9** | **4** | **9** | **6** | **10** | **15** | **16** | **15** | **15** | **12** | **10** | **132** |
| **2018** | | | | **5** | **1** | **3** | **4** | **6** | **5** | **5** | **6** | **3** | **38** |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | 1 | | | 2 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | | 1 | | | | | 1 |
| Advanced Imaging Technology (AIT) - General | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | 3 | 1 | 1 | 1 | | 2 | 1 | 1 | 1 | 11 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | 3 | 1 | | 1 | | 2 | 1 | 1 | 1 | 10 |
| Locks | | | | | | 1 | | 1 | | | | | 2 |
| Locks - General | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | 1 | 2 | 1 | 2 | 3 | 2 | 12 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | 1 | 2 | 1 | 2 | 3 | 1 | 10 |
| Patdown | | | | | | | 1 | 1 | 1 | 1 | | | 4 |
| Patdown - Flyer | | | | | | | 1 | 1 | 1 | 1 | | | 4 |
| 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 | | 1 | | 3 |
| Screening - Procedures/Process | | | | 1 | | | | | 1 | | 1 | | 3 |
| **2019** | **5** | **3** | **4** | **1** | **2** | **4** | **5** | **9** | **7** | **8** | **2** | **3** | **53** |
| Civil Rights | | | | | | | | | 1 | 2 | | | 3 |
| Civil Rights - National Origin | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | 2 | | | 2 |
| Customer Service | 1 | | 2 | | | 2 | | 1 | 1 | 3 | | | 10 |
| Customer Service - Others | | | 1 | | | | | | 1 | | | | 2 |
| Customer Service - TSO | 1 | | 1 | | | 2 | | 1 | | 3 | | | 8 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 3 | 1 | 1 | | | 1 | 1 | | 2 | 1 | 1 | 3 | 14 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 1 | | | | | | 2 | | 1 | 2 | 9 |
| 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 | | 2 | | | 1 | | 2 | 1 | 1 | | | | 7 |
| Patdown - Flyer | | 2 | | | 1 | | 2 | | 1 | | | | 6 |
| Patdown - Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 1 | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 1 | | | 1 | | | 1 | 2 | | 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 Iten | 1 | | | 1 | | | 1 | | | 1 | | | 4 |
| Screening | | | 1 | | 1 | 1 | 1 | 4 | | | | | 8 |
| Screening - Lengthy Lines | | | | | 1 | | 1 | 1 | | | | | 3 |
| Screening - Procedures/Process | | | | | | 1 | | 3 | | | | | 4 |
| Screening - Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| **2020** | **2** | **6** | | **3** | | **1** | **2** | **1** | **3** | **2** | **4** | **4** | **28** |
| Civil Rights | | 1 | | | | | | 1 | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | 1 | | | | | 2 |
| Customer Service | | 1 | | | | | 1 | | 1 | | | | 3 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| 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 | 1 | 1 | 7 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | 1 | | | | 1 | 1 | 5 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | 1 | | | 2 |
| 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 | | | | | | | 2 | | | 2 | 6 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | 2 | | | 2 | 5 |
| Screening | | 2 | | 1 | | | | | | 1 | 1 | 1 | 6 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | 1 | | | | | | 1 | 1 | 1 | 5 |
| **2021** | **4** | | | | **3** | **2** | **4** | | | | | | **13** |
| 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 | 2 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 1 | 1 | 2 | | | | | | 4 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Item | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **EGE** | | | **2** | **3** | **5** | **7** | **2** | | **1** | | **3** | | **23** |
| **2018** | | | | **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 Bag | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | | | | | 1 | | 1 |
| **2019** | | | **1** | **2** | **2** | **1** | | | **1** | | **2** | | **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 Bag | | | | 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 | | | | | | | 1 | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | 1 | | 2 |
| Screening | | | 1 | | | | | | | | 1 | | 2 |
| Screening - Children | | | 1 | | | | | | | | | | 1 |
| Screening - Security Breach | | | | | | | | | | | 1 | | 1 |
| **2020** | | | **1** | | | **3** | | | | | | | **4** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 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 - Children | | | 1 | | | | | | | | | | 1 |
| **2021** | | | | | **3** | **3** | **1** | | | | | | **7** |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **EKO** | **2** | **1** | **2** | **1** | **4** | | **3** | **2** | **3** | **2** | **1** | **2** | **23** |
| **2018** | | | | | **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 |
| **2019** | **1** | **1** | **2** | | **1** | | **2** | | **1** | **2** | **1** | **1** | **12** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 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--C | | | 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 th | | | 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 |
| **2020** | **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 |
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ELM** | **6** | | **1** | **4** | **3** | **1** | **1** | **4** | **2** | **7** | **3** | **2** | **34** |
| **2018** | | | | **1** | | **1** | | **1** | | **3** | **3** | | **9** |
| Locks | | | | | | | | | | 1 | 1 | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | 1 | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | 1 | | 2 | 2 | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | 1 | | 2 | 2 | | 6 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| **2019** | **3** | | | **1** | | | | **3** | **2** | **3** | | **2** | **14** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | | | | | 1 | | 1 | | 1 | 3 |
| Customer Service - TSO | | | | | | | | 1 | | 1 | | 1 | 3 |
| Mishandling of Passenger Property | 2 | | | | | | | 2 | | | | | 4 |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | 1 | | | | | 3 |
| 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 | | | 2 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | 1 | 1 | | | 2 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| **2020** | **3** | | **1** | **2** | **3** | | | | | **1** | | | **10** |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 2 | | | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | 2 | 2 | | | | | | | | 5 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 2 | 2 | | | | | | | | 4 |
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ELP** | **45** | **19** | **18** | **16** | **22** | **18** | **25** | **11** | **26** | **20** | **11** | **36** | **267** |
| **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 Bag | | | | 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 | 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 Trans | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 2 | 1 | | 1 | | | 3 | 1 | 2 | | 1 | 11 |
| Customer Service - TSO | | 2 | 1 | | 1 | | | 3 | 1 | 2 | | 1 | 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 | 2 | 3 | 2 | 3 | | | 1 | 29 |
| Mishandling of Passenger Property - Dam | 6 | 3 | 6 | | 1 | 1 | 2 | 1 | 2 | | | 1 | 23 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | 1 | 1 | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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/D | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items - Marijuana | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 1 | 1 | 2 | 2 | | 4 | 2 | | 2 | 1 | 1 | 3 | 19 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | 1 | 1 | | | | 1 | | 4 |
| Property - Special Handling - Missing Items - Carry-C | | 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/Confis | 1 | | | | | | | | | | | | 1 |
| Screening - Security Breach | | | | | | 1 | | | 1 | | | | 2 |
| **2020** | **11** | **2** | **6** | **3** | **5** | **1** | **1** | | **3** | **2** | **1** | **28** | **63** |
| 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 | | | 1 | 13 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 2 | | | 1 | 1 | | | | 2 | | | | 6 |
| Mishandling of Passenger Property - Disa | 1 | 1 | 2 | | | | | | | | | 1 | 5 |
| Patdown | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 2 | | 3 | 1 | 1 | | | | 1 | 1 | | 1 | 10 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 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** | | | | | | **38** |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| CSM/Stakeholder Follow-up | 1 | | | | | | | | | | | | 1 |
| CSM/Stakeholder Follow-up - General | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | 2 | 3 | | | | | | | | | 7 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Service - TSO | 1 | 1 | 2 | 2 | | | | | | | | | 6 |
| Expedited Passenger Screening Program | | | | | | 1 | 3 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 1 | 2 | | | | | | 3 |
| Lost and Found | 16 | 1 | | | | | | | | | | | 17 |
| Lost and Found - Airport/TSA | 16 | 1 | | | | | | | | | | | 17 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 2 | | | | | | | | | | | | 2 |
| Screening | 3 | 1 | | | | | | | | | | | 4 |
| Screening - Procedures/Process | 3 | 1 | | | | | | | | | | | 4 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ENV** | | **2** | **1** | **2** | **2** | **1** | | **3** | **3** | | | | **14** |
| **2018** | | | | | **1** | **1** | | **3** | **2** | | | | **7** |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Age | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | 1 | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| **2019** | | | | **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 Bag | | | | 1 | | | | | | | | | 1 |
| **2020** | | **2** | **1** | **1** | **1** | | | | | | | | **5** |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 2 | | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | | 1 | | | | | | | | | 3 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ERI** | **2** | **2** | | **1** | **1** | **1** | **4** | **3** | | **1** | **1** | | **16** |
| **2018** | | | | | **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--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 It | 1 | | | | | | | | | | | | 1 |
| **2021** | | **1** | | | | | **1** | | | | | | **2** |
| Customer Service | | 1 | | | | | 1 | | | | | | 2 |
| Customer Service - TSO | | 1 | | | | | 1 | | | | | | 2 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ESC** | | | | **1** | **1** | | | **1** | | | **1** | | **4** |
| **2018** | | | | | | | | | | | **1** | | **1** |
| Locks | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| **2019** | | | | | | | | **1** | | | | | **1** |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| **2020** | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **EUG** | **13** | **2** | **4** | **7** | **6** | **8** | **12** | **5** | **5** | **7** | **7** | **9** | **85** |
| **2018** | | | | | **1** | **4** | **3** | **2** | **2** | **3** | **2** | **4** | **21** |
| Civil Rights | | | | | | | 1 | | | | | 1 | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | 1 | 2 | | 1 | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | 1 | | 1 | 1 | 2 | | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| 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 | | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | | | 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 | 4 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | 1 | 2 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 |
| **2019** | **7** | | **1** | **1** | | | **3** | **2** | **3** | **4** | **4** | **2** | **27** |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | | | | | | 1 | | 2 | 1 | 1 | 1 | 9 |
| Mishandling of Passenger Property - Dam | 3 | | | | | | 1 | | 1 | 1 | 1 | 1 | 8 |
| 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 | 1 | 2 | 3 | 1 | 13 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | 2 | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | 1 | 1 | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Iten | 2 | | 1 | | | | 1 | 1 | | 1 | 1 | | 7 |
| Screening | 1 | | | 1 | | | | 1 | | | | | 3 |
| Screening - Procedures/Process | 1 | | | 1 | | | | 1 | | | | | 3 |
| **2020** | **5** | **1** | **3** | **4** | **4** | **2** | | **1** | | | **1** | **3** | **24** |
| 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 | 2 | 3 | 1 | 1 | | | | | | 1 | 10 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 3 | 1 | 1 | | | | | | 1 | 7 |
| Mishandling of Passenger Property - Disa | 1 | | 2 | | | | | | | | | | 3 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | 1 | 1 | 2 | 1 | | | | | | 1 | 8 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 2 | | | | 1 | 1 | | | | | | 1 | 5 |
| Screening | | | | | | | | | | | 1 | 1 | 2 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | 1 | 2 |
| **2021** | **1** | **1** | | **2** | **1** | **2** | **6** | | | | | | **13** |
| Expedited Passenger Screening Program | | | | | | | 2 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | | 1 | | | | | | 1 |
| Locks | | | | | | 1 | 1 | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | 1 | 1 | | | | | | 2 |
| Mishandling of Passenger Property | 1 | 1 | | 2 | | | 2 | | | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | 2 | | | | | | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **EVV** | **2** | **1** | **1** | **3** | **4** | **2** | **3** | **2** | **2** | **1** | **1** | **2** | **24** |
| **2018** | | | | **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 |
| **2019** | | **1** | **1** | | | **2** | **1** | **2** | **2** | **1** | | **1** | **11** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | 1 | 1 | 1 | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 - Checl | | 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 |
| **2020** | **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 |
| **2021** | | | | | **1** | | **1** | | | | | | **2** |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **EWN** | **2** | | **3** | **1** | | | **5** | **1** | **1** | **1** | **3** | **3** | **20** |
| **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 - Dam | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | 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** | **6** |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | 2 | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 2 | 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** | | | | | | **3** |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **EWR** | **366** | **341** | **386** | **443** | **428** | **406** | **373** | **353** | **341** | **394** | **389** | **305** | **4,525** |
| **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 | 5 | 4 | 4 | 2 | 22 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 2 | 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 Bag | | | | 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 Checke | | | | 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 Disability | | | | 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 Scoot | | | | 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 Discrimina | 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 Trans | | 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 |
| Identification (ID) Requirements - Domestic | | | | | | | | | | | | 1 | 1 |
| Locks | 9 | 10 | 10 | 7 | 8 | 8 | 8 | 13 | 8 | 12 | 9 | 9 | 111 |

| Categories | 10-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 - 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 - Dam | 1 | 3 | | 4 | | 3 | 1 | 4 | 2 | 3 | 2 | 4 | 27 |
| Mishandling of Passenger Property - Dam | 24 | 30 | 28 | 18 | 19 | 21 | 16 | 19 | 21 | 22 | 26 | 18 | 262 |
| Mishandling of Passenger Property - Dam | 2 | | | | 1 | | 1 | | 1 | | | | 5 |
| Mishandling of Passenger Property - Disa | 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 S | 2 | 1 | | | | | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Cancer (g | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | | | | | 1 | 1 | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | 1 | 1 | | 1 | | | 2 | 1 | 1 | | 8 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | | | | 2 | | 2 | 5 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | 2 | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Internal M | 3 | 1 | | | | | 1 | 1 | | | | | 6 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | 1 | 2 | | 2 | 3 | 1 | 5 | 2 | 17 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | 1 | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | 3 | 1 | | | | | | 2 | | 3 | 3 | 1 | 13 |
| 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) - 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) - Wheelcha | 1 | 1 | | 1 | 2 | 1 | 1 | 3 | 2 | 3 | 1 | 1 | 17 |
| Prohibited & Permitted Items | 1 | | 1 | | | | | 1 | | | | | 3 |
| Prohibited & Permitted Items - Alcohol an | 1 | | | | | | | 1 | | | | | 2 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 30 | 28 | 27 | 28 | 23 | 18 | 34 | 38 | 31 | 41 | 27 | 34 | 359 |
| Property - Special Handling - Damaged Ite | 4 | 1 | | 5 | 1 | 2 | 5 | 3 | 2 | 1 | 4 | 3 | 31 |
| Property - Special Handling - Damaged Ite | 8 | 6 | 5 | 5 | 2 | 7 | 7 | 14 | 8 | 12 | 5 | 11 | 90 |
| Property - Special Handling - Missing Item | 5 | 7 | 10 | 6 | 7 | 1 | 9 | 7 | 5 | 8 | 7 | 6 | 78 |
| Property - Special Handling - Missing Item | 13 | 14 | 12 | 12 | 13 | 8 | 13 | 14 | 16 | 20 | 11 | 14 | 160 |
| Request for Assistance | 1 | 1 | | 1 | | | 2 | | | | 1 | | 6 |
| Request for Assistance - Other | 1 | 1 | | 1 | | | 2 | | | | 1 | | 6 |
| Screening | 18 | 28 | 22 | 17 | 14 | 29 | 14 | 27 | 20 | 26 | 31 | 21 | 267 |
| Screening - Children | 1 | | | | | | | | | 1 | | | 2 |
| Screening - Crew Member or Airline 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/Confis | 1 | 1 | | | | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 10 |
| Screening - Security Breach | | | | 1 | 1 | 1 | | 1 | | 3 | 3 | 1 | 11 |
| **2020** | **171** | **138** | **201** | **146** | **131** | **72** | **8** | **13** | **18** | **32** | **38** | **39** | **1,007** |
| 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 Discrimina | 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 Garm | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 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 | | | | | | | 1 | 2 |
| Identification (ID) Requirements - Domestic | | | | | 1 | | | | | | | 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 - Dam | 4 | 3 | 6 | 2 | 5 | 1 | 1 | | | 1 | | 2 | 25 |
| Mishandling of Passenger Property - Dam | 20 | 12 | 27 | 30 | 21 | 6 | 2 | 3 | 4 | 3 | 5 | 8 | 141 |
| Mishandling of Passenger Property - Disa | 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 |
| 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 /Ment | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 M | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 2 | 1 | | | | | | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 2 | 2 | 1 | | | | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 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) - Wheelcha | 4 | 2 | 3 | | | 1 | | | | | | | 10 |
| Property - Special Handling | 32 | 26 | 30 | 34 | 19 | 17 | | 3 | 7 | 11 | 18 | 13 | 210 |
| Property - Special Handling - Damaged Ite | 4 | 2 | 1 | 2 | 1 | | | | | 1 | 1 | | 12 |
| Property - Special Handling - Damaged Ite | 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 |
| **2021** | **47** | **42** | **34** | **34** | **41** | **42** | **72** | | | | | | **312** |
| Airline | | | 1 | | | 1 | | | | | | | 2 |
| Airline - Policy/Regulations/Service | | | 1 | | | 1 | | | | | | | 2 |
| Civil Rights | 3 | 1 | | 2 | 3 | 3 | 5 | | | | | | 17 |
| Civil Rights - Headwear | | | | | | | 1 | | | | | | 1 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 2 | 1 | | | 2 | | 3 | | | | | | 8 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | 1 | 2 | 1 | | | | | | 5 |
| 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 | | | | | | 73 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | 1 | | | 2 | | | | | | | | | 3 |
| Customer Service - TSO | 10 | 7 | 8 | 9 | 16 | 5 | 14 | | | | | | 69 |
| Expedited Passenger Screening Program | | | 7 | 3 | 3 | 16 | 22 | | | | | | 51 |
| Expedited Passenger Screening Program - Active Duty Military | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | | 1 | 1 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 7 | 2 | 3 | 15 | 20 | | | | | | 47 |
| 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 | | | | | | | | | 5 |
| Locks - Missing or Damaged Lock | 2 | 2 | | 1 | | | | | | | | | 5 |
| Lost and Found | 5 | 3 | 1 | 1 | | | 3 | | | | | | 13 |
| Lost and Found - Airport/TSA | 5 | 3 | 1 | 1 | | | 3 | | | | | | 13 |
| Mishandling of Passenger Property | 6 | 9 | 8 | 7 | 5 | | 4 | | | | | | 39 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 1 | 2 | 1 | | 1 | | | | | | 8 |
| Mishandling of Passenger Property - Dam | 4 | 7 | 6 | 4 | 4 | | 2 | | | | | | 27 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | 1 | | | 1 | | | | | | 4 |
| No Jurisdiction | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | | | | | | 1 |
| Patdown | 3 | 2 | | | | | 2 | | | | | | 7 |
| Patdown - Flyer | 3 | 2 | | | | | 2 | | | | | | 7 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 1 | | | 3 | 2 | | | | | | 9 |
| Persons w/ Disabilities (PWD) - Autism S | 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) - Medical Devices - Attached to the Body | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | 1 | | 1 | | 1 | 1 | 1 | | | | | | 5 |
| Prohibited & Permitted Items - Firearm/Ammunition | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beverages | | | | | | 1 | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects | | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items - Lighters/M | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 8 | 7 | 3 | 6 | 9 | 6 | 10 | | | | | | 49 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | 4 | 1 | 1 | | | | | | 7 |
| Property - Special Handling - Damaged Ite | 1 | | | 1 | 2 | 1 | 2 | | | | | | 7 |
| Property - Special Handling - Missing Item | 2 | 2 | 2 | 3 | 1 | 3 | 5 | | | | | | 18 |
| Property - Special Handling - Missing Item | 5 | 4 | 1 | 2 | 2 | 1 | 2 | | | | | | 17 |
| Screening | 7 | 9 | 2 | 2 | 3 | 6 | 7 | | | | | | 36 |
| Screening - Inconsistency | | 1 | | | 3 | | 1 | | | | | | 5 |
| Screening - Lengthy Lines | 2 | | | | | 4 | 1 | | | | | | 7 |
| Screening - Procedures/Process | 5 | 8 | 1 | 2 | | 1 | 4 | | | | | | 21 |
| 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 |
| **EYW** | | **4** | **3** | **3** | **6** | **4** | **6** | **4** | **6** | **4** | **6** | **5** | **51** |
| **2018** | | | | **1** | | | | **4** | **3** | **3** | **5** | **3** | **19** |
| Customer Service | | | | 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 |
| **2019** | | **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 - Checl | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | 1 | | 1 | | | | | | | | 3 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | 1 | | | | | | | | 2 |
| **2020** | | **1** | **2** | **2** | **2** | **1** | | | | **1** | **1** | **1** | **11** |
| 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 Private Scree | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 Wheelch | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| **2021** | | **1** | | | **3** | **2** | **5** | | | | | | **11** |
| 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 | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | | | | | 2 |
| No Jurisdiction | | | | | 1 | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | 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 |
| **FAI** | **17** | **11** | **10** | **14** | **19** | **16** | **15** | **6** | **13** | **26** | **20** | **13** | **180** |
| **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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 - 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 | | | | | 1 | | | | 2 |
| Customer Service | 1 | 1 | 1 | | 1 | 3 | 3 | | | | 1 | | 11 |
| Customer Service - Others | 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 | 14 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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) Not | | 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 Item | 1 | | | | | | | 1 | | 3 | | 1 | 6 |
| Screening | 3 | 2 | 1 | | 5 | | 1 | | 2 | 1 | 1 | 4 | 20 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | 3 | 2 | 1 | | 4 | | 1 | | 2 | 1 | 1 | 3 | 18 |
| **2020** | **7** | **4** | **5** | **4** | **3** | **4** | **1** | **1** | **1** | | **5** | | **35** |
| Civil Rights | | | | | | | 1 | | | | 1 | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Transgender Screening | | | | | | | 1 | | | | | | 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--C | | | 1 | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 2 | | | | | | | | | 2 |
| 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) Not | | 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 Wheelch | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | | 1 | 1 | | 1 | | | | | 5 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | 1 | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | 1 | | 1 | | | | | | | | 3 |
| Screening | 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** | | | | | | **9** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | 1 | | | | | | 2 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FAR** | **11** | **7** | **10** | **5** | **10** | **5** | **5** | **6** | **7** | **9** | **10** | **8** | **93** |
| **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 Supplies | | | | | 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 | | | 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 Discrimina | 1 | 1 | | | | | | | | | 1 | | 3 |
| Civil Rights - Sex/Gender/Gender Identity- | 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 - Dam | 1 | | 3 | | | | | | | 1 | 1 | 1 | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 2 | 2 |
| Patdown | | | | | | | 1 | 1 | 1 | 1 | 2 | | 6 |
| Patdown - Flyer | | | | | | | 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 | | | 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/Missi | | 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 It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | 1 | | | | | | | | 2 |
| Screening | 1 | | | | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | 1 | | | | | | | | | 1 | | | 2 |
| **2021** | **2** | **2** | **2** | | | | **1** | | | | | | **7** |
| Mishandling of Passenger Property | | | 1 | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 - Checl | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 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** | **12** | **7** | **12** | **12** | **13** | **171** |
| **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 Bag | | | | 1 | | | | 1 | 1 | | 1 | | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 2 | | 1 | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 | | 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 - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 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/Confis | 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 | 9 |
| Customer Service - Others | | 1 | | | | 1 | | | | | | 1 | 3 |
| Customer Service - TSO | | 1 | 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 - Dam | 3 | 1 | | 2 | | | 1 | 2 | | 1 | 1 | 1 | 12 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 - Checke | | 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** | | | | | | **22** |
| Customer Service | 2 | 1 | | 1 | 1 | 3 | 1 | | | | | | 9 |
| Customer Service - TSO | 2 | 1 | | 1 | 1 | 3 | 1 | | | | | | 9 |
| Expedited Passenger Screening Program | | | 1 | | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program - Over 75 | | | | | | 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 Lug | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Property - Special Handling | 2 | | | | | 1 | | | | | | | 3 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | 1 | | | | | | | 2 |
| Screening | 1 | | 2 | | | 1 | | | | | | | 4 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FAY** | **6** | **11** | **7** | **9** | **7** | **14** | **9** | **9** | **7** | **7** | **8** | **4** | **98** |
| **2018** | | | | **4** | **3** | **4** | **4** | **2** | **5** | **2** | **4** | **2** | **30** |
| 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 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | 2 | 1 | 1 | 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 Bag | | | | 1 | 1 | | 1 | | 1 | 1 | | 1 | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 1 | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | 1 | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | 1 | | | | | 1 |
| Screening | | | | 1 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | | 11 |
| Screening - Inconsistency | | | | | | | 1 | | | | 1 | | 2 |
| Screening - Lengthy Lines | | | | | 1 | | | 1 | | 1 | 1 | | 4 |
| Screening - Procedures/Process | | | | 1 | 1 | 1 | 1 | | 1 | | | | 5 |
| **2019** | **2** | **7** | **1** | **2** | **3** | **5** | **4** | **5** | **1** | **3** | **2** | | **35** |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| 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 | 2 | 1 | | 1 | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 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 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | | | | 1 | 1 | 3 | | 1 | | | 9 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | 1 | | 2 | | | | | 4 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | 1 | 1 | | 1 | | | 4 |
| Screening | | 1 | 1 | | | 1 | 2 | 2 | | | 2 | | 9 |
| Screening - Gate Pass | | | | | | | 1 | | | | | | 1 |
| Screening - Inconsistency | | | | | | | 1 | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | 1 | 1 | | | 1 | | 1 | | | 2 | | 6 |
| **2020** | **2** | **3** | **6** | **1** | **1** | **1** | | **2** | **1** | **2** | **2** | **2** | **23** |
| Customer Service | | 1 | | 1 | | | | | | | 1 | | 3 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | 1 | | 3 |
| 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 |
| Patdown | | | 2 | | | | | | | | | 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) - Metal Implants (joint) | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | 2 | 1 | | 1 | | | 1 | | | 1 | | 6 |
| Property - Special Handling - Damaged Items - Carry | | 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 - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | 2 | | 3 | | | | | | 1 | | | | 6 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 3 | | | | | | 1 | | | | 4 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | | | | 1 |
| **2021** | **2** | **1** | | **2** | | **4** | **1** | | | | | | **10** |
| Customer Service | 1 | | | 1 | | | | | | | | | 2 |
| Customer Service - TSO | 1 | | | 1 | | | | | | | | | 2 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues | | | | | | 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 | | | 1 | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FLG** | **1** | **3** | | **1** | **2** | **5** | **1** | **1** | **2** | | **3** | | **19** |
| **2018** | | | | | **1** | **3** | | | **1** | | **1** | | **6** |
| 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 |
| **2019** | | **1** | | | **1** | **1** | | **1** | **1** | | **2** | | **7** |
| Customer Service | | | | | | | | 1 | 1 | | 1 | | 3 |
| Customer Service - TSO | | | | | | | | 1 | 1 | | 1 | | 3 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | 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 - Checke | | 1 | | | | | | | | | | | 1 |
| **2020** | **1** | **1** | | **1** | | | | | | | | | **3** |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 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 |
| 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** | **228** | **198** | **234** | **219** | **175** | **2,971** |
| **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 Lug | | | | 3 | 1 | 8 | 6 | 7 | 1 | 5 | 3 | 6 | 40 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 Disability | | | | 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 | 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 Trans | | 2 | 2 | | | 1 | 1 | 1 | | 3 | | 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 - Internati | 1 | | | | | | | | | | 1 | | 2 |
| Locks | 10 | 5 | 4 | 4 | 5 | 3 | 7 | 4 | 5 | 4 | 5 | 2 | 58 |
| Locks - General | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | 10 | 5 | 4 | 4 | 5 | 3 | 7 | 4 | 4 | 4 | 5 | 2 | 57 |
| Lost and Found | 1 | 1 | 1 | | 1 | 1 | 2 | 1 | | | | | 8 |
| Lost and Found - Airport/TSA | 1 | 1 | 1 | | 1 | 1 | 2 | 1 | | | | | 8 |
| Mishandling of Passenger Property | 17 | 20 | 33 | 27 | 23 | 29 | 30 | 23 | 24 | 40 | 25 | 20 | 311 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 3 | 5 | 2 | 4 | 4 | | 3 | | | 3 | 26 |
| Mishandling of Passenger Property - Dam | 16 | 15 | 25 | 20 | 17 | 22 | 22 | 22 | 16 | 39 | 23 | 16 | 253 |
| Mishandling of Passenger Property - 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 Item | | 4 | 5 | 2 | 4 | 3 | 3 | 1 | 5 | 1 | 1 | 1 | 30 |
| Patdown | 4 | 2 | 4 | 2 | 6 | 3 | 3 | 3 | 2 | 4 | 2 | 4 | 39 |
| Patdown - Children | | | | | | 1 | | | | | | | 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 /Developm | | 1 | | | | | | | | | | 1 | 2 |
| 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 | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | 1 | | | 2 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 1 | | | | | | | | 2 | | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 2 | 3 | 2 | 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 Ite | 3 | 3 | 11 | 6 | 3 | 7 | 3 | 4 | 4 | 2 | 1 | 4 | 51 |
| Property - Special Handling - Damaged Ite | 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 | 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 |
| **2020** | **87** | **90** | **95** | **102** | **92** | **68** | **6** | **9** | **24** | **33** | **31** | **37** | **674** |
| Advanced Imaging Technology (AIT) | 1 | | | | | 1 | | | | | | | 2 |
| Advanced Imaging Technology (AIT) - Fly | 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 Cu | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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 | | 34 |
| Locks - General | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 6 | 7 | 4 | 5 | 4 | 4 | | 1 | | 1 | 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/Missi | | 1 | 2 | 3 | 4 | 1 | | 1 | | 2 | 1 | | 15 |
| Mishandling of Passenger Property - Dam | 22 | 23 | 22 | 26 | 21 | 11 | 1 | 1 | 7 | 4 | 4 | 7 | 149 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | 1 | | 2 | | | | | | | 5 |
| Mishandling of Passenger Property - Disa | 1 | 5 | 5 | 2 | 2 | 2 | 1 | 1 | | | | 1 | 20 |
| Patdown | 1 | 2 | 1 | | 4 | 1 | | 2 | | 2 | | | 13 |
| Patdown - Flyer | 1 | 2 | 1 | | 3 | 1 | | 2 | | 1 | | | 11 |
| Patdown - Flyer as Observer | | | | | 1 | | | | | 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 - At | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | 1 | | | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | 1 | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | 1 | 5 | 3 | | | | | | 1 | | 11 |
| Property - Special Handling | 34 | 22 | 35 | 28 | 26 | 21 | 2 | 2 | 11 | 11 | 16 | 14 | 222 |
| Property - Special Handling - Damaged Ite | 3 | 3 | 6 | 5 | 4 | 4 | | | | | | 2 | 27 |
| Property - Special Handling - Damaged Ite | 7 | 8 | 7 | 1 | 2 | 3 | | | 4 | 4 | 4 | 4 | 44 |
| Property - Special Handling - Missing Item | 9 | | 7 | 2 | 10 | 3 | | 2 | 1 | 3 | 4 | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 | 3 |
| 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 |
| **2021** | **44** | **34** | **26** | **16** | **39** | **45** | **61** | | | | | | **265** |
| Airline | | | 1 | 1 | | | | | | | | | 2 |
| Airline - Policy/Regulations/Service | | | 1 | 1 | | | | | | | | | 2 |
| Civil Rights | 1 | 2 | 1 | 3 | 1 | 1 | 5 | | | | | | 14 |
| 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 Discrimina | 1 | 1 | 1 | | | 1 | 2 | | | | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | 1 | | | | | | 2 |
| Civil Rights - Sexual Orientation - Not Transgender | | | | | | | 1 | | | | | | 1 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 7 | 5 | 7 | 3 | 15 | 9 | 7 | | | | | | 53 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | 1 | | | | 1 | | | | | | | | 2 |
| Customer Service - TSO | 6 | 5 | 6 | 3 | 14 | 9 | 7 | | | | | | 50 |
| Expedited Passenger Screening Program | | | 5 | 1 | 5 | 10 | 20 | | | | | | 41 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 4 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 5 | 1 | 5 | 10 | 16 | | | | | | 37 |
| 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 | | | | | | | | | | 3 |
| Lost and Found - Airport/TSA | 1 | 1 | 1 | | | | | | | | | | 3 |
| Mishandling of Passenger Property | 6 | 10 | 3 | 3 | 5 | 3 | 5 | | | | | | 35 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 2 | 3 | 2 | 1 | | | | | | | 8 |
| Mishandling of Passenger Property - Dam | 5 | 9 | 1 | | 2 | 2 | 3 | | | | | | 22 |
| Mishandling of Passenger Property - Disa | 1 | 1 | | | 1 | | 2 | | | | | | 5 |
| 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 | | | | | | | 4 |
| Patdown - Flyer | | | | | 1 | 2 | | | | | | | 3 |
| Patdown - General | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 2 | 1 | | | 1 | 1 | | | | | | 9 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 1 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | 1 | | | | | | 2 |
| Prohibited & Permitted Items | | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 13 | 10 | 2 | | 2 | 7 | 13 | | | | | | 47 |
| Property - Special Handling - Damaged Ite | 3 | 2 | 2 | | | 3 | 4 | | | | | | 14 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | 1 | 1 | | | | | | 4 |
| Property - Special Handling - Missing Item | 3 | 1 | | | | 3 | | | | | | | 7 |
| Property - Special Handling - Missing Item | 6 | 6 | | | 2 | | 8 | | | | | | 22 |
| Screening | 11 | 3 | | 2 | 6 | 12 | 9 | | | | | | 43 |
| Screening - Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | 5 | | 2 | | | | | | 8 |
| Screening - Lengthy Lines | 1 | | | | | 1 | 3 | | | | | | 5 |
| Screening - Opposite Gender | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 10 | 2 | | 1 | 1 | 10 | 4 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FLO** | **1** | **2** | **1** | **1** | **5** | **1** | **3** | **2** | **1** | **1** | **3** | | **21** |
| **2018** | | | | | **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 |
| **2019** | **1** | | **1** | **1** | **1** | **1** | | **1** | **1** | | **1** | | **8** |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 |
| **2020** | | **2** | | | | | **1** | | | | | | **3** |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | 1 | | | | | | 2 |
| Screening - Procedures/Process | | 1 | | | | | 1 | | | | | | 2 |
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FNL** | | | **1** | | | | | | | | | | **1** |
| **2019** | | | **1** | | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FNT** | **3** | **1** | **3** | **5** | **6** | **6** | **5** | **6** | **3** | **7** | **4** | **1** | **50** |
| **2018** | | | | | **2** | **3** | **2** | **2** | **2** | **4** | **2** | | **17** |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | 2 | 1 | 1 | 1 | | 3 | 1 | | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 2 | 1 | 1 | 1 | | 3 | 1 | | 9 |
| Patdown | | | | | | | | | 2 | | | | 2 |
| Patdown - Non-Flyer | | | | | | | | | 2 | | | | 2 |
| Property - Special Handling | | | | | | 2 | 1 | | | | | | 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 |
| **2019** | **2** | | **2** | **1** | **1** | **1** | **2** | **3** | **1** | **2** | **2** | | **17** |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Age | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | 1 | 1 | 1 | | 1 | | 4 |
| Customer Service - TSO | | | | | | | 1 | 1 | 1 | | 1 | | 4 |
| Mishandling of Passenger Property | 1 | | | 1 | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 2 | | 1 | | | 1 | | 2 | | | 6 |
| Property - Special Handling - Damaged Items - Checked | | | 2 | | | | | 1 | | 1 | | | 4 |
| Property - Special Handling - Missing Items - Checked | | | | | 1 | | | | | 1 | | | 2 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| **2020** | | | **1** | **3** | **3** | | **1** | **1** | | **1** | | **1** | **11** |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | 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 Bag | | | | 1 | 1 | | | | | 1 | | | 3 |
| Patdown | | | 1 | 1 | 1 | | | | | | | | 3 |
| Patdown - Flyer | | | 1 | 1 | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | 1 | | | | | 2 |
| 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 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| **2021** | **1** | **1** | | **1** | | **2** | | | | | | | **5** |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| 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 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FOD** | **2** | | | | | | | | | | | | **2** |
| **2020** | **2** | | | | | | | | | | | | **2** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FSD** | **11** | **3** | **6** | **5** | **11** | **6** | **7** | **2** | **5** | **6** | **2** | **1** | **65** |
| **2018** | | | | **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 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 | | | 1 | | | | 3 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | 1 | | | | 2 |
| **2019** | **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 Identity | 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 - Dam | 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 - Checke | | 1 | | | | | | | | 1 | | | 2 |
| Screening | | 1 | 2 | | 2 | | | 1 | 1 | | | 1 | 8 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | 1 | | | 1 | 1 | | | 1 | 5 |
| Screening - Security Breach | | | | | 1 | | | | | | | | 1 |
| **2020** | **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 - Dam | 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 Medic | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 3 | | | | 1 | | | | | | | | 4 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | | | | 1 | | | | | | | | 3 |
| Screening | | | 3 | | | | | | | | | | 3 |
| Screening - Lengthy Lines | | | 2 | | | | | | | | | | 2 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| **2021** | **2** | | | | **1** | **2** | **3** | | | | | | **8** |
| 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 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FSM** | | **1** | | **4** | **2** | **2** | **3** | **3** | **4** | **1** | **1** | **1** | **22** |
| **2018** | | | | **1** | **1** | **1** | **1** | **3** | **2** | **1** | **1** | **1** | **12** |
| Civil Rights | | | | | | | | 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 | | | | 1 | 1 | | | 2 | 2 | | | | 6 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | 1 | 2 | | | | 4 |
| **2019** | | | | **3** | **1** | | **1** | | **2** | | | | **7** |
| 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 | | 1 | | | | | | 3 |
| Screening - Procedures/Process | | | | 1 | 1 | | 1 | | | | | | 3 |
| **2021** | | **1** | | | | **1** | **1** | | | | | | **3** |
| 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 Disability (Not Wheelchair or Scooter) | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **FWA** | **11** | **4** | **6** | **2** | **2** | **5** | **8** | **6** | **5** | **6** | **3** | **5** | **63** |
| **2018** | | | | **1** | **1** | **1** | **4** | **3** | **2** | **3** | | **1** | **16** |
| 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 | | 1 | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | 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 Supplies | | | | | 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 |
| **2019** | **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 - Dam | 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) - Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | 2 | | | | | | 1 | | 1 | 1 | 1 | | 6 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | 1 | 1 | 1 | | 4 |
| Property - Special Handling - Missing Item | 1 | | | | | | 1 | | | | | | 2 |
| Screening | | | | | | 1 | | | | | | 1 | 2 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | 1 | 2 |
| **2020** | **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 - Dam | 1 | | 1 | | 1 | | | 1 | | 2 | | | 6 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | 1 | | | | | | | | | | 2 |
| Screening | | | 1 | | | | | | | | | 1 | 2 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | 1 | 2 |
| **2021** | **5** | **2** | **1** | | | **3** | **3** | | | | | | **14** |
| Additional Information Required/Insufficient Information | | | | | | | 1 | | | | | | 1 |
| Additional Information Required/Insufficient Information - EMAIL ONLY | | | | | | | 1 | | | | | | 1 |
| Customer Service | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Customer Service - TSO | 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 | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling | 2 | 1 | | | | 2 | | | | | | | 5 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | 2 | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GCC** | **2** | **1** | | | **1** | **1** | | | | | | | **5** |
| **2018** | | | | | **1** | | | | | | | | **1** |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| **2019** | | **1** | | | | | | | | | | | **1** |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| **2020** | **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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GCK** | | **1** | | **2** | **3** | **1** | **2** | **1** | **1** | **3** | **2** | | **16** |
| **2018** | | | | **1** | **2** | | **2** | **1** | | **1** | | | **7** |
| Mishandling of Passenger Property | | | | 1 | 1 | | 2 | | | 1 | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | 1 | | 2 | | | | | | 4 |
| 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 |
| **2019** | | | | | | **1** | | | | | **2** | | **3** |
| 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 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| **2020** | | **1** | | **1** | | | | | **1** | **2** | | | **5** |
| Mishandling of Passenger Property | | | | 1 | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | 1 | | | 2 |
| Property - Special Handling | | 1 | | | | | | | 1 | 1 | | | 3 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | 1 | 1 | | | 3 |
| **2021** | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GDV** | | | | **1** | | | | | | | | | **1** |
| **2019** | | | | **1** | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items Private Scree | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **53** | **52** | **29** | **39** | **37** | **58** | **34** | **486** |
| **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 Bag | | | | 5 | 3 | 2 | | 4 | 1 | 6 | 5 | 2 | 28 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 - Dam | 1 | | 1 | | | | | | | 1 | | | 3 |
| Mishandling of Passenger Property - Dam | 3 | 3 | 4 | 2 | 4 | 1 | 1 | 2 | 2 | 3 | 5 | 5 | 35 |
| Mishandling of Passenger Property - Disa | 1 | | | 1 | | 1 | 1 | 2 | | 3 | 1 | | 10 |
| Patdown | 1 | 1 | 1 | | | | 1 | | 2 | | 4 | | 10 |
| Patdown - Flyer | 1 | 1 | 1 | | | | 1 | | 2 | | 4 | | 10 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | 1 | 1 | 1 | 3 | | 7 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary 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 - Checl | | 1 | 1 | | 1 | | | 1 | 1 | 1 | | 1 | 7 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | 1 | | 1 | | 3 |
| Property - Special Handling - Missing Iten | 3 | | 1 | 1 | 1 | 2 | | | 1 | 3 | 4 | 1 | 17 |
| Screening | 2 | 2 | 3 | 3 | 2 | 3 | 1 | 1 | 2 | 2 | 2 | 1 | 24 |
| Screening - Inconsistency | | | | 1 | | 1 | | | | | | | 2 |
| Screening - Lengthy Lines | | 1 | | 1 | | | | | | | 1 | | 3 |
| Screening - Procedures/Process | 2 | 1 | 3 | 1 | 2 | 2 | 1 | 1 | 2 | 1 | 1 | 1 | 18 |
| Screening - Retrieving Abandoned/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 - Dam | 3 | | 2 | | 2 | 1 | | | | 2 | | 1 | 11 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | | | | | | | | 1 |
| Patdown | 4 | 4 | 1 | 2 | 3 | | | | 1 | | | | 15 |
| Patdown - Flyer | 4 | 4 | 1 | 2 | 1 | | | | 1 | | | | 13 |
| Patdown - Non-Flyer | | | | | 2 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 2 | 2 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 (N | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Iten | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | 2 | | 1 | 1 | | 1 | | 1 | 1 | 1 | 2 | 11 |
| Screening | 1 | 3 | 2 | 1 | 1 | 4 | | | 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 |
| **2021** | **6** | **2** | **5** | **8** | **5** | **5** | **8** | | | | | | **39** |
| Customer Service | | | 2 | 6 | 3 | 2 | 2 | | | | | | 15 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | 6 | 3 | 2 | 2 | | | | | | 14 |
| Expedited Passenger Screening Program | | | | 1 | 1 | | 2 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 1 | | 2 | | | | | | 3 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 4 | 1 | 2 | | | | | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 3 | 1 | 2 | | | | | | | | | | 6 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 1 | | | 1 | 1 | 1 | 2 | | | | | | 6 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | 1 | | | | | | 2 |
| Screening | | 1 | 1 | | | 2 | 1 | | | | | | 5 |
| Screening - Inconsistency | | | | | | 1 | 1 | | | | | | 2 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GFK** | **2** | **3** | **2** | | **1** | **4** | **4** | **2** | **3** | **1** | | **1** | **23** |
| **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 - Dam | 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/Missi | | 1 | | | | | | | | | | | 1 |
| **2021** | **1** | **1** | | | **1** | | **1** | | | | | | **4** |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GGG** | **3** | **2** | | **2** | **2** | **1** | **1** | **2** | **2** | **4** | **4** | **1** | **24** |
| **2018** | | | | **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 Bag | | | | 1 | | | | | | 1 | | | 2 |
| Property - Special Handling | | | | | 2 | | | | | | 1 | | 3 |
| Property - Special Handling - Missing Items - Checked | | | | | 2 | | | | | | 1 | | 3 |
| **2019** | **1** | **1** | | **1** | | | | **1** | **2** | **3** | **1** | | **10** |
| Locks | | | | | | | | | 1 | | 1 | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | 1 | | 2 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | 1 | 1 | | | | 4 |
| Mishandling of Passenger Property - Dam | 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 - Checke | | 1 | | | | | | | | 1 | | | 2 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| **2020** | **1** | **1** | | | | | **1** | | | | **2** | **1** | **6** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 |
| **2021** | **1** | | | | | **1** | | | | | | | **2** |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GGW** | | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GJT** | **5** | **6** | **7** | **4** | **4** | **5** | **4** | **4** | **4** | **2** | **2** | **5** | **52** |
| **2018** | | | | **2** | **3** | **1** | **2** | | **2** | **2** | **1** | **2** | **15** |
| 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--Checked Bag | | | | 1 | | | | | | | 1 | | 2 |
| Patdown | | | | | 2 | 1 | 1 | | 1 | | | | 5 |
| Patdown - Flyer | | | | | 2 | 1 | 1 | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic | | | | 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** | **3** | **3** | **3** | **1** | **1** | **2** | **2** | **3** | **1** | | **1** | **2** | **22** |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | 1 | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Disa | 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) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | 2 | 1 | | 1 | | 1 | 1 | 1 | | | 1 | 8 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 1 | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Items - Checke | | 1 | 1 | | | | 1 | 1 | | | | 1 | 5 |
| Screening | 1 | | 2 | | | 1 | 1 | | | | | 1 | 6 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 1 | | 2 | | | 1 | | | | | | 1 | 5 |
| **2020** | **1** | **2** | **2** | **1** | | | | **1** | **1** | | | **1** | **9** |
| Mishandling of Passenger Property | 1 | 1 | 1 | | | | | | 1 | | | | 4 |
| Mishandling of Passenger Property - Dam | 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) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | 1 | 2 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | 1 | 2 |
| **2021** | **1** | **1** | **2** | | | **2** | | | | | | | **6** |
| Expedited Passenger Screening Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to th | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | | | 1 | | | | | | | 3 |
| Property - Special Handling - Damaged It | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GNV** | **3** | **2** | **1** | | **6** | **3** | **7** | **5** | **5** | **6** | **6** | **6** | **50** |
| **2018** | | | | | **2** | **1** | **2** | | **1** | **3** | **2** | **3** | **14** |
| 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 | | | | 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 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | 1 | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | | | 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 | | | 1 | 1 | | | 4 |
| Screening - Procedures/Process | | | | | 1 | 1 | | | 1 | 1 | | | 4 |
| **2019** | **1** | **1** | | | | | **1** | **2** | **3** | **1** | **3** | **2** | **14** |
| Civil Rights | | | | | | | | | | | 1 | 2 | 3 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | 1 | 2 | 3 |
| 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 | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | 1 | | | 2 |
| 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 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| **2020** | **1** | | **1** | | **2** | **2** | | **3** | **1** | **2** | **1** | **1** | **14** |
| 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 | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 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 | | 2 | | | | | 3 |
| Screening - Crew Member or Airline Employee | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | 1 | | | | | 2 |
| **2021** | **1** | **1** | | | **2** | | **4** | | | | | | **8** |
| 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | 1 | | | 1 | | 2 | | | | | | 4 |
| Screening - Lengthy Lines | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GPI** | **3** | | **2** | **4** | **1** | **4** | **3** | **3** | **8** | **3** | **2** | **4** | **37** |
| **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--C | | | 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** | | | | | | | **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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GPT** | **11** | **10** | **7** | **13** | **13** | **16** | **19** | **8** | **6** | **6** | **8** | **7** | **124** |
| **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 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | 1 | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | 1 | | | | | | | | 2 |
| Screening | | | | 1 | 3 | 3 | 3 | 1 | | | 1 | 2 | 14 |
| Screening - Inconsistency | | | | | 1 | | | | | | | 1 | 2 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | 1 | 2 | 3 | 1 | | | 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 Checke | | | | 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) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 3 | | 1 | | | | | | 2 | | 1 | 8 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Item | 1 | 3 | | 1 | | | | | | 1 | | 1 | 7 |
| Screening | | | 1 | 1 | 1 | 2 | | | | | | 1 | 6 |
| Screening - Inconsistency | | | | | | 1 | | | | | | 1 | 2 |
| Screening - Procedures/Process | | | 1 | | 1 | 1 | | | | | | | 3 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| **2020** | **6** | **5** | **5** | **3** | **3** | **1** | | | **2** | **1** | **2** | **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 - Dam | 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 | 2 | 1 | | | | 1 | | | | 8 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 2 | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | 1 | | | | | | 1 | | | | 3 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | 1 | | | | | | | | 2 |
| Screening | 1 | 1 | | | | | | | 1 | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | | | | | | | 1 | | | | 3 |
| **2021** | | **1** | **1** | **3** | **1** | **3** | **6** | | | | | | **15** |
| 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 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| 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 th | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRB** | **3** | **4** | **5** | **4** | **1** | **1** | **5** | **7** | **6** | **6** | **7** | **7** | **56** |
| **2018** | | | | | | | **2** | **3** | **4** | **2** | **1** | **3** | **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 | 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 |
| Patdown | | | | | | | 1 | | 1 | | | | 2 |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Patdown - Non-Flyer | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | 1 | | | 3 | 5 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | 1 | | | 2 | 3 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | 1 | | | | 1 | 2 |
| Screening | | | | | | | 1 | 1 | 1 | | | | 3 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | 1 | | | | | 2 |
| **2019** | | **3** | **2** | **1** | | **1** | **3** | **3** | **2** | | **5** | **2** | **22** |
| Civil Rights | | | | | | | 1 | | | | 2 | | 3 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 1 | | | | 2 | | 3 |
| 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/Missing Items--C | | | 1 | | | | 1 | | 1 | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | 1 | | | 1 | 1 | 3 |
| Patdown - Flyer | | | | | | | | 1 | | | | 1 | 2 |
| Patdown - Non-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) - Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | 1 | | | | | | | | 1 | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | 1 | | | 1 | 1 | 4 |
| Screening - Procedures/Process | | 1 | | | | | | 1 | | | 1 | 1 | 4 |
| **2020** | **2** | **1** | **3** | **3** | **1** | | | **1** | | **4** | **1** | **2** | **18** |
| Customer Service | 1 | | | | | | | | | | | 1 | 2 |
| Customer Service - TSO | 1 | | | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | 1 | 2 | | | | | | 1 | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | 2 | | | | | | 1 | | | 4 |
| 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) - Hearing Impairment | | | | | | | | | | 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 | | | | | | | | 1 | 1 | 3 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | 1 | 2 |
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRI** | **1** | | | **3** | | | **1** | **1** | **1** | **1** | **1** | | **9** |
| **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 It | 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** | | | | | | **1** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRK** | **6** | **2** | **2** | **7** | **5** | **2** | **6** | **2** | **4** | **8** | **2** | **7** | **53** |
| **2018** | | | | **1** | **1** | **1** | **3** | **1** | **1** | **5** | | **3** | **16** |
| 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 | 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 |
| **2019** | **3** | | | **3** | | | **1** | **1** | **3** | **3** | **1** | **2** | **17** |
| 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 - Dam | 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 Item | 1 | | | 1 | | | | | 1 | 1 | | | 4 |
| Screening | 1 | | | | | | | | 1 | | | | 2 |
| Screening - Procedures/Process | 1 | | | | | | | | 1 | | | | 2 |
| **2020** | **1** | **2** | **1** | **1** | **1** | **1** | | | | | **1** | **2** | **10** |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | 1 | | | | | | 1 | 4 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | 1 | | | | | | 1 | 3 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | 1 | | | | | | | | 1 | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | 1 | 2 |
| Screening | | | 1 | | 1 | | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| **2021** | **2** | | **1** | **2** | **3** | | **2** | | | | | | **10** |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | | | 1 | 1 | | 1 | | | | | | 4 |
| Customer Service - TSO | 1 | | | 1 | 1 | | 1 | | | | | | 4 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling | | | | | 1 | | 1 | | | | | | 2 |
| Property - Special Handling - 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GRR** | **14** | **19** | **20** | **28** | **15** | **25** | **22** | **19** | **20** | **23** | **21** | **32** | **258** |
| **2018** | | | | **10** | **5** | **6** | **3** | **6** | **8** | **3** | **12** | **11** | **64** |
| 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 Bag | | | | 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) - Prosthesis/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 | | 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 |
| **2019** | **4** | **8** | **7** | **5** | **1** | **7** | **12** | **11** | **9** | **13** | **6** | **13** | **96** |
| Civil Rights | 1 | 1 | 2 | | | | | | 1 | 1 | | 1 | 7 |
| Civil Rights - Constitutional Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | 1 | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not 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 - Dam | 2 | 2 | 1 | 2 | | 1 | 4 | 3 | 3 | | 1 | 2 | 21 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | | | | | 1 | | 3 | 5 |
| Patdown | 1 | 1 | 1 | | | | 1 | 1 | 1 | 3 | 1 | 2 | 12 |
| Patdown - Flyer | 1 | 1 | 1 | | | | 1 | 1 | 1 | 3 | 1 | 2 | 12 |
| Persons w/ Disabilities (PWD) | | | | | | 2 | | | | 3 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Autism 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 | 5 | | 1 | 1 | 3 | 19 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | | 2 | | | 1 | 3 | 7 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 1 | | | | | 1 | | | | | 3 |
| Property - Special Handling - Missing Items - Checked | | | 1 | 1 | | 2 | 2 | 2 | | 1 | | | 9 |
| Screening | | 2 | | | | 2 | 2 | | 3 | 3 | 1 | | 13 |
| Screening - Inconsistency | | | | | | | 1 | | 1 | 1 | | | 3 |
| Screening - Lengthy Lines | | | | | | 1 | | | | 1 | | | 2 |
| Screening - Procedures/Process | | 2 | | | | 1 | 1 | | 2 | 1 | 1 | | 8 |
| **2020** | **9** | **8** | **12** | **13** | **6** | **6** | **2** | **2** | **3** | **7** | **3** | **8** | **79** |
| 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 - Dam | 4 | 2 | 5 | 6 | 1 | | 1 | | | 2 | 2 | 1 | 24 |
| Mishandling of Passenger Property - Disarrayed Item | | 2 | | | | | | | | | | | 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 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 3 | 2 | 3 | 3 | 2 | | 1 | | 1 | 2 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Property - Special Handling - Damaged Items - Carry-On | | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | 1 | 1 | | | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | 1 | | | 2 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **1** | **3** | **1** | | **3** | **6** | **5** | | | | | | **19** |
| 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 |
| 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 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |
| Property - Special Handling | | 1 | | | | 2 | 1 | | | | | | 4 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GSN** | **1** | | **2** | **1** | | | **1** | | **1** | | | **2** | **8** |
| **2018** | | | | **1** | | | | | **1** | | | | **2** |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| **2019** | | | **1** | | | | | | | | | **2** | **3** |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 2 | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| **2020** | **1** | | **1** | | | | | | | | | | **2** |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| **2021** | | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GSO** | **13** | **20** | **14** | **13** | **12** | **26** | **16** | **13** | **21** | **9** | **15** | **11** | **183** |
| **2018** | | | | **7** | **3** | **11** | **6** | **7** | **7** | **4** | **8** | **3** | **56** |
| 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 | 1 | | 3 | 1 | 9 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | 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) - Prosthesis/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 | 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 |
| **2019** | **5** | **9** | **5** | **1** | **1** | **4** | **5** | **6** | **9** | **3** | **7** | **8** | **63** |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | 1 | | | | | 2 |
| Advanced Imaging Technology (AIT) - 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 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 - Checl | | 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 |
| **2020** | **6** | **10** | **6** | **4** | **8** | **6** | **2** | | **5** | **2** | | | **49** |
| 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 Discrimina | 1 | 1 | | | 1 | 1 | | | | | | | 4 |
| Customer Service | | 1 | 1 | 1 | 2 | | 1 | | | 1 | | | 7 |
| Customer Service - TSO | | 1 | 1 | 1 | 2 | | 1 | | | 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/Missi | | 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 Impairment | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 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 - Carry-C | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checke | | 1 | 1 | | | | | | 1 | | | | 3 |
| Screening | 2 | | 4 | 1 | 1 | | | | 1 | | | | 9 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | 3 | 1 | 1 | | | | 1 | | | | 8 |
| **2021** | **2** | **1** | **3** | **1** | | **5** | **3** | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Service | | 1 | | 1 | | 1 | | | | | | | 3 |
| Customer Service - TSO | | 1 | | 1 | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | 1 | | 3 | | | 1 | 1 | | | | | | 6 |
| Mishandling of Passenger Property - Dam | 1 | | 3 | | | 1 | 1 | | | | | | 6 |
| Patdown | | | | | | 2 | | | | | | | 2 |
| Patdown - Flyer | | | | | | 2 | | | | | | | 2 |
| Property - Special Handling | | | | | | | 2 | | | | | | 2 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | | | | | 1 | | | | | | | 2 |
| Screening - Inconsistency | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GSP** | **12** | **11** | **21** | **19** | **20** | **10** | **17** | **12** | **19** | **10** | **14** | **18** | **183** |
| **2018** | | | | **7** | **5** | **3** | **9** | **6** | **5** | **4** | **3** | **1** | **43** |
| 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 Bag | | | | 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 |
| **2019** | **4** | **5** | **6** | **6** | **8** | **4** | **6** | **6** | **8** | **4** | **6** | **10** | **73** |
| 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 - Dam | 1 | 1 | 2 | 1 | 1 | 1 | 4 | 2 | 1 | 1 | 1 | 2 | 18 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | 1 | | 1 | | | | 1 | 4 |
| Patdown | | | | | 1 | 1 | | 1 | | 1 | 1 | 2 | 7 |
| Patdown - Flyer | | | | | 1 | 1 | | 1 | | 1 | 1 | 1 | 6 |
| Patdown - Non-Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | 1 | | | 1 | 2 | | | | 6 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility 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 | 3 | 20 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | 2 | 1 | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | | | | | | | 1 | 1 | | 1 | | 4 |
| Property - Special Handling - Missing Items - Checke | | 1 | 1 | 1 | 3 | 1 | | | 1 | 1 | | 3 | 12 |
| Screening | | 2 | 1 | 1 | | | | | | | | 1 | 5 |
| Screening - Procedures/Process | | 2 | 1 | 1 | | | | | | | | 1 | 5 |
| **2020** | **6** | **3** | **15** | **5** | **4** | **1** | | | **6** | **2** | **5** | **7** | **54** |
| 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 Trans | | 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--C | | | 2 | 2 | 1 | | | | 1 | | 1 | 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 Medication | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 3 | | | | | | 1 | 1 | 1 | 1 | 8 |
| Property - Special Handling - Damaged Ite | 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 |
| **2021** | **2** | **3** | | **1** | **3** | **2** | **2** | | | | | | **13** |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| 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 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mishandling of Passenger Property | 1 | | | 1 | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling | 1 | 2 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GST** | | | | | | | | | | **2** | **2** | | **4** |
| **2018** | | | | | | | | | | **1** | **1** | | **2** |
| Customer Service | | | | | | | | | | 1 | 1 | | 2 |
| Customer Service - TSO | | | | | | | | | | 1 | 1 | | 2 |
| **2019** | | | | | | | | | | **1** | **1** | | **2** |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GTF** | **3** | **2** | **4** | **4** | **3** | **3** | **3** | **2** | **1** | **3** | **3** | **2** | **33** |
| **2018** | | | | | **2** | **2** | **1** | | | **1** | **2** | **1** | **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--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 |
| **2019** | **2** | **1** | | **1** | **1** | **1** | | **2** | **1** | **2** | **1** | | **12** |
| Locks | 1 | | | | | | | | | 1 | | | 2 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |
| **2020** | **1** | **1** | **3** | **3** | | | | | | | | **1** | **9** |
| 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--C | | | 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 |
| **2021** | | | **1** | | | | **2** | | | | | | **3** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 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) - Mobility Disability (Not Wheelch | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **4** | **4** | **1** | **2** | **4** | **33** |
| **2018** | | | | **1** | **1** | **1** | **2** | **1** | **3** | | | **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** | **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 Bag | | | | 2 | | | | 3 | | 1 | | | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | | | | | | | 1 | 2 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 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 |
| 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 - Checke | | 2 | | | | | | | | | | | 2 |
| **2021** | | **1** | **1** | **1** | | | **1** | | | | | | **4** |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | 1 | | | | | | 2 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GUC** | | | | **1** | **1** | **1** | | | **1** | **1** | **1** | | **6** |
| **2018** | | | | | | **1** | | | | | | | **1** |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| **2019** | | | | | | | | | **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 |
| **2021** | | | | **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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **GUM** | | **3** | **2** | **3** | **5** | **9** | **3** | **1** | **7** | **5** | **3** | **5** | **46** |
| **2018** | | | | **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 |
| **2019** | | **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 |
| **2020** | | **1** | **1** | **1** | **1** | **2** | **1** | | **1** | | | | **8** |
| Mishandling of Passenger Property | | 1 | 1 | | | 2 | 1 | | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 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 |
| **2021** | | **1** | | | | **1** | **1** | | | | | | **3** |
| Locks | | 1 | | | | 1 | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | 1 | | | | 1 | | | | | | | 2 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HDN** | **1** | **1** | **1** | **3** | **5** | **3** | | | | | | | **14** |
| **2018** | | | | | **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 |
| **2019** | | | **1** | **1** | | | | | | | | | **2** |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| **2020** | | **1** | | **2** | | | | | | | | | **3** |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not | | 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** | | | | **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 D | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HGR** | **2** | **2** | **1** | **1** | **2** | | **1** | | **3** | **4** | **2** | | **18** |
| **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 Identity | 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/Missi | | 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** |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | | 1 | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HIB** | **1** | **1** | **2** | **1** | | | **2** | **1** | **1** | **4** | | **1** | **14** |
| **2018** | | | | **1** | | | | | | **1** | | | **2** |
| Customer Service | | | | 1 | | | | | | 1 | | | 2 |
| Customer Service - Others | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| **2019** | **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 - Dam | 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 |
| **2020** | | **1** | **1** | | | | | | | | | | **2** |
| Mishandling of Passenger Property | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HLN** | | **2** | **4** | **2** | **4** | **3** | **1** | **4** | **2** | **1** | **5** | **3** | **31** |
| **2018** | | | | | | **1** | | **3** | **1** | | **1** | | **6** |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| 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 |
| **2019** | | **2** | **1** | | **2** | **2** | | | **1** | **1** | **3** | **2** | **14** |
| Customer Service | | 2 | | | | 1 | | | | | 2 | | 5 |
| Customer Service - TSO | | 2 | | | | 1 | | | | | 2 | | 5 |
| Mishandling of Passenger Property | | | 1 | | 2 | | | | 1 | 1 | | 1 | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | 2 | | | | | 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 |
| **2020** | | | **3** | **2** | **2** | | | **1** | | | **1** | **1** | **10** |
| 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 |
| **2021** | | | | | | | **1** | | | | | | **1** |
| Hazardous Materials Safety | | | | | | | 1 | | | | | | 1 |
| Hazardous Materials Safety - 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HNL** | **102** | **102** | **97** | **146** | **151** | **135** | **97** | **113** | **106** | **109** | **103** | **83** | **1,344** |
| **2018** | | | | **40** | **55** | **52** | **42** | **48** | **51** | **58** | **40** | **33** | **419** |
| 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 Lug | | | | 1 | | 1 | | 4 | 2 | 1 | | | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 16 | 12 | 15 | 11 | 17 | 13 | 17 | 16 | 6 | 123 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 |
| **2019** | **46** | **40** | **48** | **42** | **45** | **45** | **36** | **62** | **48** | **40** | **53** | **46** | **551** |
| 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 | 3 | 1 | | 1 | 3 | 2 | 13 |
| Lost and Found - Airport/TSA | | 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--C | | | 1 | | 1 | | 1 | | | | | 1 | 4 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 2 | 3 | 4 | 1 | 6 | | 2 | 3 | 2 | | 3 | 1 | 27 |
| Patdown | | | | | 1 | 1 | 3 | 4 | | 1 | 1 | 1 | 12 |
| Patdown - Flyer | | | | | 1 | 1 | 2 | 3 | | 1 | 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 Disability | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 2 | | | | | 1 | | 3 |
| 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 | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | 1 | 1 | | | | | 2 | | | | 5 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 It | 1 | 1 | 2 | | 1 | | 1 | 1 | 1 | | | 1 | 9 |
| Property - Special Handling - Damaged It | 2 | 2 | 4 | 3 | 2 | 1 | 1 | 3 | 2 | 2 | 5 | 4 | 31 |
| Property - Special Handling - Missing Item | 4 | 1 | 3 | 2 | 1 | 5 | 1 | 3 | 3 | 1 | 1 | | 25 |
| Property - Special Handling - Missing Item | 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 |
| Screening - Crew Member or Airline Employee | | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | | | 1 | | | 1 | | 3 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Screening - Lengthy Lines | 2 | 2 | 2 | 1 | | | 3 | 5 | 3 | 3 | 2 | 3 | 26 |
| Screening - Procedures/Process | 3 | 4 | 3 | 1 | 3 | 10 | 5 | 4 | 5 | 4 | 7 | 2 | 51 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 |
| Screening - Security Breach | | | 1 | | | | | | | | | | 1 |
| **2020** | **47** | **53** | **37** | **53** | **36** | **24** | **7** | **3** | **7** | **11** | **10** | **4** | **292** |
| Civil Rights | 2 | 1 | 2 | 3 | | | | | | | | | 8 |
| Civil Rights - Racial Profiling or Discrimina | 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 - Dam | 3 | 2 | 1 | 1 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 9 | 14 | 7 | 13 | 8 | 7 | 1 | | 2 | 1 | 2 | 2 | 66 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 | | | | | 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 (joint) | | 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 It | 5 | 2 | 3 | | 1 | | 1 | | 1 | 2 | 2 | 1 | 18 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | 1 | 2 | 1 | | | | | | | 5 |
| Property - Special Handling - Missing Iten | 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 |
| **2021** | **9** | **9** | **12** | **11** | **15** | **14** | **12** | | | | | | **82** |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Customer Service | 1 | 2 | 5 | 1 | 2 | 3 | 1 | | | | | | 15 |
| Customer Service - TSO | 1 | 2 | 5 | 1 | 2 | 3 | 1 | | | | | | 15 |
| Duplicate E-mail | | | | 1 | 1 | | | | | | | | 2 |
| Duplicate E-mail - General | | | | 1 | 1 | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | 2 | 2 | 4 | 2 | 3 | | | | | | 13 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | 1 | | 2 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 2 | 3 | 2 | 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 | 3 | 4 | 1 | 4 | 3 | 2 | 2 | | | | | | 19 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 3 | 3 | 1 | 4 | 3 | 1 | | | | | | | 15 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | 1 | | | | | | 2 |
| No Jurisdiction | | | | | | 1 | | | | | | | 1 |
| No Jurisdiction - Refer to FAA | | | | | | 1 | | | | | | | 1 |
| 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 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 3 | | 2 | 2 | 3 | 5 | | | | | | 17 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | 1 | 1 | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | 2 | 1 | 2 | | | | | | 6 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | 1 | | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Iten | 2 | 1 | | 1 | | | 2 | | | | | | 6 |
| Screening | 1 | | 1 | 1 | 3 | 2 | 1 | | | | | | 9 |
| Screening - Inconsistency | | | | 1 | | 1 | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | 1 | | 1 | | | | | | 2 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HOB** | **2** | **1** | **5** | **1** | **2** | **2** | **2** | | **3** | **2** | **1** | | **21** |
| **2018** | | | | | | **2** | **1** | | **1** | | **1** | | **5** |
| Mishandling of Passenger Property | | | | | | 1 | | | 1 | | 1 | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | 1 | | 1 | | 3 |
| Screening | | | | | | 1 | 1 | | | | | | 2 |
| Screening - Procedures/Process | | | | | | 1 | 1 | | | | | | 2 |
| **2019** | | **1** | **2** | | | | **1** | | **2** | **2** | | | **8** |
| Locks | | | | | | | 1 | | | | | | 1 |
| Locks - General | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 |
| **2020** | **2** | | **3** | **1** | **2** | | | | | | | | **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 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HOU** | **84** | **84** | **75** | **108** | **94** | **112** | **80** | **74** | **78** | **101** | **70** | **73** | **1,033** |
| **2018** | | | | **33** | **32** | **36** | **29** | **36** | **33** | **48** | **38** | **21** | **306** |
| Civil Rights | | | | | 1 | | | 1 | 1 | 1 | 2 | | 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 | | | | 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 Lug | | | | 3 | 1 | 2 | | | 2 | | | | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 | 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 Medic | | | | 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 |
| **2019** | **32** | **33** | **33** | **30** | **26** | **28** | **29** | **31** | **35** | **34** | **20** | **37** | **368** |
| 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 |
| 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 - Dam | 1 | | | 2 | 3 | 1 | 1 | 2 | 1 | | | 2 | 13 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 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 Medication | | | 1 | 1 | | | | | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 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 - Carry | | 1 | | 1 | 2 | | 1 | 2 | | 4 | 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 Ite | 3 | 4 | | 3 | 1 | 3 | 1 | 1 | 2 | 2 | 1 | | 21 |
| Property - Special Handling - Missing Item | 1 | 3 | 2 | 1 | | 1 | 3 | 3 | | 1 | | 1 | 16 |
| Property - Special Handling - Missing Item | 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/Confis | 1 | | | | | | | | | | | 1 | 2 |
| Screening - Security Breach | | | 1 | 1 | | | | | | | | 1 | 3 |
| **2020** | **33** | **39** | **33** | **30** | **26** | **19** | **1** | **7** | **10** | **19** | **12** | **15** | **244** |
| 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 Identity- | 1 | | | | | | | | | | | | 1 |
| Customer Service | 6 | 7 | 7 | 2 | 6 | 2 | | 2 | 3 | 6 | 2 | 5 | 48 |
| Customer Service - Others | 1 | 2 | | | 1 | | | | 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 | | | | 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 - Dam | 1 | | 1 | | 2 | | | | | | 1 | 1 | 6 |
| Mishandling of Passenger Property - Dam | 6 | 10 | 8 | 9 | 2 | 5 | 1 | 3 | 1 | 3 | 4 | 2 | 54 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 Scoot | | | | 1 | 1 | | | | | | | | 2 |
| Property - Special Handling | 9 | 10 | 9 | 10 | 8 | 8 | | 1 | 2 | 6 | 1 | 5 | 69 |
| Property - Special Handling - Damaged Ite | 2 | | 1 | | 1 | | | | | 1 | | | 5 |
| Property - Special Handling - Damaged Ite | 1 | 3 | 1 | 2 | 5 | 2 | | 1 | | 1 | | | 16 |
| Property - Special Handling - Missing Item | 1 | 2 | 3 | 2 | | 1 | | | | 1 | 1 | 1 | 12 |
| Property - Special Handling - Missing Item | 5 | 5 | 4 | 6 | 2 | 5 | | | 2 | 3 | | 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 | | 2 |
| Screening - Lengthy Lines | 1 | | 1 | | 1 | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | 2 | 2 | 1 | 4 | | | | 1 | 2 | 2 | 1 | 16 |
| **2021** | **19** | **12** | **9** | **15** | **10** | **29** | **21** | | | | | | **115** |
| 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 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | 1 | 3 | 2 | 4 | 9 | 2 | | | | | | 23 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 1 | 3 | 2 | 4 | 9 | 2 | | | | | | 22 |
| Expedited Passenger Screening Program | | | | 1 | | 2 | 5 | | | | | | 8 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | 2 | 4 | | | | | | 7 |
| 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 | | | | | | 15 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 4 | 3 | 2 | 2 | 1 | 1 | | | | | | | 13 |
| Patdown | | | 2 | | 2 | 2 | | | | | | | 6 |
| Patdown - Children | | | 2 | | | | | | | | | | 2 |
| Patdown - Flyer | | | | | 2 | 1 | | | | | | | 3 |
| Patdown - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | 4 | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Autism S | 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 | | | | | | 22 |
| Property - Special Handling - Damaged Ite | 2 | | | | | | 1 | | | | | | 3 |
| Property - Special Handling - Damaged Ite | 3 | | | 1 | | | 1 | | | | | | 5 |
| Property - Special Handling - Missing Item | 1 | 1 | | 1 | | | 1 | | | | | | 4 |
| Property - Special Handling - Missing Item | 3 | 3 | | 1 | | 2 | 1 | | | | | | 10 |
| Screening | 3 | 1 | 1 | 2 | 2 | 8 | 4 | | | | | | 21 |
| Screening - Inconsistency | 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 - Lengthy Lines | | | | | | 2 | 1 | | | | | | 3 |
| Screening - Opposite Gender | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 1 | | 1 | | 5 | 3 | | | | | | 12 |
| 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** | **12** | **8** | **10** | **3** | **10** | **138** |
| **2018** | | | | **3** | **1** | **6** | **6** | **3** | **1** | **5** | **2** | **7** | **34** |
| Civil Rights | | | | | | | | | 1 | 3 | | 2 | 6 |
| 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 |
| 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 Bag | | | | 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 | 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 - Dam | 4 | 2 | 2 | | | | | 2 | 1 | 2 | | | 13 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 | | | | 1 | 6 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Item | 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 | 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 - Dam | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Item | | 2 | | 2 | | 1 | | | | | | | 5 |
| Patdown | | | | 2 | 1 | | | | | | | | 3 |
| Patdown - Flyer | | | | 2 | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | 1 | 2 | | | | | | | | | 5 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | 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** | | | | | | **14** |
| Customer Service | 1 | | | | | 1 | 2 | | | | | | 4 |
| Customer Service - TSO | 1 | | | | | 1 | 2 | | | | | | 4 |
| Expedited Passenger Screening Program | | | | | | 2 | 2 | | | | | | 4 |
| Expedited Passenger Screening Program - DoD | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 2 | 1 | | | | | | 3 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 - Missing Items - Checked | | | | | 1 | 1 | | | | | | | 2 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| **HRL** | **3** | **4** | **6** | **5** | **8** | **6** | **10** | **8** | **5** | **5** | **9** | **7** | **76** |
| **2018** | | | | | **3** | **5** | **4** | **3** | **2** | **1** | **5** | **2** | **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** | **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/Missi | | 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 - Carry-C | | 1 | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | 1 | 1 | | | 2 | 1 | | | 1 | | 6 |
| Screening | | 1 | | | | | | 1 | 1 | 1 | | 2 | 6 |
| Screening - Procedures/Process | | 1 | | | | | | 1 | 1 | 1 | | 2 | 6 |
| **2020** | **1** | | **3** | **3** | **4** | **1** | | **1** | | **1** | **1** | **2** | **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 - Dam | 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** | | | | | | **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 |
| **HSV** | **3** | **6** | **6** | **9** | **9** | **14** | **7** | **12** | **9** | **7** | **11** | **4** | **97** |
| **2018** | | | | **2** | **3** | **7** | **2** | **8** | **4** | **2** | **5** | **1** | **34** |
| 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 | 3 | | 1 | 3 | 1 | | 3 | 1 | 13 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 3 | | 1 | | 1 | | 1 | 1 | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | 3 | | | 2 | | 5 |
| Patdown | | | | 1 | | 3 | | | 1 | 1 | | | 6 |
| Patdown - Flyer | | | | 1 | | 3 | | | 1 | 1 | | | 6 |
| Property - Special Handling | | | | | | 2 | | 3 | 1 | | 1 | | 7 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 2 | | 1 | 1 | | | | 4 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | 2 | | | 1 | | 3 |
| Screening | | | | | | 1 | | | | | 1 | | 2 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| **2019** | **1** | **4** | **3** | **2** | **4** | **1** | **1** | **4** | **4** | **5** | **4** | **2** | **35** |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | 2 | | 1 | 1 | 2 | 1 | | | 7 |
| Customer Service - TSO | | | | | 2 | | 1 | 1 | 2 | 1 | | | 7 |
| Locks | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | 1 | 1 | 3 | 1 | | | | | | | 2 | | 8 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 2 | | | | | | | | 2 | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | 1 | | | | | | | | | 2 |
| Patdown | | | | | 1 | | | 1 | | | | | 2 |
| Patdown - Flyer | | | | | 1 | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | 1 | | | | | | 1 | 1 | 1 | 1 | | 5 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | 1 | | 1 | 1 | | 3 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | 1 | | | | 2 |
| Screening | | 1 | | | | 1 | | 1 | 1 | 2 | | 1 | 7 |
| Screening - Procedures/Process | | 1 | | | | 1 | | 1 | 1 | 2 | | 1 | 7 |
| **2020** | **2** | **2** | **3** | **1** | **1** | **6** | | | **1** | | **2** | **1** | **19** |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | 2 | | | | 1 | 1 | | | | | | | 4 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| 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 - 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) - Breast Cancer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | 2 | | | | | | 1 | 4 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | 2 | | | | | | 1 | 3 |
| Screening | | | 2 | | | 3 | | | | | | | 5 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | 2 | | | | | | | 3 |
| Screening - Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| **2021** | | | | **4** | **1** | | **4** | | | | | | **9** |
| Additional Information Required/Insufficient Information | | | | 1 | | | | | | | | | 1 |
| Additional Information Required/Insufficient Information - EMAIL ONLY | | | | 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 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | | 1 | | | | | | 1 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - General | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HTS** | **3** | **1** | | **4** | **3** | **1** | | **1** | **3** | **5** | **5** | **2** | **28** |
| **2018** | | | | **2** | | | | **1** | **1** | | | | **4** |
| 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 |
| **2019** | **2** | **1** | | | **1** | | | | **1** | **4** | **1** | **2** | **12** |
| 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 It | 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 |
| **2020** | **1** | | | **1** | **1** | **1** | | | **1** | **1** | **4** | | **10** |
| 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 - Dam | 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 |
| **2021** | | | | **1** | **1** | | | | | | | | **2** |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| General Aviation | | | | | 1 | | | | | | | | 1 |
| General Aviation - General | | | | | 1 | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 Scoot | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HVR** | **1** | | | | | | | | | | | | **1** |
| **2020** | **1** | | | | | | | | | | | | **1** |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HXD** | **6** | **4** | **1** | **3** | **6** | **6** | **2** | **6** | **3** | **2** | **5** | | **44** |
| **2018** | | | | **1** | | **3** | | **3** | **1** | **1** | | | **9** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | | | 2 | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 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) - Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| **2019** | **3** | **1** | | | **3** | **1** | | **3** | **2** | **1** | **3** | | **17** |
| 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 - Dam | 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 |
| **2020** | **3** | **1** | **1** | **1** | **1** | **2** | **1** | | | | **2** | | **12** |
| Customer Service | 3 | | | | | | 1 | | | | | | 4 |
| Customer Service - TSO | 3 | | | | | | 1 | | | | | | 4 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 1 | | | | | | | | | 2 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 |
| **2021** | | **2** | | **1** | **2** | | **1** | | | | | | **6** |
| Customer Service | | | | 1 | 1 | | 1 | | | | | | 3 |
| Customer Service - TSO | | | | 1 | 1 | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HYA** | | | | | | | **1** | | **1** | **1** | **2** | **1** | **6** |
| **2018** | | | | | | | **1** | | **1** | | **1** | | **3** |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| **2019** | | | | | | | | | | **1** | **1** | | **2** |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **HYS** | **2** | | **1** | | **2** | | | | | | | | **5** |
| **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--C | | | 1 | | | | | | | | | | 1 |
| **2020** | **1** | | | | **1** | | | | | | | | **2** |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 - Missing Item | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **139** | **133** | **139** | **122** | **114** | **1,494** |
| **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 Lug | | | | 1 | 1 | | 1 | 2 | | 1 | 1 | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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) - 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 | | 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 Identity | 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 - Dam | 13 | 11 | 15 | 13 | 6 | 12 | 12 | 14 | 13 | 14 | 12 | 10 | 145 |
| Mishandling of Passenger Property - Disa | 6 | 2 | 4 | 3 | | 3 | 3 | 3 | 5 | 3 | 5 | 3 | 40 |
| Patdown | 6 | 3 | 2 | | | 1 | 2 | 1 | 3 | | 1 | 3 | 22 |
| Patdown - Flyer | 6 | 3 | 2 | | | 1 | 2 | 1 | 2 | | 1 | 3 | 21 |
| Patdown - Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 2 | 3 | 1 | 1 | 4 | 4 | 1 | 4 | 4 | | 1 | 27 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | 2 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | 1 | 2 | 1 | | 2 | | | | 7 |
| Persons w/ Disabilities (PWD) - General | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic | | | | 1 | | | 1 | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 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 |
| Property - Special Handling | 16 | 14 | 11 | 10 | 4 | 6 | 12 | 11 | 13 | 8 | 11 | 9 | 125 |
| Property - Special Handling - Damaged It | 1 | 2 | 2 | | 1 | | | | 1 | 1 | 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 - Damaged Ite | 6 | | 2 | 4 | | 2 | 2 | 3 | 2 | 2 | 5 | 3 | 31 |
| Property - Special Handling - Missing Item | 2 | 6 | 2 | 1 | | 3 | 2 | 1 | | 2 | 2 | 3 | 24 |
| Property - Special Handling - Missing Item | 7 | 6 | 5 | 5 | 3 | 1 | 8 | 7 | 10 | 3 | 3 | 2 | 60 |
| Request for Assistance | 1 | | | | | | | | | | | | 1 |
| Request for Assistance - Other | 1 | | | | | | | | | | | | 1 |
| Screening | 8 | 9 | 5 | 6 | 5 | 4 | 4 | 9 | 5 | 3 | 8 | 10 | 76 |
| Screening - Inconsistency | 1 | | | 1 | 2 | | | | | | | | 4 |
| Screening - Lengthy Lines | 2 | 4 | 1 | | | | 1 | 2 | 2 | | 2 | 1 | 15 |
| Screening - Procedures/Process | 5 | 4 | 4 | 3 | 3 | 2 | 2 | 7 | 3 | 3 | 6 | 8 | 50 |
| Screening - Retrieving Abandoned/Confiscated Items | | 1 | | 2 | | 1 | | | | | | | 4 |
| Screening - Security Breach | | | | | | 1 | 1 | | | | | 1 | 3 |
| **2020** | **53** | **36** | **52** | **50** | **30** | **28** | **8** | **13** | **10** | **12** | **13** | **12** | **317** |
| Civil Rights | 1 | 2 | 4 | 3 | | | | | | | 1 | 2 | 13 |
| Civil Rights - Age | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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/Missi | | 1 | | | 1 | | | | | | | 1 | 3 |
| Mishandling of Passenger Property - Dam | 10 | 8 | 11 | 12 | 6 | 5 | 3 | 3 | | 4 | 3 | 1 | 66 |
| Mishandling of Passenger Property - Disa | 1 | 3 | 1 | 6 | 1 | 3 | | | | 1 | 1 | | 17 |
| Patdown | 3 | | 1 | | 1 | 1 | | | | | | | 6 |
| Patdown - Flyer | 3 | | 1 | | 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 Imp | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 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 Ite | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 2 | 1 | 1 | 2 | 5 | 1 | 1 | | 1 | | 1 | | 15 |
| Property - Special Handling - Missing Item | 4 | 1 | 4 | 1 | | | | 1 | | | 1 | | 12 |
| Property - Special Handling - Missing Item | 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/Confis | 1 | | | | | | | | | | | | 1 |
| Screening - Security Breach | 1 | 1 | | | | | | | | 1 | | | 3 |
| **2021** | **6** | **7** | **6** | **9** | **12** | **11** | **16** | | | | | | **67** |
| Airline | | | | | | | 1 | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | 1 |
| Civil Rights | 1 | | 1 | | | 1 | | | | | | | 3 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | 1 | | | 1 | | | | | | | 3 |
| Claims | | | | | | | 1 | | | | | | 1 |
| Claims - General | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | 1 | 4 | 1 | 2 | 2 | | | | | | 10 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | 1 | 4 | 1 | 1 | 2 | | | | | | 9 |
| Expedited Passenger Screening Program | | | 1 | | 2 | 4 | 1 | | | | | | 8 |
| Expedited Passenger Screening Program - TSA Application Proc | | | 1 | | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 2 | 2 | 1 | | | | | | 5 |
| Expedited Passenger Screening Program - TSA/DHS Employees - Opt In | | | | | | 1 | | | | | | | 1 |
| Hazardous Materials Safety | | | 1 | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | 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 | 2 | 1 | 1 | 3 | 3 | 1 | 3 | | | | | | 14 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 3 | 2 | 1 | 3 | | | | | | 10 |
| Mishandling of Passenger Property - Disa | 1 | | | | 1 | | | | | | | | 2 |
| Patdown | 1 | 1 | 1 | | | 1 | | | | | | | 4 |
| Patdown - Children | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | 1 | 1 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | 1 | | 1 | | | | | | 2 |
| Prohibited & Permitted Items - Firearm/Ammunition | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 2 | 3 | | 1 | 1 | 2 | 2 | | | | | | 11 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 3 | | 1 | 1 | 2 | 2 | | | | | | 9 |
| Screening | | | | | 4 | | 4 | | | | | | 8 |
| Screening - Inconsistency | | | | | 2 | | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | 1 | | 1 | | | | | | 2 |
| Screening - Procedures/Process | | | | | | | 3 | | | | | | 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 - Security Breach | | | | | 1 | | | | | | | | 1 |
| **IAG** | **1** | **1** | **1** | **1** | **2** | **3** | **2** | **2** | | **2** | **1** | **2** | **18** |
| **2018** | | | | | | **1** | **2** | **2** | | **2** | | **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 | 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 |
| 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 Iten | 1 | | | | | | | | | | | | 1 |
| **2020** | | | | | **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 Items - Checked | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | 1 | | | | | | | | 1 |
| **2021** | | **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 | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | 1 | | | | | | | | | 3 |
| **IAH** | **209** | **199** | **229** | **306** | **281** | **265** | **252** | **185** | **186** | **198** | **197** | **171** | **2,678** |
| **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 | 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 Lug | | | | 1 | 2 | 1 | | 1 | 1 | 1 | 1 | 1 | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 25 | 22 | 19 | 19 | 22 | 17 | 13 | 19 | 16 | 172 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | 1 | | 1 | | | 1 | | | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 3 | 2 | 5 | 2 | 5 | 2 | 2 | 5 | 6 | 32 |
| Patdown | | | | | 1 | 3 | | 5 | 2 | 3 | 4 | 2 | 20 |
| Patdown - Flyer | | | | | 1 | 3 | | 4 | 1 | 3 | 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 Medic | | | | 1 | 1 | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | 3 | | 1 | | 1 | | | 6 |
| 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) - 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 - Constitutional Rights | | | | 1 | 1 | | | | | | | | 2 |
| Civil Rights - National Origin | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 Trans | | 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 - Dam | 1 | 2 | | | | 1 | 1 | 3 | 1 | 1 | 5 | 1 | 16 |
| Mishandling of Passenger Property - Dam | 13 | 18 | 17 | 17 | 7 | 12 | 21 | 16 | 18 | 17 | 19 | 14 | 189 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | | | 2 | | 1 | | | | 1 | | | | 4 |
| Mishandling of Passenger Property - Disa | 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 | | | 1 | | 2 |
| 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) - Diapers/Garments/Dressings/Ma | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Dev | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | 1 | 1 | | | | 2 | | | | 1 | | 7 |
| Persons w/ Disabilities (PWD) - Ostomy/C | 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 Ite | 1 | 1 | | 3 | | 2 | 1 | 4 | 4 | 4 | 3 | 4 | 27 |
| Property - Special Handling - Damaged Ite | 2 | 5 | 3 | 3 | 2 | 5 | 3 | 2 | 5 | 5 | 6 | 1 | 42 |
| Property - Special Handling - Missing Item | 3 | 4 | 1 | 7 | 3 | 4 | 2 | 2 | 3 | 3 | 4 | 8 | 44 |
| Property - Special Handling - Missing Item | 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/Confis | 2 | | | | | | | 1 | | | 1 | 1 | 5 |
| Screening - Security Breach | | | 2 | | 1 | 1 | 2 | | | 1 | | 1 | 8 |
| **2020** | **94** | **76** | **115** | **97** | **79** | **54** | **4** | **11** | **16** | **24** | **17** | **26** | **613** |
| Civil Rights | 5 | 1 | 2 | 5 | 3 | 3 | | | 1 | 2 | 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 Discrimina | 4 | | 1 | 4 | 1 | 3 | | | | 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 - Dam | 2 | 2 | | 2 | 1 | | | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 /Ment | | | 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 Medic | | | | 1 | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respiratory and Inha | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 1 | 2 | | | 1 | | | | | | | 4 |
| Property - Special Handling | 21 | 22 | 28 | 29 | 19 | 14 | 1 | 3 | 5 | 4 | 8 | 7 | 161 |
| Property - Special Handling - Damaged It | 3 | 2 | 3 | 2 | | | | | 2 | | | | 12 |
| Property - Special Handling - Damaged It | 4 | 8 | 3 | 4 | 1 | 3 | 1 | | | | 2 | 3 | 29 |
| Property - Special Handling - Missing Item | 2 | 3 | 5 | 9 | 2 | 3 | | 1 | | 2 | 2 | 3 | 32 |
| Property - Special Handling - Missing Item | 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 Items | | 1 | 2 | | | | | | | | | | 3 |
| **2021** | **30** | **32** | **28** | **31** | **35** | **32** | **71** | | | | | | **259** |
| Airline | | | 1 | | | | 1 | | | | | | 2 |
| Airline - Lost Baggage | | | | | | | 1 | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | | 3 | 1 | 2 | 1 | 2 | 2 | | | | | | 11 |
| Civil Rights - Age | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 1 | | 1 | | 1 | | | | | | | 3 |
| Civil Rights - Sexual Harassment (TSA Employee) | | 1 | | | | | | | | | | | 1 |
| Claims | | | | | 1 | | | | | | | | 1 |
| Claims - Status | | | | | 1 | | | | | | | | 1 |
| Customer Service | 12 | 7 | 7 | 11 | 16 | 8 | 22 | | | | | | 83 |
| Customer Service - Others | | 1 | | | 1 | | | | | | | | 2 |
| Customer Service - TCC | | | 2 | | | | | | | | | | 2 |
| Customer Service - TSO | 12 | 6 | 5 | 11 | 15 | 8 | 22 | | | | | | 79 |
| Duplicate E-mail | | | | 1 | | | | | | | | | 1 |
| Duplicate E-mail - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 4 | 1 | 2 | 8 | 15 | | | | | | 30 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 1 | 1 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 4 | 1 | 2 | 7 | 14 | | | | | | 28 |
| Hazardous Materials Safety | | | | | 1 | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | | | 1 | | | | | | | | 1 |
| Identification (ID) Requirements | | | 1 | 1 | | | 1 | | | | | | 3 |
| Identification (ID) Requirements - Domestic | | | 1 | | | | 1 | | | | | | 2 |
| Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss | | | | 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 | 5 | | 6 | | 2 | 4 | | | | | | 20 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 3 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 3 | 4 | | 3 | | 2 | 2 | | | | | | 14 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 2 | | | | | | 2 |
| No Jurisdiction | | | 1 | | 2 | | 3 | | | | | | 6 |
| No Jurisdiction - Refer to CBP | | | | | 1 | | 2 | | | | | | 3 |
| No Jurisdiction - Refer to Other | | | 1 | | 1 | | 1 | | | | | | 3 |
| Patdown | | 1 | 1 | 1 | | | 1 | | | | | | 4 |
| Patdown - Flyer | | 1 | 1 | 1 | | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | | | | | 2 | 4 | | | | | | 7 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 13 | 15 | 2 | 2 | 4 | 3 | 7 | | | | | | 46 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | 1 | | 1 | | | | | | 3 |
| Property - Special Handling - Damaged It | 4 | 5 | 2 | | 1 | 1 | 3 | | | | | | 16 |
| Property - Special Handling - Missing Item | 4 | 3 | | | | 1 | 2 | | | | | | 10 |
| Property - Special Handling - Missing Item | 5 | 7 | | 1 | 2 | 1 | 1 | | | | | | 17 |
| Screening | 1 | 1 | 10 | 5 | 7 | 7 | 9 | | | | | | 40 |
| Screening - Inconsistency | | | 3 | 2 | 4 | 2 | 2 | | | | | | 13 |
| Screening - International Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | 2 | | | 2 | 1 | | | | | | 5 |
| Screening - Procedures/Process | 1 | 1 | 5 | 3 | 3 | 2 | 5 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ICT** | **14** | **14** | **17** | **17** | **15** | **4** | **11** | **18** | **16** | **11** | **7** | **13** | **157** |
| **2018** | | | | **6** | **3** | **1** | **6** | **8** | **5** | **5** | **2** | **6** | **42** |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | 2 | 1 | | | 1 | 1 | 1 | | 1 | 7 |
| Customer Service - TSO | | | | 2 | 1 | | | 1 | 1 | 1 | | 1 | 7 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | 2 | 2 | | 1 | 2 | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | 1 | 1 | 2 | | 1 | 1 | 7 |
| 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 | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 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 | | 3 | 4 | 1 | 1 | | 2 | 13 |
| Screening - Inconsistency | | | | 1 | 1 | | 2 | 1 | | 1 | | 1 | 7 |
| Screening - Procedures/Process | | | | | | | | 3 | 1 | | | 1 | 5 |
| Screening - Security Breach | | | | | | | 1 | | | | | | 1 |
| **2019** | **5** | **8** | **6** | **2** | **4** | **2** | **2** | **6** | **5** | **6** | **3** | **6** | **55** |
| 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 | | 3 | 12 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 | 2 | 12 |
| Patdown - Flyer | | 2 | | | | 2 | | 3 | 1 | | 1 | 2 | 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 | 1 | 8 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | 1 | 1 | 3 |
| Property - Special Handling - Missing Item | 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 Items | | 1 | | | | | | | | | | | 1 |
| **2020** | **7** | **4** | **5** | **6** | **4** | **1** | | **4** | **6** | | **2** | **1** | **40** |
| Civil Rights | 1 | | | | | | | 1 | 1 | | | | 3 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | 1 | 1 | | | | 3 |
| Customer Service | | | | 1 | | | | | 1 | | | | 2 |
| Customer Service - TSO | | | | 1 | | | | | 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/Missi | | 1 | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | 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 - Checl | | 1 | | | | | | | 1 | | 1 | | 3 |
| Property - Special Handling - Missing Item | 1 | | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 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/Confis | 1 | | | | | | | 1 | | | | | 2 |
| **2021** | **2** | **2** | **6** | **3** | **4** | | **3** | | | | | | **20** |
| Customer Service | 2 | | 1 | 1 | 1 | | | | | | | | 5 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 2 | | | 1 | 1 | | | | | | | | 4 |
| Duplicate E-mail | | | 2 | | | | | | | | | | 2 |
| Duplicate E-mail - General | | | 2 | | | | | | | | | | 2 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mishandling of Passenger Property | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 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 | 2 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | 1 | | | | | 1 | | | | | | 2 |
| Prohibited & Permitted Items - Electronic Devices | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Firearm/Ammunition | | | | | | | 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 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **IDA** | **2** | | | **2** | **2** | **4** | **3** | **3** | **1** | **6** | **2** | **2** | **27** |
| **2018** | | | | | | **4** | **1** | **1** | **1** | **2** | **2** | **1** | **12** |
| Customer Service | | | | | | 1 | | | | 1 | | | 2 |
| Customer Service - TSO | | | | | | 1 | | | | 1 | | | 2 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | 2 | 1 | | 1 | | 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 |
| 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 |
| **2019** | | | | **2** | **1** | | | **1** | | **4** | | | **8** |
| 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 | | 2 | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | 2 | | | 3 |
| Property - Special Handling | | | | | | | | | | 2 | | | 2 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Classified Materials | | | | 1 | | | | | | | | | 1 |
| **2020** | **1** | | | | | | | **1** | | | | **1** | **3** |
| Mishandling of Passenger Property | 1 | | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | 1 | | | | | 2 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| **2021** | **1** | | | | **1** | | **2** | | | | | | **4** |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wounded Warrior | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **IFP** | **3** | **2** | | **3** | **5** | **6** | | **1** | **1** | **1** | **3** | **1** | **26** |
| **2018** | | | | | **3** | **4** | | | | | **1** | | **8** |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | 1 | 3 | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | 3 | | | | | | | 4 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 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 |
| **2019** | **2** | **2** | | **1** | **2** | **1** | | **1** | | | **2** | **1** | **12** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | 1 | | | | | | | 1 | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | 1 | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | | | | | | 1 | | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iten | 2 | 1 | | | | | | | | | | | 3 |
| **2020** | | | | **1** | | **1** | | | **1** | **1** | | | **4** |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | 1 | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| Request for Assistance | | | | | | | | | 1 | | | | 1 |
| Request for Assistance - Wounded Warrior (MSIJSOC) | | | | | | | | | 1 | | | | 1 |
| **2021** | **1** | | | **1** | | | | | | | | | **2** |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ILM** | **9** | **8** | **5** | **2** | **11** | **8** | **9** | **10** | **12** | **5** | **12** | **8** | **99** |
| **2018** | | | | | **5** | **2** | **2** | **6** | **6** | **2** | **5** | **2** | **30** |
| 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 |
| **2019** | **2** | **4** | **3** | | **4** | **1** | **6** | **3** | **6** | **3** | **6** | **3** | **41** |
| Civil Rights | 1 | | | | 1 | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 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--C | | | 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 | 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 | 8 |
| **2020** | **5** | **3** | **2** | **1** | **1** | **2** | | **1** | | | **1** | **3** | **19** |
| 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 - Dam | 2 | 1 | | | | | | | | | | 1 | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | | | | 1 | | 2 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | 1 | | | | | | | 2 |
| Screening | 2 | 1 | 1 | | 1 | | | | | | | | 5 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | 1 | | 1 | | | | | | | | 4 |
| **2021** | **2** | **1** | | **1** | **1** | **3** | **1** | | | | | | **9** |
| Civil Rights | 1 | | | | 1 | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Customer Service | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 3 | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 2 | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **IMT** | **2** | **2** | **1** | **2** | **1** | | | | **2** | **2** | **1** | | **13** |
| **2018** | | | | | | | | | **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 |
| **2019** | **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 Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 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 Bag | | | | 1 | | | | | | | | | 1 |
| Screening | 1 | | 1 | | | | | | | | | | 2 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| **2021** | | **1** | | **1** | **1** | | | | | | | | **3** |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| Screening | | | | 1 | 1 | | | | | | | | 2 |
| Screening - Procedures/Process | | | | 1 | 1 | | | | | | | | 2 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **IND** | **28** | **40** | **42** | **42** | **45** | **50** | **38** | **39** | **48** | **41** | **48** | **35** | **496** |
| **2018** | | | | **16** | **9** | **13** | **18** | **18** | **25** | **15** | **19** | **13** | **146** |
| Civil Rights | | | | | | 1 | 2 | | 1 | | | 1 | 5 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 2 | | 1 | | | 1 | 4 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | 2 | 1 | 1 | 1 | 4 | 6 | 1 | 4 | 2 | 22 |
| Customer Service - Others | | | | | | 1 | | 1 | | | | | 2 |
| Customer Service - TSO | | | | 2 | 1 | | 1 | 3 | 6 | 1 | 4 | 2 | 20 |
| Locks | | | | 2 | | 2 | 2 | | 3 | 2 | 1 | | 12 |
| Locks - Missing or Damaged Lock | | | | 2 | | 2 | 2 | | 3 | 2 | 1 | | 12 |
| Mishandling of Passenger Property | | | | 4 | 3 | 4 | 6 | 8 | 5 | 5 | 6 | 4 | 45 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 3 | 2 | 3 | 6 | 8 | 4 | 4 | 5 | 4 | 39 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | 1 | | | 1 | | 1 | | 4 |
| Patdown | | | | | 1 | 1 | | 2 | 1 | 1 | | | 6 |
| Patdown - Flyer | | | | | 1 | 1 | | 1 | 1 | 1 | | | 5 |
| 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) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | 4 | 1 | 2 | 2 | | 5 | 2 | 2 | 4 | 22 |
| 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 | | | | 2 | | | 1 | | | | | | 3 |
| Property - Special Handling - Missing Items - Checked | | | | 2 | 1 | 2 | 1 | | 3 | 2 | 1 | 3 | 15 |
| Request for Assistance | | | | | | | | | 1 | | | | 1 |
| Request for Assistance - Other | | | | | | | | | 1 | | | | 1 |
| Screening | | | | 4 | 3 | 2 | 5 | 4 | 2 | 3 | 5 | 2 | 30 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| Screening - Lengthy Lines | | | | | 2 | | 1 | 1 | | | | | 4 |
| Screening - Procedures/Process | | | | 4 | 1 | 2 | 4 | 2 | 1 | 2 | 4 | 2 | 22 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | 1 | 1 | | 2 |
| Screening - Security Breach | | | | | | | | 1 | | | | | 1 |
| **2019** | **12** | **15** | **18** | **10** | **12** | **11** | **12** | **19** | **17** | **21** | **20** | **15** | **182** |
| Civil Rights | 1 | | 1 | | | | 1 | 1 | | 2 | | 2 | 8 |
| Civil Rights - Hair Patdowns | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | 1 | | 1 | | 1 | 4 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | | | 1 | 1 |
| Customer Service | | 2 | 1 | 2 | 1 | | 2 | 4 | | 7 | 1 | 1 | 21 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | 1 | 2 | 1 | | 2 | 4 | | 7 | 1 | 1 | 20 |
| Locks | | | | | 4 | | | 1 | | 2 | 3 | | 10 |
| Locks - Missing or Damaged Lock | | | | | 4 | | | 1 | | 2 | 3 | | 10 |
| Mishandling of Passenger Property | 7 | 3 | 6 | 3 | 4 | 5 | 3 | 6 | 7 | 4 | 3 | 3 | 54 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 7 | 2 | 6 | 2 | 3 | 1 | 2 | 4 | 5 | 3 | 3 | 2 | 40 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | 1 | 1 | 3 | 1 | 2 | 2 | 1 | | 1 | 13 |
| Patdown | | | | | | 3 | 1 | 3 | 1 | 2 | | | 10 |
| Patdown - Flyer | | | | | | 3 | 1 | 2 | 1 | 2 | | | 9 |
| Patdown - Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 1 | | | 1 | | 1 | 2 | 3 | | 10 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | 1 | | | | | | | | | | | 1 |
| 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) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 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/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 2 | 7 | 8 | 4 | 2 | 1 | 4 | 3 | 6 | 1 | 5 | 7 | 50 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | 3 | 1 | | 1 | 2 | 1 | 1 | | 1 | 3 | 14 |
| Property - Special Handling - Missing Item | 1 | 2 | 1 | | 1 | | | 1 | 1 | | | 3 | 10 |
| Property - Special Handling - Missing Item | 1 | 4 | 4 | 3 | 1 | | 2 | 1 | 3 | 1 | 4 | 1 | 25 |
| Screening | 2 | 2 | 1 | | 1 | 2 | | 1 | 2 | 1 | 5 | 2 | 19 |
| Screening - Lengthy Lines | | | | | | | | | | | 2 | | 2 |
| Screening - Procedures/Process | 2 | 2 | 1 | | 1 | 2 | | 1 | 2 | 1 | 3 | 2 | 17 |
| **2020** | **8** | **13** | **17** | **14** | **17** | **11** | **2** | **2** | **6** | **5** | **9** | **7** | **111** |
| Advanced Imaging Technology (AIT) | | | | | | | | | 1 | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | 1 | 1 | 1 | 1 | | | | 1 | | | | 5 |
| 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 |
| Customer Service | | 3 | 1 | 3 | 4 | | | 1 | | 1 | | 2 | 15 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | 3 | 1 | 2 | 4 | | | 1 | | 1 | | 2 | 14 |
| Locks | | 1 | 3 | | 2 | | | | | | | | 6 |
| Locks - Missing or Damaged Lock | | 1 | 3 | | 2 | | | | | | | | 6 |
| Lost and Found | | | | | | 1 | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 5 | 2 | 6 | 1 | 3 | 4 | | | 1 | 2 | 1 | 2 | 27 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 Luggage | | | | | 1 | 2 | | | 1 | | | | 4 |
| Mishandling of Passenger Property - Dam | 4 | 1 | 6 | 1 | 1 | 1 | | | | 2 | 1 | 2 | 19 |
| Mishandling of Passenger Property - Disa | 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 Medication | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | 1 | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 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 - Carry | | 1 | 1 | | | 1 | | | | | 1 | | 4 |
| Property - Special Handling - Damaged It | 1 | | | | | 1 | | 1 | | 1 | | 1 | 5 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | 1 | 2 | | | | | | | 4 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **8** | **12** | **7** | **2** | **7** | **15** | **6** | | | | | | **57** |
| 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 | | | | | | 8 |
| Customer Service - Others | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | 1 | 2 | 1 | | 1 | 1 | 1 | | | | | | 7 |
| Expedited Passenger Screening Program | | | 1 | | 1 | 2 | 3 | | | | | | 7 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | 1 | 2 | 3 | | | | | | 7 |
| Hazardous Materials Safety | | | 1 | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 5 | 1 | 1 | 1 | 3 | | | | | | | 13 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | | | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 1 | 1 | 1 | 1 | | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | 1 | | | | | | | 2 |
| Patdown | 1 | 1 | | | | 1 | | | | | | | 3 |
| Patdown - Flyer | 1 | 1 | | | | 1 | | | | | | | 3 |
| Prohibited & Permitted Items | | 1 | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 4 | 1 | 1 | 1 | 3 | 3 | 2 | | | | | | 15 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 1 | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Item | 4 | | 1 | 1 | 2 | 2 | 1 | | | | | | 11 |
| Screening | | 2 | 1 | | | 1 | | | | | | | 4 |
| Screening - Children | | | | | | 1 | | | | | | | 1 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **INL** | **1** | | **3** | **1** | **1** | | | **1** | **2** | **6** | **5** | **3** | **23** |
| **2018** | | | | | **1** | | | | **2** | **5** | **2** | **2** | **12** |
| Mishandling of Passenger Property | | | | | 1 | | | | 1 | 3 | 2 | 1 | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | 1 | 2 | 2 | 1 | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| Prohibited & Permitted Items - Sporting Goods | | | | | | | | | | 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 |
| **2019** | **1** | | **2** | | | | | **1** | | | **2** | **1** | **7** |
| Locks | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | | 2 | | | | | | | | 1 | 1 | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | 1 | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| **2020** | | | | | | | | | | **1** | **1** | | **2** |
| 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 |
| **2021** | | | **1** | **1** | | | | | | | | | **2** |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **IPL** | | | | | **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** |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **IPT** | **1** | | | **2** | | **1** | | | | | **1** | **1** | **6** |
| **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 Bag | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ISP** | **8** | **10** | **12** | **17** | **10** | **13** | **11** | **12** | **3** | **11** | **13** | **4** | **124** |
| **2018** | | | | **4** | **4** | **3** | **1** | **8** | **1** | **6** | **3** | **1** | **31** |
| 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 Bag | | | | 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 |
| **2019** | **2** | **7** | **4** | **6** | **4** | **4** | **5** | **4** | **1** | **5** | **8** | **3** | **53** |
| 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/Missi | | 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/Ostomates | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 3 | 1 | | | 1 | 1 | 2 | 2 | 1 | 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 Item | 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 |
| **2020** | **5** | **3** | **6** | **5** | **1** | **5** | | | **1** | | **2** | | **28** |
| 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--C | | | 2 | 1 | 1 | | | | 1 | | | | 5 |
| Mishandling of Passenger Property - Disa | 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) - Medically | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | 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 Item | 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 |
| **2021** | **1** | | **2** | **2** | **1** | **1** | **5** | | | | | | **12** |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | 1 | | | 2 | | | | | | 3 |
| Customer Service - TSO | | | | 1 | | | 2 | | | | | | 3 |
| 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--C | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to FAA | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | 1 | 1 | | | | | | | 3 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Children | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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/Missi | | 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** | **9** | **3** | **5** | **9** | **5** | **90** |
| **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 | | 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 Bag | | | | 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 | | | | | | 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--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | 1 | | 2 | | 1 | 1 | 1 | | 8 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 1 | 5 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | 2 | | 3 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| **2020** | **2** | **2** | **3** | **2** | **4** | **2** | **1** | | | **1** | **1** | **2** | **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/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | | | 1 | | | | | 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** | | | | | | **9** |
| 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 |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | 1 | | | | | | 3 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | 1 | | | | | | 2 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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** | | **6** | **3** | **8** | **5** | **43** |
| **2018** | | | | | **1** | **2** | | | **2** | | **2** | **1** | **8** |
| Customer Service | | | | | | | | | 1 | | 1 | | 2 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | 2 | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor | | | | | | 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) - 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 Bag | | | | 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) - General | 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 - Checl | | 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** | | | | | | **7** |
| Expedited Passenger Screening Program | | | | | | 1 | 2 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 1 | 2 | | | | | | 3 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | 1 | | | | | | | 2 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **JAN** | **7** | **7** | **7** | **11** | **12** | **16** | **8** | **10** | **14** | **9** | **6** | **10** | **117** |
| **2018** | | | | **3** | **9** | **7** | **5** | **3** | **8** | **3** | **2** | **5** | **45** |
| 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 Bag | | | | 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 - Dam | 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) - Diabetes | 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 - Carry-C | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 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 - Dam | 1 | 1 | 1 | | | | | | | | 1 | | 4 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 1 | | | | | 1 | 1 | | 1 | 6 |
| Property - Special Handling - Damaged It | 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 | | | | 3 | | | 5 |
| **2021** | | **1** | **1** | **2** | **1** | **5** | **1** | | | | | | **11** |
| Civil Rights | | | | | 1 | | 1 | | | | | | 2 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Customer Service | | 1 | 1 | 1 | | | | | | | | | 3 |
| Customer Service - CSM | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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** | **51** | **46** | **37** | **67** | **41** | **604** |
| **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 Bag | | | | 5 | 6 | 1 | 7 | 2 | 6 | 1 | 8 | 3 | 39 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | | 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 Discrimina | 1 | 1 | 1 | 1 | | | 1 | | | | | | 5 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Ite | | | 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 | 2 | 12 |
| Locks - Missing or Damaged Lock | | 1 | | | | 1 | 2 | 3 | | 1 | 2 | 2 | 12 |
| Mishandling of Passenger Property | | 4 | 6 | 3 | 1 | 9 | 8 | 10 | 3 | 5 | 5 | 5 | 59 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 4 | 6 | 3 | 1 | 6 | 6 | 7 | 3 | 4 | 4 | 2 | 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 | 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) - Prosthesis/Amputees and Casts | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Respiratory and Inha | | 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 Ite | 1 | | | 1 | 1 | | | | | | | 1 | 4 |
| Property - Special Handling - Damaged Ite | 1 | 1 | 3 | 1 | 1 | 2 | 3 | 1 | | 1 | 3 | 2 | 19 |
| Property - Special Handling - Missing Items - Carry-C | | 2 | | | | | 1 | | 2 | 3 | | 1 | 9 |
| Property - Special Handling - Missing Item | 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 | | | | | | | | | 3 |
| Screening - Lengthy Lines | | | | | 1 | 1 | | 1 | 2 | 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** |
| Civil Rights | | 1 | | 1 | | | | | | | 1 | | 3 |
| Civil Rights - Racial Profiling or Discrimination | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 Lug | | | | 1 | | | | | | | 1 | 1 | 3 |
| Mishandling of Passenger Property - Dam | 3 | 2 | 1 | 2 | 3 | 2 | 1 | 1 | | 1 | 1 | 1 | 18 |
| Mishandling of Passenger Property - Disa | 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 Wheelch | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | 1 | | | | 2 |
| Property - Special Handling | 8 | 6 | 4 | 1 | 5 | 3 | 1 | 2 | 3 | 5 | 5 | 4 | 47 |
| Property - Special Handling - Damaged It | 1 | | | 1 | 1 | 1 | | | | | | | 4 |
| Property - Special Handling - Damaged It | 2 | 3 | | | 1 | | | 1 | 1 | 2 | 4 | 1 | 15 |
| Property - Special Handling - Missing Item | 1 | 1 | 2 | | 2 | 2 | | 1 | | | 1 | 1 | 11 |
| Property - Special Handling - Missing Item | 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/Confis | 1 | | | | | | | | | | | | 1 |
| Screening - Security Breach | | 2 | | | | | | | | | | | 2 |
| **2021** | **10** | **12** | **3** | **11** | **11** | **5** | **16** | | | | | | **68** |
| Additional Information Required/Insufficient Information | | | | 1 | | | | | | | | | 1 |
| Additional Information Required/Insufficient Information - EMAIL ONLY | | | | 1 | | | | | | | | | 1 |
| Civil Rights | | | | 4 | 1 | | 2 | | | | | | 7 |
| Civil Rights - Hair Patdowns | | | | 1 | | | 1 | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | 3 | 1 | | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 2 | | 2 | 3 | 2 | 3 | | | | | | 12 |
| Customer Service - TSO | | 2 | | 2 | 3 | 2 | 3 | | | | | | 12 |
| Expedited Passenger Screening Program | | 1 | | | 1 | 1 | 7 | | | | | | 10 |
| Expedited Passenger Screening Program - Active Duty Military | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreC | | 1 | | | 1 | 1 | 5 | | | | | | 8 |
| Identification (ID) Requirements | | | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | 1 | | | | | | | | | | 1 |
| 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 | 3 | 3 | | 2 | 1 | 1 | 1 | | | | | | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 3 | 3 | | 1 | | 1 | | | | | | | 8 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | 1 | 1 | | 1 | | | | | | | | 3 |
| Patdown - Flyer | | 1 | 1 | | 1 | | | | | | | | 3 |
| Prohibited & Permitted Items | | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 4 | 2 | 1 | 2 | | 1 | 2 | | | | | | 12 |
| Property - Special Handling - Damaged It | 3 | 1 | | 1 | | | 1 | | | | | | 6 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | 1 | 1 | | | 1 | | | | | | | 4 |
| Screening | 2 | 3 | | | 1 | | 1 | | | | | | 7 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 3 | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **JFK** | **522** | **424** | **518** | **715** | **593** | **557** | **524** | **552** | **519** | **499** | **567** | **470** | **6,460** |
| **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 | 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 Lug | | | | 11 | 8 | 4 | 3 | 9 | 10 | 2 | 7 | 2 | 56 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 54 | 45 | 35 | 32 | 60 | 59 | 56 | 67 | 47 | 455 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 2 | 2 | | 1 | 1 | 1 | 1 | 1 | 1 | 10 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 Disability | | | | 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 Medic | | | | 1 | 1 | 1 | | | | 2 | 3 | | 8 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 1 | 2 | 1 | 3 | 2 | 1 | 2 | 1 | | 13 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 Discrimina | 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 Identity- | 2 | 1 | 4 | | 1 | | 2 | | 4 | | 1 | | 15 |
| Civil Rights - Sexual Orientation - Not Transgender | | 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 |
| Customer Service - TSO | 44 | 43 | 39 | 30 | 29 | 29 | 50 | 63 | 48 | 38 | 44 | 58 | 515 |
| 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 | 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 - Dam | 6 | 3 | 5 | 2 | 1 | 2 | 2 | 3 | 2 | 4 | 5 | 6 | 41 |
| Mishandling of Passenger Property - Dam | 35 | 37 | 40 | 36 | 41 | 32 | 50 | 45 | 40 | 56 | 59 | 45 | 516 |
| Mishandling of Passenger Property - Dam | 4 | | | | | 1 | 1 | 1 | | 2 | 2 | | 11 |
| Mishandling of Passenger Property - Disa | 7 | 3 | 4 | 6 | | 2 | 4 | 6 | 7 | 8 | 6 | 8 | 61 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | | 1 | 1 |
| Notice of Violation/Civil Penalties - General | | | | | | | | | | | | 1 | 1 |
| Patdown | 6 | 7 | 2 | | 2 | 5 | 4 | 8 | 6 | 6 | 5 | 2 | 53 |
| Patdown - Flyer | 6 | 7 | 2 | | 1 | 5 | 4 | 7 | 4 | 6 | 4 | 2 | 48 |
| Patdown - Flyer as Observer | | | | | 1 | | | | 1 | | 1 | | 3 |
| Patdown - General | | | | | | | | 1 | | | | | 1 |
| Patdown - Non-Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | 10 | 4 | 9 | 4 | 9 | 9 | 6 | 14 | 7 | 4 | 8 | 4 | 88 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | 1 | | | | 2 | 2 | | | | | 5 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 1 | 1 | | 1 | 2 | | 1 | 1 | 1 | | | 8 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | 2 | 1 | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - General | 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) - Medically | 3 | 2 | | 1 | | | 1 | | | | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Metal Imp | 2 | | 2 | | 1 | | | 1 | | | 1 | | 7 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | 1 | 3 | 2 | 1 | | | 4 | | | 1 | | 14 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 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) - Wheelcha | 1 | | | | | 2 | 2 | 1 | 3 | 1 | 1 | 2 | 13 |
| Prohibited & Permitted Items | | | | | | | | | 1 | 1 | | | 2 |
| Prohibited & Permitted Items - General | | | | | | | | | 1 | 1 | | | 2 |
| Property - Special Handling | 58 | 48 | 58 | 42 | 31 | 54 | 52 | 78 | 74 | 72 | 65 | 49 | 681 |
| Property - Special Handling - Damaged Ite | 4 | 4 | 8 | 5 | 5 | 6 | 7 | 8 | 8 | 3 | 5 | 6 | 69 |
| Property - Special Handling - Damaged Ite | 15 | 10 | 11 | 7 | 8 | 15 | 6 | 13 | 21 | 20 | 19 | 6 | 151 |
| Property - Special Handling - Missing Item | 14 | 10 | 13 | 10 | 8 | 12 | 16 | 13 | 13 | 11 | 8 | 12 | 140 |
| Property - Special Handling - Missing Item | 25 | 24 | 26 | 20 | 10 | 21 | 23 | 44 | 32 | 38 | 33 | 25 | 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 Items | | 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 |
| **2020** | **249** | **180** | **261** | **268** | **176** | **117** | **13** | **11** | **24** | **40** | **52** | **51** | **1,442** |
| 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 | | | | | | | | 3 |
| Civil Rights - Perceived Religion | | | 2 | | | | | | 2 | | | | 4 |
| Civil Rights - Racial Profiling or Discrimina | 5 | 3 | 8 | 2 | 6 | 1 | 2 | 1 | | 1 | | 2 | 31 |
| Civil Rights - Screening of Religious Cultu | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | 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 | 1 | | 21 |
| Lost and Found - Airport/TSA | 2 | | 6 | 1 | 1 | 4 | 1 | 1 | 2 | 2 | 1 | | 21 |
| Mishandling of Passenger Property | 60 | 45 | 54 | 66 | 40 | 30 | 3 | 1 | 1 | 5 | 13 | 11 | 329 |
| Mishandling of Passenger Property - Dam | 7 | 6 | 2 | 6 | | 1 | | | | | 1 | | 23 |
| Mishandling of Passenger Property - Dam | 52 | 30 | 50 | 56 | 35 | 27 | 3 | 1 | 1 | 5 | 11 | 10 | 281 |
| Mishandling of Passenger Property - Disa | 1 | 9 | 2 | 4 | 5 | 2 | | | | | 1 | 1 | 25 |
| Patdown | 9 | 5 | 9 | 10 | 4 | 1 | | 1 | 1 | | | | 40 |
| Patdown - Flyer | 7 | 5 | 7 | 9 | 4 | 1 | | 1 | 1 | | | | 35 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Patdown - Flyer as Observer | 1 | | 1 | | | | | | | | | | 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 /Developm | | 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) - Medically | 1 | 2 | 1 | 1 | 1 | 1 | | | | | | 1 | 8 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 1 | 3 | 1 | 2 | 1 | | | | | | 2 | 11 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | 3 | | | | | | | 1 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | 1 | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Ite | 9 | 5 | 8 | 5 | 4 | 1 | | | | 2 | 1 | | 35 |
| Property - Special Handling - Damaged Ite | 13 | 9 | 9 | 13 | 9 | 1 | 2 | 1 | 4 | 3 | 3 | 6 | 73 |
| Property - Special Handling - Missing Item | 9 | 4 | 7 | 8 | 5 | 9 | | 1 | 3 | 3 | 4 | 3 | 56 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **53** | **50** | **48** | **49** | **49** | **56** | **90** | | | | | | **395** |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| Animals | | | 1 | | | | | | | | | | 1 |
| Animals - Carry-On | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 3 | 2 | 3 | 1 | 4 | 2 | 3 | | | | | | 18 |
| Civil Rights - Age | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | 1 | | | | | | | | | | 1 |
| Civil Rights - National Origin | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 1 | 1 | | 4 | 2 | 1 | | | | | | 10 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | 1 | | | | | | 2 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Claims | | | | | | 2 | | | | | | | 2 |
| Claims - General | | | | | | 2 | | | | | | | 2 |
| Customer Service | 8 | 7 | 12 | 15 | 12 | 11 | 21 | | | | | | 86 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 8 | 7 | 12 | 14 | 12 | 10 | 21 | | | | | | 84 |
| DHS TRIP | | | | 2 | | | | | | | | | 2 |
| DHS TRIP - General | | | | 2 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 7 | 2 | 8 | 22 | | | | | | 39 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | 1 | | 4 | | | | | | 5 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 7 | 1 | 8 | 18 | | | | | | 34 |
| Flying Armed | | | | | | | 1 | | | | | | 1 |
| Flying Armed - General | | | | | | | 1 | | | | | | 1 |
| Hazardous Materials Safety | | | | 1 | 3 | 2 | 3 | | | | | | 9 |
| Hazardous Materials Safety - General | | | | 1 | 3 | 2 | 3 | | | | | | 9 |
| Locks | 3 | | 1 | 3 | 2 | 1 | 2 | | | | | | 12 |
| Locks - Missing or Damaged Lock | 3 | | 1 | 3 | 2 | 1 | 2 | | | | | | 12 |
| 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 | 16 | 9 | 14 | 7 | 3 | 1 | 5 | | | | | | 55 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 2 | | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 12 | 9 | 12 | 7 | 2 | 1 | 4 | | | | | | 47 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 2 | | | | 1 | | | | | | | | 3 |
| No Jurisdiction | | | | 3 | 1 | 1 | | | | | | | 5 |
| No Jurisdiction - Refer to CBP | | | | 1 | | 1 | | | | | | | 2 |
| 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 | | | | | | 7 |
| Patdown - Children | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | 1 | | 1 | | 2 | | | | | | | | 4 |
| Patdown - General | | | | | 2 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 6 | 2 | | 1 | 2 | | | | | | | 12 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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) - Medically | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 3 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | 2 | | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 1 | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items | | | 1 | | 1 | | | | | | | | 2 |
| 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 | | | | | | 82 |
| Property - Special Handling - Damaged It | 1 | 1 | | | 1 | 1 | 1 | | | | | | 5 |
| Property - Special Handling - Damaged It | 1 | 3 | 1 | 5 | 1 | 4 | 6 | | | | | | 21 |
| Property - Special Handling - Missing Item | 2 | 3 | | | 2 | 6 | 5 | | | | | | 18 |
| Property - Special Handling - Missing Item | 5 | 10 | 4 | 1 | 1 | 8 | 9 | | | | | | 38 |
| Screening | 10 | 8 | 7 | 1 | 11 | 5 | 10 | | | | | | 52 |
| Screening - Children | | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | | | 1 | | 4 | | 2 | | | | | | 7 |
| Screening - International Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | 2 | | 2 | | | | | | 4 |
| Screening - Procedures/Process | 9 | 6 | 5 | 1 | 4 | 4 | 5 | | | | | | 34 |
| Screening - Retrieving Abandoned/Confis | 1 | 2 | | | | | | | | | | | 3 |
| Screening - Traveling with Cash | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **JHM** | | | | **3** | | | **2** | | **1** | | | **1** | **7** |
| **2018** | | | | | | | **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 |
| **2019** | | | | **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 Bag | | | | 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 Item | 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 It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **JMS** | | | | **2** | | **2** | **1** | | | | **2** | | **7** |
| **2018** | | | | **1** | | **1** | | | | | **1** | | **3** |
| 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 |
| Request for Assistance | | | | | | | | | | | 1 | | 1 |
| Request for Assistance - Other | | | | | | | | | | | 1 | | 1 |
| **2019** | | | | **1** | | | **1** | | | | **1** | | **3** |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | | | 1 | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | 1 | | | | 1 | | 3 |
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **JNU** | **7** | **3** | **5** | **12** | **6** | **3** | **5** | **7** | **13** | **11** | **15** | **6** | **93** |
| **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--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 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 | | | | 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 Item | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | 1 | | | | | 1 | 1 | 2 | 1 | 2 | 9 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | 1 | | 1 | | | | | 1 | 1 | 1 | 1 | 1 | 7 |
| Screening - Security Breach | | | | | | | | | | | | 1 | 1 |
| **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 Lug | | | | 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** | | | | | | | | **10** |
| Customer Service | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service - TSO | | | 1 | 1 | | | | | | | | | 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 | | | | | | | | 4 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **JQF** | **2** | **1** | **1** | **1** | **1** | | | **2** | | | **2** | **2** | **12** |
| **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 Checke | | | | 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 - Checl | | 1 | | | | | | | | | | | 1 |
| **2021** | **1** | | | | **1** | | | | | | | | **2** |
| Call Disconnect/Dropped/Wrong Number | | | | | 1 | | | | | | | | 1 |
| Call Disconnect/Dropped/Wrong Number - General | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **26** | **25** | **23** | **21** | **26** | **381** |
| **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 Bag | | | | 3 | 5 | 5 | 4 | 4 | 2 | 1 | 1 | 4 | 29 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | | 1 | | | | 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 | 10 |
| Screening | | | | 2 | 5 | 4 | 9 | 4 | | 1 | 2 | 3 | 30 |
| Screening - Inconsistency | | | | | 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 Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 3 | 2 | 4 | 2 | 3 | 2 | 5 | 2 | 3 | 3 | 32 |
| 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 Ca | | | 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 | 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-C | | 1 | 1 | | | | | | | 2 | | 1 | 5 |
| Property - Special Handling - Missing Item | 1 | 1 | 1 | 3 | | | | | 1 | 2 | 3 | 1 | 13 |
| Screening | | 1 | 1 | 2 | | | 3 | 1 | 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 Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 4 | 2 | 4 | 1 | 4 | 5 | 1 | | 1 | | 1 | 1 | 24 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 1 | | 1 | | | | | | | | 3 |
| Patdown | | 1 | 1 | | 2 | | | | | | | 1 | 5 |
| Patdown - Children | | | | | | | | | | | | 1 | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 Wheelch | | | 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 - Carry | | 1 | | | 2 | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checl | | 2 | 3 | 1 | | 1 | | | | | | | 7 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **1** | **1** | **1** | **3** | **2** | **3** | **6** | | | | | | **17** |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | 2 | | 2 | 1 | | | | | | 5 |
| Customer Service - TSO | | | | 2 | | 2 | 1 | | | | | | 5 |
| Expedited Passenger Screening Program | | | | | | | 2 | | | | | | 2 |
| 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/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 1 | | | | 1 | 1 | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **KTN** | **3** | **3** | **1** | | | **4** | **5** | **3** | **3** | **5** | **3** | **4** | **34** |
| **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 |
| 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--C | | | 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 Iten | 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/Missi | | 1 | | | | | | | | 1 | | 1 | 3 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| **2021** | **2** | | | | | **2** | **1** | | | | | | **5** |
| Customer Service | 2 | | | | | 1 | 1 | | | | | | 4 |
| Customer Service - TSO | 2 | | | | | 1 | 1 | | | | | | 4 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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--C | | | 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 - At | | 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) - Medically | 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** | | | | **1** | | | **2** | **1** | **7** |
| **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 Checke | | | | 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--C | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LAS** | **410** | **328** | **351** | **466** | **462** | **431** | **370** | **284** | **282** | **320** | **355** | **301** | **4,360** |
| **2018** | | | | **150** | **148** | **136** | **129** | **126** | **134** | **134** | **143** | **88** | **1,188** |
| 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 Lug | | | | 6 | 5 | 5 | 4 | 5 | 5 | 6 | 4 | 1 | 41 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 | 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 |
| **2019** | **162** | **127** | **134** | **107** | **116** | **141** | **152** | **146** | **111** | **126** | **158** | **136** | **1,616** |
| 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 Discrimina | 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 Identity- | 2 | 1 | | 1 | 1 | | 1 | 2 | 2 | 1 | 4 | 4 | 19 |
| Civil Rights - Sexual Orientation - Not Tra | 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 - Dam | 6 | 4 | 11 | 7 | 6 | 8 | 9 | 5 | 4 | 6 | 3 | 6 | 75 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 11 | 4 | 5 | 5 | 3 | 3 | 8 | 1 | 2 | 4 | 5 | 5 | 56 |
| 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 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Patdown - 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 Ca | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 1 | | 1 | | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 2 | | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - General | | | 1 | 1 | 1 | 1 | | 1 | 1 | | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | 1 | | 1 | | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Internal Medical Dev | | 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 Supplies | | | | | 1 | | 1 | | | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | 1 | 1 | 4 | | 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 (pair | | 1 | | 1 | 1 | | | | 1 | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Ite | 4 | 3 | 6 | 8 | 5 | 4 | 5 | 3 | 4 | 3 | 5 | 3 | 53 |
| Property - Special Handling - Damaged Ite | 8 | 4 | 6 | 5 | 4 | 10 | 8 | 6 | 7 | 4 | 8 | 11 | 81 |
| Property - Special Handling - Missing Item | 7 | 8 | 6 | 2 | 15 | 3 | 6 | 3 | 6 | 5 | 7 | 8 | 76 |
| Property - Special Handling - Missing Item | 16 | 9 | 11 | 14 | 6 | 16 | 18 | 18 | 18 | 13 | 13 | 18 | 170 |
| Request for Assistance | | | | | | | 1 | | 1 | | | | 2 |
| Request for Assistance - Other | | | | | | | 1 | | 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 | | | | | | | 1 | | | 2 | 6 |
| Screening - Lengthy Lines | 2 | 3 | 2 | | | 1 | 2 | | 1 | 1 | 1 | 1 | 14 |
| Screening - Procedures/Process | 15 | 10 | 12 | 4 | 4 | 12 | 17 | 16 | 9 | 11 | 15 | 6 | 131 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | 1 | | | 1 | | | | 3 | 1 | 6 |
| Screening - Security Breach | | 1 | | | | 2 | | 1 | | 4 | 2 | 1 | 11 |
| Screening - Traveling with Cash | | | | | | | 1 | | | | | | 1 |
| **2020** | **165** | **138** | **180** | **164** | **157** | **80** | **11** | **12** | **37** | **60** | **54** | **77** | **1,135** |
| 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 Discrimina | 5 | 1 | 6 | 1 | 3 | 1 | 1 | 1 | 4 | 1 | 2 | 1 | 27 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transg | | 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 - Dam | 4 | 6 | 9 | 8 | 9 | 7 | 2 | | 3 | 3 | 3 | | 54 |
| Mishandling of Passenger Property - Dam | 22 | 15 | 25 | 26 | 27 | 11 | 2 | 1 | 6 | 6 | 7 | 7 | 155 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Disa | 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 /Developm | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | 1 | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - At | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 3 | 1 | | 1 | 5 | | | | | 1 | 1 | | 12 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | 2 | 4 | 3 | | | | | | | 1 | 11 |
| Persons w/ Disabilities (PWD) - Ostomy/C | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 Av | 1 | | 1 | | 1 | | | | | | 1 | 1 | 5 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Ite | 7 | 8 | 10 | 14 | 9 | 7 | | | | 2 | 1 | 3 | 61 |
| Property - Special Handling - Damaged Ite | 9 | 6 | 5 | 9 | 4 | 1 | 1 | 1 | 3 | 8 | 1 | 4 | 52 |
| Property - Special Handling - Missing Item | 20 | 13 | 11 | 3 | 13 | 4 | 1 | 1 | 2 | 9 | 2 | 9 | 88 |
| Property - Special Handling - Missing Item | 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 Empl | 1 | 1 | | 1 | | | | | | | | | 3 |
| 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 Items | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Screening - Security Breach | 2 | | | 2 | 2 | | | | | 1 | | 1 | 8 |
| **2021** | **83** | **63** | **37** | **45** | **41** | **74** | **78** | | | | | | **421** |
| Additional Information Required/Insufficient Information | | | | | 1 | | | | | | | | 1 |
| Additional Information Required/Insufficient Information - EMAIL ONLY | | | | | 1 | | | | | | | | 1 |
| Civil Rights | 3 | 3 | 2 | | 1 | 3 | 5 | | | | | | 17 |
| Civil Rights - Age | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 3 | 2 | | | 1 | 3 | | | | | | 10 |
| 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 | | | | | | 115 |
| Customer Service - CSM | | | | | | | 1 | | | | | | 1 |
| Customer Service - Others | 3 | 4 | 1 | 1 | | | | | | | | | 9 |
| Customer Service - TSO | 23 | 16 | 10 | 11 | 13 | 18 | 14 | | | | | | 105 |
| Expedited Passenger Screening Program | | | 3 | 5 | 5 | 11 | 20 | | | | | | 44 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | | 2 | 5 | | | | | | 8 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 3 | 4 | 5 | 8 | 15 | | | | | | 35 |
| Expedited Passenger Screening Program - TSA/DHS Employees - Opt In | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements | 1 | | 1 | | | | | | | | | | 2 |
| Identification (ID) Requirements - Domest | 1 | | | | | | | | | | | | 1 |
| Identification (ID) Requirements - ID Matching Ticket and Boardi | | | 1 | | | | | | | | | | 1 |
| Locks | 1 | 2 | | | | 1 | | | | | | | 4 |
| Locks - Missing or Damaged Lock | 1 | 2 | | | | 1 | | | | | | | 4 |
| 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 | | | | | | 60 |
| Mishandling of Passenger Property - Dam | 3 | 1 | | 6 | 1 | 3 | 8 | | | | | | 22 |
| Mishandling of Passenger Property - Dam | 7 | 10 | 2 | 3 | 3 | 4 | 5 | | | | | | 34 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 1 | | | 2 | | | | | | | 4 |
| No Jurisdiction | | | | 1 | | 1 | | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | | 1 | | 1 | | | | | | | 2 |
| Patdown | | 3 | 1 | | 1 | 2 | 1 | | | | | | 8 |
| Patdown - Flyer | | 2 | 1 | | | 2 | 1 | | | | | | 6 |
| Patdown - General | | | | | 1 | | | | | | | | 1 |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 6 | 4 | 3 | | | 3 | 5 | | | | | | 21 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - General | 2 | | | | | | | | | | | | 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 | | 1 | | | | | 2 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | | | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | 1 | 1 | | | 1 | | | | | | | 4 |
| Prohibited & Permitted Items | | 2 | | | | | 1 | | | | | | 3 |
| Prohibited & Permitted Items - Electronic Devices | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Firearm/Ammunition | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 22 | 13 | 3 | 7 | 6 | 14 | 8 | | | | | | 73 |
| Property - Special Handling - Damaged Ite | 3 | 3 | 1 | 2 | 1 | 6 | 3 | | | | | | 19 |
| Property - Special Handling - Damaged Ite | 3 | 1 | 1 | 1 | 2 | | 2 | | | | | | 10 |
| Property - Special Handling - Missing Item | 4 | 4 | 1 | 2 | | 3 | | | | | | | 14 |
| Property - Special Handling - Missing Item | 12 | 5 | | 2 | 3 | 5 | 3 | | | | | | 30 |
| Screening | 13 | 3 | 6 | 9 | 8 | 12 | 9 | | | | | | 60 |
| Screening - Inconsistency | | | | 2 | 5 | 1 | 1 | | | | | | 9 |
| Screening - Lengthy Lines | 1 | | 2 | 3 | 1 | 1 | 1 | | | | | | 9 |
| Screening - Procedures/Process | 12 | 3 | 4 | 4 | 2 | 9 | 7 | | | | | | 41 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LAW** | | **1** | **1** | **1** | **1** | | **2** | **3** | **1** | **3** | **1** | **1** | **15** |
| **2018** | | | | | | | | **1** | **1** | **2** | **1** | **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 Trans( | | 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** | **409** | **494** | **511** | **492** | **355** | **5,992** |
| **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 |
| 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 | 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 Lug | | | | 4 | 5 | 5 | 7 | 4 | 2 | 9 | 8 | 3 | 47 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 Scoot | | | | 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 | | 1 | | | | 3 |
| Civil Rights - Racial Profiling or Discrimina | 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 Identity- | 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Identification (ID) Requirements | | | | | | | | | | | | 1 | 1 |
| Identification (ID) Requirements - 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 - Dam | 2 | 3 | 4 | 4 | 4 | 5 | 6 | 4 | 7 | 3 | 3 | 5 | 50 |
| Mishandling of Passenger Property - Dam | 47 | 29 | 60 | 47 | 27 | 45 | 40 | 29 | 42 | 43 | 39 | 30 | 478 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 2 | | | 2 | 1 | 2 | | | | | 8 |
| Mishandling of Passenger Property - Disa | 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 | | | | | | | | | | 2 |
| Patdown - General | | | | | | | | | 1 | | | | 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 | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | 1 | | | | | 1 | | 1 | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 1 | 1 | | | 1 | 1 | | 1 | 1 | 3 | | 9 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | 1 | | | | 2 | 1 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - General | 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) - Medical D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | | | 1 | 1 | | 5 | 3 | | 2 | 14 |
| Persons w/ Disabilities (PWD) - Metal Imp | 2 | 1 | 1 | | | | | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Mobility D | 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) - Service A | 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) - Wheelcha | 1 | | | | 1 | 2 | 3 | 1 | 5 | 1 | 2 | | 16 |
| Prohibited & Permitted Items | | | | | | | | | | | | 1 | 1 |
| Prohibited & Permitted Items - General | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | 61 | 68 | 63 | 40 | 30 | 53 | 53 | 56 | 57 | 51 | 52 | 44 | 628 |
| Property - Special Handling - Damaged Ite | 9 | 11 | 6 | 3 | 2 | 5 | | 2 | 6 | 5 | 4 | 5 | 58 |
| Property - Special Handling - Damaged Ite | 14 | 15 | 13 | 10 | 9 | 6 | 14 | 8 | 13 | 11 | 19 | 14 | 146 |
| Property - Special Handling - Missing Item | 14 | 15 | 15 | 10 | 3 | 12 | 14 | 15 | 8 | 9 | 13 | 5 | 133 |
| Property - Special Handling - Missing Item | 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 Items | | 3 | 1 | | | | | 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 |
| **2020** | **194** | **141** | **239** | **201** | **165** | **101** | **21** | **26** | **42** | **64** | **66** | **46** | **1,306** |
| 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 Discrimina | 3 | | 1 | 2 | 4 | 1 | | | | | 4 | | 15 |
| Civil Rights - Screening of Religious or Cultural Garm | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | 1 | 3 | 3 | 2 | | | | | | 2 | 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 - Dam | 3 | 3 | 5 | 2 | 4 | 1 | | | 1 | 1 | | | 20 |
| Mishandling of Passenger Property - Dam | 52 | 27 | 63 | 38 | 26 | 19 | 3 | 7 | 8 | 8 | 6 | 8 | 265 |
| Mishandling of Passenger Property - Disa | 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 |
| Patdown - Flyer | 7 | 10 | 9 | 5 | 4 | 2 | 1 | | 1 | 2 | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 Dev | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic | | | | 1 | 2 | | | 1 | | 1 | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | 2 | 1 | 1 | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | | 1 | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Visual Im | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 It | 2 | 6 | 6 | 8 | 2 | 1 | 2 | | | | 1 | 2 | 30 |
| Property - Special Handling - Damaged It | 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 | 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/Confis | 1 | | 1 | | | | | | 1 | | | 1 | 4 |
| Screening - Security Breach | 1 | | 3 | 2 | | | 1 | | 1 | | | | 8 |
| **2021** | **74** | **59** | **50** | **36** | **41** | **72** | **90** | | | | | | **422** |
| Airline | | | | | | 2 | 2 | | | | | | 4 |
| Airline - Lost Baggage | | | | | | 1 | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | 2 | | | | | | 3 |
| Civil Rights | | 2 | 6 | 1 | 1 | 3 | 3 | | | | | | 16 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | 3 | 1 | 1 | 2 | 2 | | | | | | 10 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | | | | | 1 | 1 | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 1 | 3 | | | | | | | | | | 4 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 6 | 9 | 13 | 10 | 11 | 4 | 12 | | | | | | 65 |
| Customer Service - Others | | 1 | | 1 | | | 1 | | | | | | 3 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 6 | 8 | 13 | 8 | 11 | 4 | 11 | | | | | | 61 |
| DHS TRIP | | | 1 | | | | | | | | | | 1 |
| DHS TRIP - General | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 2 | 3 | 7 | 17 | 26 | | | | | | 55 |
| Expedited Passenger Screening Program - DoD | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 2 | 4 | | | | | | 6 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 3 | 7 | 14 | 22 | | | | | | 48 |
| 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 | | | | | | 5 |
| Identification (ID) Requirements - Domest | 1 | 1 | 1 | | | 1 | 1 | | | | | | 5 |
| Locks | 3 | 4 | 2 | | 2 | 2 | 1 | | | | | | 14 |
| Locks - Missing or Damaged Lock | 3 | 4 | 2 | | 2 | 2 | 1 | | | | | | 14 |
| Lost and Found | 2 | | 2 | | 1 | 1 | | | | | | | 6 |
| Lost and Found - Airport/TSA | 2 | | 2 | | 1 | 1 | | | | | | | 6 |
| Mishandling of Passenger Property | 12 | 15 | 13 | 10 | 6 | 9 | 4 | | | | | | 69 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 6 | 4 | | 4 | | | | | | | 15 |
| Mishandling of Passenger Property - Dam | 10 | 12 | 7 | 6 | 5 | 4 | 4 | | | | | | 48 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 2 | 2 | | | | 1 | | | | | | | 5 |
| 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 | 2 | 2 | | | 3 | 5 | | | | | | 13 |
| Patdown - Children | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | 1 | 2 | 2 | | | 2 | 5 | | | | | | 12 |
| Persons w/ Disabilities (PWD) | 7 | 2 | 1 | 3 | | 4 | 7 | | | | | | 24 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 3 | 1 | | | | 1 | 1 | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Mobility D | 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) - Touch Aversion (pain/trauma) | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | 2 | | | | | | | 2 |
| Prohibited & Permitted Items | | 1 | 1 | | | 1 | 2 | | | | | | 5 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Breast Milk/Baby Form | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beverages | | | | | | 1 | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects | | | | | | | 1 | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 - Marijuana | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 29 | 18 | 2 | 4 | 6 | 14 | 12 | | | | | | 85 |
| Property - Special Handling - Damaged Ite | 4 | 2 | | 1 | | | 1 | | | | | | 8 |
| Property - Special Handling - Damaged Ite | 7 | 1 | 1 | 2 | 3 | 5 | 3 | | | | | | 22 |
| Property - Special Handling - Missing Item | 5 | 3 | | 1 | | 2 | 4 | | | | | | 15 |
| Property - Special Handling - Missing Item | 13 | 12 | 1 | | 3 | 7 | 4 | | | | | | 40 |
| Screening | 13 | 5 | 3 | 2 | 6 | 10 | 14 | | | | | | 53 |
| Screening - Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | 1 | 1 | 1 | | 3 | 1 | | | | | | 7 |
| Screening - Lengthy Lines | | | | | 1 | | 1 | | | | | | 2 |
| Screening - Procedures/Process | 12 | 4 | 2 | 1 | 5 | 6 | 11 | | | | | | 41 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LBB** | **10** | **6** | **13** | **7** | **6** | **2** | **5** | **13** | **8** | **8** | **6** | **12** | **96** |
| **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 | | 1 | | | 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** | **8** | **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--U | | | 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) - Medically | 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 | 2 | 14 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | 1 | 2 | 1 | 1 | | | 1 | | 1 | 1 | | 2 | 10 |
| Screening - Retrieving Abandoned/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/Missi | | 1 | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Disa | 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** | | | | | | | | **6** |
| 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 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Screening | | | 2 | | | | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LBE** | | | **2** | **3** | **3** | **3** | **3** | | **2** | **1** | | | **17** |
| **2018** | | | | **2** | **1** | **1** | **3** | | **1** | | | | **8** |
| Customer Service | | | | | 1 | | 1 | | 1 | | | | 3 |
| Customer Service - TSO | | | | | 1 | | 1 | | 1 | | | | 3 |
| Mishandling of Passenger Property | | | | 1 | | 1 | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | 1 | 1 | | | | | | 3 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| **2019** | | | **2** | | **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 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | | 1 | | | | | | | | 2 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | 1 |
| **2020** | | | | **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 - 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LBF** | | | **1** | **1** | | | | **1** | | | **1** | **2** | **6** |
| **2018** | | | | | | | | **1** | | | **1** | | **2** |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| **2019** | | | | | | | | | | | | **1** | **1** |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| **2020** | | | | **1** | | | | | | | | **1** | **2** |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 Discrimina | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 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** | **2** | **3** | **2** | | **21** |
| **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** | | | | | | | | **5** |
| 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 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| 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** | **3** | **3** | **6** | **2** | **33** |
| **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--U | | | 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 |
| Property - Special Handling - Missing Items - Carry-C | | 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 - Carry-C | | 1 | 1 | | | | | | | | | | 2 |
| 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 - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LEB** | | | **2** | **1** | | | | | | | | | **3** |
| **2018** | | | | **1** | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | | | | | | | | 1 |
| **2019** | | | **1** | | | | | | | | | | **1** |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| **2020** | | | **1** | | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LEX** | **5** | **6** | **5** | **9** | **5** | **6** | **13** | **6** | **14** | **5** | **10** | **9** | **93** |
| **2018** | | | | **4** | **3** | **5** | **4** | **3** | **7** | **2** | **4** | **2** | **34** |
| 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 Bag | | | | 1 | | 2 | | | 1 | | | | 4 |
| 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 |
| 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 |
| **2019** | **4** | **3** | **4** | **2** | **1** | **1** | **8** | **3** | **6** | **3** | **3** | **7** | **45** |
| Civil Rights | 1 | | | 1 | | | | | | | | | 2 |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Customer Service | 2 | | 1 | | 1 | | 4 | 1 | 2 | | 1 | 2 | 14 |
| Customer Service - Others | | | 1 | | | | 1 | | 1 | | | | 3 |
| Customer Service - TSO | 2 | | | | 1 | | 3 | 1 | 1 | | 1 | 2 | 11 |
| Locks | | 1 | | 1 | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | 1 | | | | 1 | | 2 | | | 3 | 8 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | 1 | | 2 | | | 3 | 8 |
| Patdown | | | | | | | | | 1 | | 1 | 2 | 4 |
| Patdown - Flyer | | | | | | | | | 1 | | 1 | 2 | 4 |
| Property - Special Handling | | 1 | 1 | | | | 1 | 1 | | 2 | | | 6 |
| Property - Special Handling - Damaged Items - Checl | | 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 |
| **2020** | | **3** | **1** | **3** | **1** | | | | **1** | | **3** | | **12** |
| Customer Service | | 2 | | | | | | | | | 2 | | 4 |
| Customer Service - TSO | | 2 | | | | | | | | | 2 | | 4 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | | | | 2 | 1 | | | | | | 1 | | 4 |
| Screening - Procedures/Process | | | | 2 | 1 | | | | | | 1 | | 4 |
| **2021** | **1** | | | | | | **1** | | | | | | **2** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LFT** | **8** | **8** | **5** | **4** | **6** | **7** | **6** | **12** | **9** | **5** | **7** | **4** | **81** |
| **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 | | 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--C | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| **2021** | | | **1** | | **1** | **1** | **1** | | | | | | **4** |
| Customer Service | | | 1 | | 1 | | | | | | | | 2 |
| Customer Service - Others | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | 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 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LGA** | **191** | **167** | **190** | **203** | **179** | **217** | **222** | **177** | **201** | **217** | **213** | **161** | **2,338** |
| **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 |
| 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 Lug | | | | 5 | 1 | 2 | 3 | 1 | | 2 | | | 14 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 Disability | | | | 1 | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | 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 Supplies | | | | | 1 | | 1 | 1 | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 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 | | | 1 | | | 1 | | 5 |
| Civil Rights - Headwear | | 1 | | | | | | | | | | | 1 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 - Dam | 1 | 4 | 2 | 1 | 3 | 3 | 1 | | 1 | 2 | | 2 | 20 |
| Mishandling of Passenger Property - Dam | 8 | 8 | 11 | 3 | 2 | 6 | 9 | 8 | 10 | 10 | 8 | 8 | 91 |
| Mishandling of Passenger Property - Disa | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 3 | 3 | 1 | | 4 | 20 |
| Patdown | 4 | 6 | | 1 | 2 | 7 | 6 | 4 | 5 | 5 | 5 | 2 | 47 |
| Patdown - Children | | | | | 1 | | | | 1 | 1 | | | 3 |
| Patdown - Flyer | 3 | 6 | | 1 | | 6 | 6 | 4 | 3 | 4 | 5 | 2 | 40 |
| Patdown - Flyer as Observer | 1 | | | | | 1 | | | | | | | 2 |
| Patdown - Non-Flyer | | | | | 1 | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | 5 | 6 | 6 | 3 | 3 | 5 | 7 | 7 | 8 | 8 | 8 | 5 | 71 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | 2 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | 2 | | | | | | | | | | | | 2 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | | | | 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 Imp | 1 | 1 | | 1 | | | 2 | | | | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 2 | | 1 | | 2 | 1 | | 1 | 3 | 3 | | 13 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 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) - Wheelcha | 1 | 2 | | | | | | 4 | 2 | 1 | 1 | 1 | 12 |
| Prohibited & Permitted Items | | | | | | | | | | | | 1 | 1 |
| Prohibited & Permitted Items - Chemical/Household Products | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | 13 | 9 | 11 | 12 | 9 | 10 | 16 | 20 | 11 | 9 | 15 | 12 | 147 |
| Property - Special Handling - Damaged Ite | 3 | 3 | | 1 | 1 | 2 | 4 | 3 | 2 | 2 | | 1 | 22 |
| Property - Special Handling - Damaged Ite | 2 | 3 | 2 | | 2 | 4 | 2 | 4 | 4 | 2 | 3 | 2 | 30 |
| Property - Special Handling - Missing Item | 4 | 1 | 2 | 6 | 2 | 2 | 7 | 5 | 3 | 3 | 8 | 6 | 49 |
| Property - Special Handling - Missing Item | 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 | | | 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 |
| **2020** | **76** | **76** | **82** | **51** | **60** | **34** | **2** | **5** | **22** | **28** | **28** | **28** | **492** |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 4 | 3 | 4 | 3 | 1 | 4 | | | 2 | 1 | 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 Discrimina | 1 | 1 | 1 | 1 | | 3 | | | 1 | | 1 | | 9 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 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/Missi | | 2 | 1 | | 1 | | | | | 1 | 1 | 3 | 9 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 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) - Cancer (g | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/C | 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 Imp | 1 | | | 1 | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | 4 | 1 | | | | 1 | | | 6 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respiratory and Inha | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | 2 | 3 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | 1 | 1 | | | 1 | | | | | | | 5 |
| Property - Special Handling | 12 | 10 | 13 | 11 | 5 | 6 | | | 5 | 6 | 9 | 9 | 86 |
| Property - Special Handling - Damaged Items - Carry | | 1 | 4 | 2 | 2 | | | | | | | 1 | 10 |
| Property - Special Handling - Damaged Ite | 3 | | 3 | 1 | 1 | | | | 2 | 2 | 6 | 1 | 19 |
| Property - Special Handling - Missing Item | 4 | 6 | 3 | 2 | 1 | 3 | | | 1 | 1 | 1 | 1 | 23 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 |
| **2021** | **35** | **16** | **28** | **21** | **21** | **24** | **31** | | | | | | **176** |
| Additional Information Required/Insufficient Information | | | | 1 | | | | | | | | | 1 |
| Additional Information Required/Insufficient Information - EMAIL ONLY | | | | 1 | | | | | | | | | 1 |
| Civil Rights | | 1 | 1 | | 1 | 4 | 2 | | | | | | 9 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | | 2 | 1 | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans( | | 1 | | | | 2 | | | | | | | 3 |
| Customer Service | 9 | 3 | 12 | 6 | 3 | | 4 | | | | | | 37 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | 2 | | 1 | | | | | | | | | | 3 |
| Customer Service - TSO | 7 | 3 | 10 | 6 | 3 | | 4 | | | | | | 33 |
| Expedited Passenger Screening Program | | | 5 | | 1 | 7 | 6 | | | | | | 19 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 5 | | 1 | 7 | 6 | | | | | | 19 |
| General Aviation | | | | 1 | | | | | | | | | 1 |
| General Aviation - General | | | | 1 | | | | | | | | | 1 |
| Hazardous Materials Safety | | | | 1 | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | | 1 | | | | | | | | | 1 |
| 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 | 11 | 2 | 1 | 1 | 3 | | 1 | | | | | | 19 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 1 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 8 | 1 | | 1 | 3 | | | | | | | | 13 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | 1 | | | | | | 2 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | 1 | | | 1 | | | | | | 2 |
| Patdown - Flyer | | | | 1 | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | 2 | 1 | 1 | 1 | 2 | | | | | | 8 |
| 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) - Service A | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 1 | 2 | | | 1 | | | | | | 4 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Medication/Prescription/Medically Necessary | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Remains | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 13 | 7 | 1 | 2 | 8 | 7 | 9 | | | | | | 47 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 5 | 2 | | 1 | 4 | 2 | 1 | | | | | | 15 |
| Property - Special Handling - Missing Item | 3 | 2 | | | 1 | 3 | 8 | | | | | | 17 |
| Property - Special Handling - Missing Item | 5 | 3 | 1 | 1 | 2 | 2 | | | | | | | 14 |
| Screening | 1 | 2 | 4 | 4 | 4 | 4 | 4 | | | | | | 23 |
| Screening - Inconsistency | | | | | 2 | | | | | | | | 2 |
| Screening - Lengthy Lines | | 1 | 1 | | 1 | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | 2 | 4 | 1 | 4 | 4 | | | | | | 17 |
| 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** | **14** | **13** | **20** | **12** | **16** | **198** |
| **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 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) - 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 Discrimina | 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 | | 1 | | | 10 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 3 | | 1 | 2 | | 1 | | | 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 /Developm | | 1 | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 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--C | | | 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 Impairment | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | 1 | | 2 | 1 | | | | | 1 | | 6 |
| Property - Special Handling - Damaged Items - Checked | | | | | 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 Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | 1 | 1 | | | | | | | 3 |
| Screening | | | 1 | | 1 | 1 | | | | | | | 3 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| **2021** | | **1** | **2** | | **3** | **3** | **5** | | | | | | **14** |
| Civil Rights | | | | | | | 2 | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 2 | | | | | | 2 |
| Customer Service | | | 1 | | 2 | 1 | | | | | | | 4 |
| Customer Service - TSO | | | 1 | | 2 | 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/Missi | | 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 | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LIH** | **26** | **24** | **15** | **31** | **41** | **33** | **26** | **24** | **19** | **31** | **12** | **18** | **300** |
| **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 | | 2 | | | 1 | 6 |
| Locks - Missing or Damaged Lock | | | | | 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 Bag | | | | 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 | 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 | | 1 | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | 1 | | | | | | | 1 | 3 |
| 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/Missi | | 1 | | 4 | 2 | 2 | | 2 | 2 | 4 | | 2 | 19 |
| Mishandling of Passenger Property - Disa | 1 | | | | 1 | 1 | 1 | 2 | | | | | 6 |
| Patdown | 1 | 1 | | | | 1 | 1 | 1 | | 1 | | | 6 |
| Patdown - Flyer | 1 | 1 | | | | | 1 | 1 | | | | | 4 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | | | 1 | 2 | | | 5 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast 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 - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | 1 | 1 | | | 1 | 1 | | 5 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 2 | | | 1 | 1 | | 1 | | 5 |
| Property - Special Handling - Missing Iten | 2 | 2 | | | | | 2 | | | 2 | 1 | | 9 |
| Screening | 3 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 2 | 3 | | 3 | 22 |
| Screening - Lengthy Lines | 2 | 1 | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | 2 | 1 | 1 | 2 | 2 | 1 | 2 | 3 | | 3 | 19 |
| **2020** | **13** | **9** | **6** | **13** | **19** | **7** | **1** | | **2** | **5** | | **1** | **76** |
| 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 | 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/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 1 | 3 | 3 | 1 | | | | 2 | | | 13 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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) - Mobility D | 2 | | | | | | | | 1 | | | | 3 |
| Property - Special Handling | | | 2 | 2 | 3 | 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 | | | | | | 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** | | | | | | **13** |
| Civil Rights | | | | | | 1 | 1 | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | | | 2 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Screening | 1 | 1 | | | | 2 | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LIT** | **21** | **12** | **18** | **21** | **18** | **21** | **14** | **8** | **13** | **22** | **13** | **21** | **202** |
| **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 Bag | | | | 2 | 1 | | 1 | | | | 1 | 2 | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 Medic | | | | 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 | 23 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 2 | 2 | | 3 | 1 | 2 | 1 | 1 | | 5 | 20 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | 1 | | | 2 |
| Patdown | | 2 | 1 | | | | | 1 | 3 | 2 | | 1 | 10 |
| Patdown - Flyer | | 1 | 1 | | | | | 1 | 3 | 2 | | 1 | 9 |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | 2 | | 1 | | 1 | | | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | | | | | | | 1 | | | | | 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 | 1 | 14 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | 1 | | 1 | | | | | 3 |
| Property - Special Handling - Damaged It | 2 | | 1 | | 1 | 1 | 1 | | | | | | 6 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | 1 | 2 | | 4 |
| Screening | 2 | 2 | 2 | | | | | 1 | | | 1 | | 8 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | 2 | | | | | 1 | | | 1 | | 6 |
| **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/Missi | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | 2 | | | | 3 | 1 | | 8 |
| 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 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 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 It | 1 | | 1 | 1 | 1 | | | | | | 1 | | 5 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Item | 1 | 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** | | | | | | **29** |
| Civil Rights | | | | | | 2 | 1 | | | | | | 3 |
| Civil Rights - Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | 2 | | | | | | | 2 |
| Customer Service | 2 | | 3 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Service - TSO | 2 | | 3 | | 1 | 1 | | | | | | | 7 |
| Expedited Passenger Screening Program | | | | 1 | 1 | | 2 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | 1 | | 2 | | | | | | 4 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | 2 |
| No Subject | | | 1 | | | | | | | | | | 1 |
| No Subject - General | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 2 | 1 | | | 1 | | | | | | | 4 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Screening | 2 | | | | 1 | 2 | 2 | | | | | | 7 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 2 | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LNK** | | **2** | **3** | **3** | **3** | **3** | **5** | **1** | **2** | **2** | **4** | | **28** |
| **2018** | | | | **1** | **1** | **2** | **3** | | **1** | | **2** | | **10** |
| 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 | | 1 | | | | 3 |
| 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 | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| **2019** | | **1** | **2** | **2** | **1** | **1** | **1** | **1** | **1** | | **2** | | **12** |
| 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 Bag | | | | 1 | | 1 | | 1 | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 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 |
| **2020** | | **1** | **1** | | **1** | | | | | **2** | | | **5** |
| Customer Service | | 1 | | | 1 | | | | | 2 | | | 4 |
| Customer Service - TSO | | 1 | | | 1 | | | | | 2 | | | 4 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LNS** | **1** | | | | | | | **1** | | | **1** | | **3** |
| **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** |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LNY** | **1** | | | **1** | **1** | **2** | **2** | **1** | **1** | | **1** | | **10** |
| **2018** | | | | **1** | | **1** | **1** | **1** | | | **1** | | **5** |
| 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 Bag | | | | 1 | | | 1 | | | | | | 2 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| **2019** | | | | | **1** | | **1** | | **1** | | | | **3** |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| **2020** | **1** | | | | | | | | | | | | **1** |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 Empl | 1 | | | | | | | | | | | | 1 |
| **2020** | **2** | | | **1** | | | | | | | | **1** | **4** |
| Mishandling of Passenger Property | 2 | | | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 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** | **2** | **1** | **5** | **3** | **3** | **23** |
| **2018** | | | | | | **1** | **1** | | **1** | **3** | **1** | **2** | **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** |
| 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 - Carry-On | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LWB** | **1** | | | **1** | | | | **1** | | | **1** | | **4** |
| **2019** | **1** | | | | | | | **1** | | | **1** | | **3** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Tra | 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 Bag | | | | 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 Ite | 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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **LYH** | **5** | **2** | | **4** | **2** | **1** | **4** | **5** | **3** | **5** | **4** | **2** | **37** |
| **2018** | | | | **3** | **2** | | **1** | **3** | **3** | **1** | **2** | **2** | **17** |
| 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 | | | | 2 | 2 | | 1 | 2 | 3 | 1 | | 1 | 12 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | 1 | 1 | 3 | 1 | | 1 | 8 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | 2 | | | 1 | | | | | 4 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| **2019** | **3** | **2** | | | | | **2** | **2** | | **3** | **1** | | **13** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | 1 | | | 2 |
| Customer Service - TSO | | 1 | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | 2 | | | | | | 1 | 2 | | | 1 | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Dam | 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 |
| **2020** | **2** | | | **1** | | **1** | | | | **1** | **1** | | **6** |
| 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 Bag | | | | 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** |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MAF** | **7** | **8** | **7** | **8** | **6** | **10** | **9** | **7** | **7** | **10** | **7** | **7** | **93** |
| **2018** | | | | **3** | **3** | **5** | **2** | **4** | **3** | **6** | **2** | **4** | **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 Bag | | | | 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 | 2 | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | 1 | | 1 | 1 | 1 | 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 |
| 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 Item | 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 Trans | | 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 - Dam | 2 | 1 | 1 | | 1 | 1 | | | | | | 1 | 7 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | 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 It | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | 1 | | | | | | | | 2 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| **2021** | **1** | | | | | **1** | **5** | | | | | | **7** |
| 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 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MBS** | **2** | **2** | **1** | **3** | **3** | **2** | | **1** | | | **5** | **2** | **21** |
| **2018** | | | | | **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 |
| **2019** | **1** | **1** | **1** | **2** | **1** | **2** | | **1** | | | **2** | **2** | **13** |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | 1 | 1 | | 1 | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 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 |
| **2020** | **1** | **1** | | | **1** | | | | | | | | **3** |
| Locks | | | | | 1 | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | | | | | | | 2 |
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MCE** | | **1** | | | | | | **1** | | | | | **2** |
| **2019** | | **1** | | | | | | **1** | | | | | **2** |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MCI** | **43** | **39** | **24** | **53** | **34** | **52** | **37** | **37** | **40** | **45** | **38** | **35** | **477** |
| **2018** | | | | **19** | **12** | **19** | **17** | **18** | **23** | **22** | **18** | **12** | **160** |
| Civil Rights | | | | 1 | | 1 | 2 | 1 | 1 | 1 | | 2 | 9 |
| Civil Rights - Age | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | | | | | | 1 | 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 Bag | | | | 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) - Prosthesis/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 | | 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 |
| **2019** | **20** | **17** | **6** | **17** | **6** | **15** | **8** | **19** | **16** | **18** | **16** | **15** | **173** |
| Civil Rights | 2 | 3 | 2 | 2 | 1 | 1 | | 1 | | | 1 | | 13 |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | 1 | 1 | 1 | | | | | | 1 | | 5 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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 - Dam | 2 | | | 2 | | | 1 | 1 | 1 | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | 1 | 1 | | | 1 | 2 | 3 | | 1 | 1 | 12 |
| Mishandling of Passenger Property - Disa | 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 th | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | | | | | | | 2 | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Ite | 1 | | | | | 1 | | | 1 | 1 | 1 | 2 | 7 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | 1 | 2 | | 2 | | 2 | 7 |
| Property - Special Handling - Missing Items - Checke | | 1 | 1 | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | | 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 | | 2 |
| **2020** | **16** | **17** | **16** | **9** | **11** | **11** | | | **1** | **5** | **4** | **8** | **98** |
| Civil Rights | | 4 | 1 | 1 | | | | | | | | 1 | 7 |
| Civil Rights - Constitutional Rights | | 1 | | | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | 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 - Dam | 1 | 1 | 2 | 1 | | 1 | | | | | | 1 | 7 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 3 | | 1 | | | | | | 1 | 1 | 7 |
| Mishandling of Passenger Property - Disa | 1 | | | | 1 | | | | | | | | 2 |
| Patdown | 1 | 2 | | 1 | 3 | | | | | | | 1 | 8 |
| 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 (N | | 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 It | 1 | | 1 | | | 1 | | | | 1 | | | 4 |
| Property - Special Handling - Missing Items - Carry-C | | 3 | 1 | 2 | 1 | | | | | | 1 | | 8 |
| Property - Special Handling - Missing Item | 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 Items | | 1 | | | | | | | | | | | 1 |
| Screening - Security Breach | 1 | | | | 1 | | | | | | | | 2 |
| **2021** | **7** | **5** | **2** | **8** | **5** | **7** | **12** | | | | | | **46** |
| 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- Not Trans | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | 1 | 2 | 1 | 1 | | | | | | 5 |
| Customer Service - TSO | | | | 1 | 2 | 1 | 1 | | | | | | 5 |
| Expedited Passenger Screening Program | | | | 1 | | 3 | 7 | | | | | | 11 |
| Expedited Passenger Screening Program - DoD | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 2 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | 3 | 4 | | | | | | 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 | 2 | | | | | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | 2 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| 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 D | 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 | | | | | | 8 |
| Property - Special Handling - Damaged It | 2 | | | 1 | 1 | | | | | | | | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | 1 | 1 | | | | | | 3 |
| Property - Special Handling - Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | 3 | 1 | | 2 | | 1 | | | | | | 7 |
| Screening - Inconsistency | | | 1 | | | | 1 | | | | | | 2 |
| Screening - Procedures/Process | | 3 | | | 2 | | | | | | | | 5 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MCN** | **2** | **2** | | **1** | **2** | | **3** | **4** | | **2** | **2** | **3** | **21** |
| **2018** | | | | **1** | | | **2** | **2** | | **2** | **1** | **1** | **9** |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | 1 | | 1 | | 1 | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | 1 | | 1 | | 1 | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | 1 | | | 1 | 1 | | 3 |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | | | 2 |
| Screening - Shoe Screening | | | | | | | | | | | 1 | | 1 |
| **2019** | **1** | **1** | | | | | **1** | **2** | | | **1** | | **6** |
| Mishandling of Passenger Property | 1 | 1 | | | | | | 1 | | | 1 | | 4 |
| Mishandling of Passenger Property - Dam | 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 - Checked | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| **2020** | | | | | **2** | | | | | | | **2** | **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 Private Screening Contractor | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| **2021** | **1** | **1** | | | | | | | | | | | **2** |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MCO** | **412** | **398** | **432** | **606** | **608** | **588** | **527** | **372** | **368** | **388** | **396** | **304** | **5,399** |
| **2018** | | | | **224** | **197** | **206** | **200** | **181** | **182** | **182** | **172** | **123** | **1,667** |
| Advanced Imaging Technology (AIT) | | | | | | | | 2 | | | 2 | 1 | 5 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | | 2 | | | 2 | 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 | 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 Lug | | | | 4 | 2 | 5 | 6 | 2 | 2 | 4 | 6 | 1 | 32 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 | | | | 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 | 3 | 2 | | 14 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 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 | 2 | 5 |
| **2019** | **178** | **178** | **187** | **147** | **168** | **180** | **208** | **163** | **162** | **161** | **179** | **132** | **2,043** |
| 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 | | | | 1 | | | | | | 3 |
| Civil Rights - National Origin | 1 | | | | | | | | | 1 | 1 | | 3 |
| Civil Rights - Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 4 | 1 | 6 | 4 | | 3 | 4 | 2 | 4 | 2 | 2 | 1 | 33 |
| Civil Rights - Screening of Religious or Cultural Garm | | 1 | | | | | | | 1 | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- | 2 | 1 | 2 | 2 | | | 2 | | 3 | | 1 | | 13 |
| Civil Rights - Transgender Screening | | | 2 | | | 1 | | | | | | | 3 |
| Customer Service | 27 | 23 | 30 | 20 | 29 | 35 | 37 | 29 | 23 | 20 | 18 | 12 | 303 |

| Categories | 10-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 | 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 - Dam | 5 | 3 | 7 | 2 | 4 | 1 | 3 | 2 | 2 | 3 | 5 | 3 | 40 |
| Mishandling of Passenger Property - Dam | 41 | 40 | 36 | 42 | 38 | 31 | 39 | 29 | 29 | 37 | 44 | 31 | 437 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | | 1 | | | 1 | 1 | 5 |
| Mishandling of Passenger Property - Disa | 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 | | | 1 |
| Persons w/ Disabilities (PWD) | 10 | 11 | 14 | 6 | 8 | 9 | 15 | 13 | 12 | 23 | 10 | 13 | 144 |
| Persons w/ Disabilities (PWD) - Assistive Technology | | 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) - Diabetes | 2 | 3 | | 1 | | 1 | | 2 | 2 | 5 | | | 16 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma | | | 1 | | | | 1 | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - General | 1 | 1 | 1 | 1 | 1 | 2 | 1 | | | 2 | | 1 | 11 |
| Persons w/ Disabilities (PWD) - Hearing I | 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 | | 1 | 3 | | 1 | 1 | 1 | 1 | 4 | 3 | 2 | 2 | 19 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | 1 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | 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) - Service A | 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Im | 1 | | | | | | 1 | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | 1 | 5 | 2 | 1 | 2 | 2 | 3 | 3 | 3 | 4 | 5 | 33 |
| Prohibited & Permitted Items | | 1 | | | | | 1 | | 1 | | | | 3 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | 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 Ite | 2 | 2 | 1 | 4 | 2 | 4 | 6 | 9 | 2 | 2 | 6 | 3 | 43 |
| Property - Special Handling - Damaged Ite | 6 | 10 | 9 | 9 | 12 | 9 | 6 | 10 | 10 | 6 | 9 | 7 | 103 |
| Property - Special Handling - Missing Item | 9 | 11 | 8 | 6 | 13 | 10 | 13 | 7 | 8 | 10 | 8 | 7 | 110 |
| Property - Special Handling - Missing Item | 18 | 20 | 19 | 16 | 16 | 20 | 21 | 15 | 19 | 16 | 24 | 17 | 221 |
| Request for Assistance | 1 | 1 | 1 | 1 | | 2 | 2 | 1 | | 1 | 1 | 1 | 12 |
| Request for Assistance - Other | 1 | 1 | 1 | 1 | | 2 | 2 | 1 | | 1 | 1 | | 11 |
| Request for Assistance - Wounded 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/Confis | 1 | 1 | 1 | | 1 | | | | 1 | 1 | 1 | | 7 |
| Screening - Security Breach | | | | | 2 | | | | | | 1 | | 3 |
| TSA Contact Information | | | 1 | | | | | | | | | | 1 |
| TSA Contact Information - General | | | 1 | | | | | | | | | | 1 |
| **2020** | **176** | **158** | **196** | **194** | **178** | **118** | **17** | **28** | **24** | **45** | **45** | **49** | **1,228** |
| Advanced Imaging Technology (AIT) | 1 | | | 1 | | | | | | | | | 2 |
| Advanced Imaging Technology (AIT) - Flyer | | | | 1 | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Ge | 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 Discrimina | 2 | 2 | 3 | 3 | 5 | 3 | | 1 | | 3 | | 2 | 24 |
| Civil Rights - Sex/Gender/Gender Identity | 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 | 1 |
| Identification (ID) Requirements - Domestic | | | | | | | | | | | | 1 | 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 |
| 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 Lug | | | | 3 | 2 | 4 | 1 | | | 1 | 1 | 1 | 13 |
| Mishandling of Passenger Property - Dam | 40 | 39 | 43 | 32 | 29 | 23 | 3 | 6 | 2 | 8 | 9 | 6 | 240 |

| Categories | 10-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/Missi | | 1 | | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Disa | 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 | | | | 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) Not | | 1 | 1 | | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | 3 | 1 | 1 | | | | | | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | 2 | 4 | 2 | 3 | 3 | | | | | | | | 14 |
| Persons w/ Disabilities (PWD) - Diapers/C | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Devi | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 2 | 1 | 1 | 1 | 4 | 2 | | | | | 1 | 1 | 13 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 1 | 2 | | | | | | | 2 | | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 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) - Wheelcha | 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 Ite | 8 | 7 | 3 | 8 | 6 | | | | 1 | | 3 | | 36 |
| Property - Special Handling - Damaged Ite | 6 | 6 | 14 | 10 | 6 | 7 | 1 | 1 | 4 | 4 | 4 | 9 | 72 |
| Property - Special Handling - Missing Item | 13 | 8 | 11 | 5 | 6 | 5 | 1 | | 2 | | 2 | 1 | 54 |
| Property - Special Handling - Missing Item | 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 Items | | 2 | | | 2 | | | | | | | | 4 |
| Screening - Security Breach | 2 | 2 | | | | 1 | | 1 | | | | | 6 |
| **2021** | **58** | **62** | **49** | **41** | **65** | **84** | **102** | | | | | | **461** |
| Airline | | | | | | 1 | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 3 | 1 | 3 | 4 | 2 | 4 | 3 | | | | | | 20 |
| Civil Rights - Age | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Hostile Work Environment (TSA Employee) | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 2 | 1 | 1 | 1 | 2 | 2 | 2 | | | | | | 11 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | 3 | | 2 | | | | | | | 6 |
| Claims | | | 1 | 1 | | | | | | | | | 2 |
| Claims - General | | | 1 | 1 | | | | | | | | | 2 |
| CSM/Stakeholder Follow-up | | | | | | 1 | | | | | | | 1 |
| CSM/Stakeholder Follow-up - General | | | | | | 1 | | | | | | | 1 |
| Customer Service | 12 | 11 | 20 | 15 | 22 | 18 | 21 | | | | | | 119 |
| Customer Service - CSM | | | | | 1 | | | | | | | | 1 |
| Customer Service - Others | 1 | | | 1 | | 1 | 1 | | | | | | 4 |
| Customer Service - TCC | | | 2 | | | | | | | | | | 2 |
| Customer Service - TSO | 11 | 11 | 18 | 14 | 21 | 17 | 20 | | | | | | 112 |
| Expedited Passenger Screening Program | | | 6 | 2 | 6 | 11 | 27 | | | | | | 52 |
| Expedited Passenger Screening Program - TSA Application Proc | | | 1 | | | | 7 | | | | | | 8 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 5 | 2 | 6 | 11 | 20 | | | | | | 44 |
| General Aviation | | | | 2 | | | | | | | | | 2 |
| General Aviation - General | | | | 2 | | | | | | | | | 2 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss | | | | 1 | | | | | | | | | 1 |
| Locks | | 3 | 1 | | 1 | 2 | | | | | | | 7 |
| Locks - Missing or Damaged Lock | | 3 | 1 | | 1 | 2 | | | | | | | 7 |
| Lost and Found | 1 | | | 3 | | | 1 | | | | | | 5 |
| Lost and Found - Airport/TSA | 1 | | | 3 | | | 1 | | | | | | 5 |
| Mishandling of Passenger Property | 10 | 16 | 8 | 4 | 4 | 8 | 9 | | | | | | 59 |
| Mishandling of Passenger Property - Dam | 2 | 2 | 2 | 1 | 2 | 2 | 3 | | | | | | 14 |
| Mishandling of Passenger Property - Dam | 7 | 14 | 5 | 2 | 2 | 3 | 6 | | | | | | 39 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | 1 | | 3 | | | | | | | 6 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | 1 |
| No Subject | | | | 1 | | | | | | | | | 1 |
| No Subject - General | | | | 1 | | | | | | | | | 1 |
| Patdown | 2 | 4 | | | | 1 | 2 | | | | | | 9 |
| Patdown - Flyer | 1 | 2 | | | | 1 | 2 | | | | | | 6 |
| Patdown - Flyer as Observer | 1 | 1 | | | | | | | | | | | 2 |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 2 | 3 | 3 | 3 | 2 | 5 | | | | | | 23 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | 1 | 1 | | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 2 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | 2 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | | | 1 | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 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 A | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | 1 | | | 1 | | | | | | 3 |
| Prohibited & Permitted Items | 1 | | | 1 | | 1 | 2 | | | | | | 5 |
| Prohibited & Permitted Items - Firearm/Ammunition | | | | 1 | | | 1 | | | | | | 2 |
| Prohibited & Permitted Items - Ice/Gel Pa | 1 | | | | | 1 | | | | | | | 2 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 17 | 11 | 3 | 1 | 6 | 17 | 14 | | | | | | 69 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | 2 | 1 | | | | | | 3 |
| Property - Special Handling - Damaged It | 3 | 3 | 1 | | 4 | 5 | 4 | | | | | | 20 |
| Property - Special Handling - Missing Item | 3 | 2 | | 1 | | 3 | 3 | | | | | | 12 |
| Property - Special Handling - Missing Item | 11 | 6 | 2 | | 2 | 7 | 6 | | | | | | 34 |
| Screening | 7 | 14 | 4 | 2 | 21 | 18 | 18 | | | | | | 84 |
| Screening - Children | | 1 | | | | 1 | | | | | | | 2 |
| Screening - Crew Member or Airline Employee | | 1 | 1 | | | | | | | | | | 2 |
| Screening - Inconsistency | | 1 | | | 8 | 1 | 1 | | | | | | 11 |
| Screening - Lengthy Lines | | | | | | | 3 | | | | | | 3 |
| Screening - Procedures/Process | 6 | 11 | 3 | 2 | 13 | 16 | 13 | | | | | | 64 |
| Screening - Retrieving Abandoned/Confis | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MDT** | **17** | **13** | **20** | **14** | **26** | **16** | **21** | **18** | **12** | **17** | **16** | **23** | **213** |
| **2018** | | | | **5** | **14** | **8** | **8** | **8** | **4** | **10** | **6** | **8** | **71** |
| 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 | 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 | | | 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 |
| **2019** | **9** | **6** | **10** | **3** | **6** | **2** | **7** | **9** | **7** | **6** | **6** | **8** | **79** |
| 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 | 5 | 24 |
| Customer Service - Others | 2 | 1 | | | 1 | | | 1 | 1 | | | | 6 |
| Customer Service - TSO | | 1 | 2 | | 1 | 1 | | 1 | 2 | 2 | 3 | 5 | 18 |
| Locks | | | 1 | | 1 | | 1 | 1 | | | 1 | | 5 |
| Locks - Missing or Damaged Lock | | | 1 | | 1 | | 1 | 1 | | | 1 | | 5 |
| Mishandling of Passenger Property | | 1 | 1 | 1 | | | 1 | | 1 | | | 1 | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | 1 | | | 1 | 3 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 Imp | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | 5 | 2 | 2 | | 1 | | 2 | 2 | | 1 | 18 |
| Property - Special Handling - Damaged Items - Carry-On | | | 1 | | 1 | | | | | 1 | | | 3 |
| Property - Special Handling - Damaged Ite | 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 | 1 | 1 | 18 |
| Screening - Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 4 | | 1 | | | 1 | 2 | 3 | 1 | 1 | 1 | 1 | 15 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | 1 | | | 1 |
| **2020** | **7** | **4** | **8** | **5** | **4** | **3** | | **1** | **1** | **1** | **4** | **7** | **45** |
| 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 | | | | | | 1 | 6 |
| Customer Service - TSO | 1 | | 2 | 1 | | 1 | | | | | | 1 | 6 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 1 | | 1 | | 1 | | | | | | 2 | 2 | 7 |
| Mishandling of Passenger Property - Dam | 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 Wheelch | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 |
| **2021** | **1** | **3** | **2** | **1** | **2** | **3** | **6** | | | | | | **18** |
| Civil Rights | | 1 | 1 | | | | 1 | | | | | | 3 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | | 2 | 1 | | 1 | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | 2 | | | | | | 3 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged It | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MDW** | **97** | **96** | **111** | **106** | **96** | **107** | **122** | **90** | **92** | **117** | **87** | **71** | **1,192** |
| **2018** | | | | **44** | **26** | **52** | **50** | **46** | **41** | **64** | **42** | **24** | **389** |
| 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 Lug | | | | 2 | 1 | 1 | 2 | 1 | | 1 | 2 | 1 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 1 | | | 1 | 2 | | 1 | 2 | 1 | 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) - Prosthesis/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 |
| **2019** | **37** | **39** | **52** | **28** | **21** | **31** | **45** | **36** | **38** | **38** | **32** | **32** | **429** |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | 1 | | 2 |
| Advanced Imaging Technology (AIT) - Fly | 1 | | | | | | | | | | 1 | | 2 |
| Civil Rights | 4 | 1 | 2 | | | | 3 | 2 | 2 | 3 | | 1 | 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 Identity | 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 - Dam | 2 | 1 | | 3 | | 1 | 1 | | | 2 | 2 | | 12 |
| Mishandling of Passenger Property - Dam | 4 | 2 | 5 | 4 | 4 | 2 | 7 | 6 | 5 | 4 | 5 | 5 | 53 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 2 | | | 1 | 2 | | | | | | 5 |
| Patdown | | 1 | 1 | 1 | 2 | 2 | 1 | 1 | 2 | 1 | 2 | 2 | 16 |
| Patdown - Flyer | | 1 | 1 | 1 | 2 | 2 | 1 | 1 | 2 | 1 | 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 /Developm | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 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) - Wheelcha | 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 It | 1 | 1 | 2 | 2 | | 1 | 2 | 4 | 3 | 5 | 1 | | 22 |
| Property - Special Handling - Missing Item | 3 | 4 | 5 | 3 | 3 | 3 | 4 | 6 | 2 | 4 | 3 | 4 | 44 |
| Property - Special Handling - Missing Item | 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 |
| **2020** | **42** | **47** | **52** | **24** | **38** | **11** | **4** | **8** | **13** | **15** | **13** | **15** | **282** |
| Civil Rights | 1 | | 1 | 1 | | | | | | | 1 | 1 | 5 |
| Civil Rights - Hair Patdowns | | | 1 | | | | | | | | 1 | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 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 - Dam | 1 | 1 | 2 | | 2 | | | | 1 | | | 1 | 8 |
| Mishandling of Passenger Property - Dam | 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 | | | | | | | | | 9 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 4 | 1 | 1 | 1 | | | | 1 | 2 | 1 | 1 | 15 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | | 1 | | | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Mobility D | 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 (pair | | 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 It | 1 | 1 | | | 1 | 1 | | | | | | 1 | 5 |
| Property - Special Handling - Damaged It | 1 | 4 | 5 | 3 | 2 | 1 | | | 2 | 2 | 1 | 1 | 22 |
| Property - Special Handling - Missing Item | 6 | 8 | 7 | 2 | 1 | | 1 | | 1 | 1 | 2 | 2 | 31 |
| Property - Special Handling - Missing Item | 3 | | 7 | 2 | 6 | 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 |
| **2021** | **18** | **10** | **7** | **10** | **11** | **13** | **23** | | | | | | **92** |
| Civil Rights | 1 | | | | | | 1 | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| 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 | | | | | | 24 |
| Customer Service - Others | | | 1 | | | 1 | | | | | | | 2 |
| Customer Service - TSO | | 2 | 2 | 6 | 2 | 2 | 8 | | | | | | 22 |
| Expedited Passenger Screening Program | | | | | 2 | 6 | 6 | | | | | | 14 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 2 | 6 | 5 | | | | | | 13 |
| Locks | 1 | 1 | | | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | 1 | 1 | | | | | | | | | | | 2 |
| Lost and Found | 2 | | | | | 1 | | | | | | | 3 |
| Lost and Found - Airport/TSA | 2 | | | | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | 5 | 4 | 2 | 2 | | | 2 | | | | | | 15 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 5 | 4 | 2 | 2 | | | 1 | | | | | | 14 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | 1 | | 1 | | | | | | 2 |
| Patdown - Flyer | | | | | 1 | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | 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 - Food/Beverages | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 5 | 2 | | 1 | 4 | 2 | 1 | | | | | | 15 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 1 | | | | 3 | 1 | | | | | | | 5 |
| Property - Special Handling - Missing Item | 1 | | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Item | 3 | 1 | | 1 | 1 | | | | | | | | 6 |
| Screening | 2 | 1 | | 1 | | 1 | 4 | | | | | | 9 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 1 | | | | 1 | 4 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MEI** | | **2** | **1** | **1** | **2** | **1** | **3** | | **4** | **2** | **3** | **1** | **20** |
| **2018** | | | | | **1** | | **3** | | **2** | | **1** | | **7** |
| Mishandling of Passenger Property | | | | | | | 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 |
| **2019** | | | | | | | | | **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 |
| **2020** | | **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/Missi | | 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 |
| **2021** | | | | | **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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MEM** | **35** | **19** | **40** | **31** | **32** | **43** | **32** | **30** | **32** | **40** | **33** | **36** | **403** |
| **2018** | | | | **11** | **11** | **9** | **5** | **18** | **12** | **11** | **13** | **11** | **101** |
| 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 |
| Customer Service | | | | 3 | 2 | 4 | 4 | 5 | 3 | | 3 | 1 | 25 |
| Customer Service - Others | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | 3 | 2 | 4 | 4 | 4 | 3 | | 3 | 1 | 24 |
| 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 | | 5 | 2 | 2 | 2 | 1 | 21 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | 2 | 1 | 1 | | 1 | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 4 | 1 | 1 | | 2 | 1 | 1 | 1 | | 11 |
| 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 | 3 |
| Patdown - Children | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | 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 | 4 | 1 | 1 | 2 | 5 | 5 | 4 | 3 | 26 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | 1 | | | | 1 | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | 1 | 2 | | 1 | 1 | 5 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | 1 | | | 2 | 1 | | 5 |
| Property - Special Handling - Missing Items - Checked | | | | | 3 | | | 1 | 3 | 2 | 2 | 2 | 13 |
| Screening | | | | 2 | 2 | 2 | | 4 | 1 | 1 | 3 | 3 | 18 |
| Screening - Inconsistency | | | | 1 | | 1 | | 1 | | 1 | | | 4 |
| Screening - Lengthy Lines | | | | | | 1 | | 1 | | | 1 | | 3 |
| Screening - Procedures/Process | | | | 1 | 2 | | | 2 | 1 | | 1 | 3 | 10 |
| Screening - Security Breach | | | | | | | | | | | 1 | | 1 |
| **2019** | **15** | **10** | **15** | **5** | **10** | **16** | **14** | **8** | **12** | **16** | **11** | **17** | **149** |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | | | | 1 | 1 | 1 | | | 1 | | 1 | 5 |
| Civil Rights - Hair Patdowns | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | 1 | 1 | 1 | | | | | 1 | 4 |
| Customer Service | 4 | 2 | 7 | 1 | 4 | 7 | 4 | 1 | 3 | 6 | 4 | 3 | 46 |
| Customer Service - Others | | | | | | 1 | | 1 | | 1 | | | 3 |
| Customer Service - TSO | 4 | 2 | 7 | 1 | 4 | 6 | 4 | | 3 | 5 | 4 | 3 | 43 |
| Locks | 1 | | | | | 1 | 1 | | | | | 2 | 5 |
| Locks - Missing or Damaged Lock | 1 | | | | | 1 | 1 | | | | | 2 | 5 |
| Mishandling of Passenger Property | 4 | | 4 | 2 | 2 | 1 | 4 | 4 | 2 | 4 | | 4 | 31 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Dam | 4 | | 2 | 2 | 1 | | 4 | 4 | 1 | 3 | | 4 | 25 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | 1 | 1 | | | 1 | | | | 4 |
| Patdown | 1 | 1 | 1 | | | 1 | | 1 | 1 | | 2 | 1 | 9 |
| Patdown - Flyer | 1 | 1 | 1 | | | 1 | | 1 | 1 | | 2 | | 8 |
| Patdown - Flyer as Observer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | 2 | 1 | | 1 | 2 | | 8 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | | 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 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | | | | 2 | | 2 |
| Property - Special Handling | 1 | 4 | 3 | 1 | | 1 | 1 | 1 | 3 | 3 | 2 | 3 | 23 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | | | 2 | 1 | 1 | | 5 |
| Property - Special Handling - Damaged It | 1 | 2 | 1 | | | | | | | | | 1 | 5 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 1 | | | | 1 | | 1 | 1 | | 1 | 6 |
| Property - Special Handling - Missing Items - Checke | | 1 | 1 | | | 1 | | 1 | | 1 | 1 | 1 | 7 |
| Screening | 2 | 3 | | 1 | 1 | 4 | 1 | | 3 | 1 | 1 | 3 | 20 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | 1 | | | | 1 | 1 | | | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | | 1 | | 3 | | | 3 | 1 | 1 | 3 | 14 |
| Screening - Retrieving Abandoned/Confiscated Items | | 1 | | | 1 | | | | | | | | 2 |
| TSA Contact Information | | | | | 1 | | | | | | | | 1 |
| TSA Contact Information - General | | | | | 1 | | | | | | | | 1 |
| **2020** | **7** | **8** | **21** | **7** | **7** | **7** | **2** | **4** | **8** | **13** | **9** | **8** | **101** |
| Civil Rights | | | | 1 | 1 | | | | 1 | | 1 | 1 | 5 |
| Civil Rights - Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | 1 | | 1 | 1 | 3 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | | | | | 1 |
| Customer Service | 3 | 1 | 5 | 2 | 3 | 1 | | | 1 | 3 | 1 | 2 | 22 |
| Customer Service - Others | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | 3 | 1 | 5 | 2 | 3 | 1 | | | 1 | 3 | 1 | 1 | 21 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 4 | 6 | 2 | | 1 | | | 2 | 2 | 1 | 1 | 21 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | 3 | 2 | | 1 | | | 2 | 1 | | 1 | 11 |
| Mishandling of Passenger Property - Disa | 1 | 4 | 2 | | | | | | | 1 | | | 8 |
| Patdown | | | 1 | | | 1 | | 2 | | | 1 | 1 | 6 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Patdown - Flyer | | | 1 | | | 1 | | 2 | | | 1 | 1 | 6 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | 1 | | | | | 1 | 1 | 5 |
| Persons w/ Disabilities (PWD) - Cancer (g | 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-C | | 1 | 1 | | | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Items - Checke | | 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 |
| **2021** | **13** | **1** | **4** | **8** | **4** | **11** | **11** | | | | | | **52** |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Age | | | | | | 1 | | | | | | | 1 |
| Customer Service | 4 | | 2 | 4 | 3 | | 3 | | | | | | 16 |
| Customer Service - TSO | 4 | | 2 | 4 | 3 | | 3 | | | | | | 16 |
| Expedited Passenger Screening Program | | | | | | 2 | 1 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 2 | 1 | | | | | | 3 |
| Hazardous Materials Safety | | | | | | | 1 | | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | | 1 | | | | | | 1 |
| 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 | 3 | | 1 | 1 | 1 | 2 | 2 | | | | | | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 3 | | | 1 | 1 | 1 | 2 | | | | | | 8 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | 2 | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 4 | 1 | 1 | | | | 2 | | | | | | 8 |
| Property - Special Handling - Damaged It | 2 | | 1 | | | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 2 | 1 | | | | | 2 | | | | | | 5 |
| Screening | | | | 1 | | 4 | 1 | | | | | | 6 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MFE** | **5** | **6** | **3** | **2** | **3** | **3** | **5** | **1** | **5** | **4** | **2** | **3** | **42** |
| **2018** | | | | **1** | **1** | **1** | **3** | | **1** | **3** | **1** | | **11** |
| 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 Bag | | | | 1 | | | 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 |
| **2019** | **2** | **5** | **2** | **1** | **1** | **1** | | **1** | **3** | **1** | | | **17** |
| 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 |
| Mishandling of Passenger Property | 1 | 1 | 1 | | | | | | | 1 | | | 4 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 1 | | | | | | | 1 | | | 4 |
| Patdown | | | | 1 | | | | 1 | 1 | | | | 3 |
| Patdown - Flyer | | | | 1 | | | | 1 | 1 | | | | 3 |
| Property - Special Handling | | 1 | 1 | | 1 | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | 1 | | | | | | | | | | 2 |
| Screening | 1 | 1 | | | | | | | 1 | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | | | | | | | 1 | | | | 3 |
| **2020** | **2** | | **1** | | **1** | **1** | | | **1** | | **1** | **3** | **10** |
| 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--C | | | 1 | | | | | | | | | 1 | 2 |
| 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 - Missing Items - Checked | | | | | 1 | | | | 1 | | | | 2 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| **2021** | **1** | **1** | | | | | **2** | | | | | | **4** |
| 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 - Dam | 1 | | | | | | 1 | | | | | | 2 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MFR** | **8** | **5** | **14** | **5** | **5** | **10** | **6** | **5** | **3** | **6** | **7** | **6** | **80** |
| **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 | 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 | | 1 | | 4 |
| Screening - Procedures/Process | | | | 1 | | 2 | 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--C | | | 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 - Carry-C | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 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 - Dam | 1 | | 1 | 1 | | 1 | | | | 1 | | | 5 |
| Mishandling of Passenger Property - Disa | 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) Not | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | 1 | | | | | | 2 | 1 | 1 | 6 |
| Property - Special Handling - Damaged Ite | 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** | | | | | | **8** |
| Customer Service | | | 2 | | | | 1 | | | | | | 3 |
| Customer Service - TSO | | | 2 | | | | 1 | | | | | | 3 |
| 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 |
| Mishandling of Passenger Property - Dam | 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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MGM** | **1** | | **2** | **5** | **1** | **3** | | **2** | **3** | **3** | **2** | **3** | **25** |
| **2018** | | | | | **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 Bag | | | | 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 Bag | | | | 1 | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| **2021** | **1** | | **1** | | | | | | | | | | **2** |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MGW** | | | | **2** | | | **1** | | | | | | **3** |
| **2020** | | | | **1** | | | | | | | | | **1** |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| **2021** | | | | **1** | | | **1** | | | | | | **2** |
| Screening | | | | 1 | | | 1 | | | | | | 2 |
| Screening - Procedures/Process | | | | 1 | | | 1 | | | | | | 2 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MHK** | **3** | **4** | **4** | **2** | **5** | **2** | **3** | **1** | **4** | **3** | **2** | **4** | **37** |
| **2018** | | | | **1** | **3** | | **2** | **1** | **3** | **1** | **2** | **1** | **14** |
| Locks | | | | | 1 | | | | | | 1 | | 2 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | 1 | 1 | | 1 | | 1 | 1 | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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/Missi | | 1 | | 1 | 1 | | | | 1 | | | | 4 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | 1 | | | | | | | 1 | | | 2 |
| Property - Special Handling - Missing 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--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | | | | | | | 2 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | 1 | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | | | 2 | | | | | | | | | | 2 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| **2021** | **1** | | | | **1** | **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) - Touch Av | 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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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MHT** | **17** | **11** | **9** | **21** | **16** | **13** | **9** | **17** | **19** | **22** | **10** | **10** | **174** |
| **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 | | 1 | | | 6 |
| Customer Service - Others | | | | | | 1 | 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 Bag | | | | 3 | 4 | | | 1 | 4 | 5 | 2 | 1 | 20 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 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 Trans | | 1 | | | | | | | | | | | 1 |
| Customer Service | 2 | | | | | 2 | | | 4 | | 1 | 1 | 10 |
| Customer Service - Others | 1 | | | | | 1 | | | 2 | | | | 4 |
| Customer Service - TSO | 1 | | | | | 1 | | | 2 | | 1 | 1 | 6 |
| Locks | | | | 1 | | | | | | | | 1 | 2 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property | 1 | 2 | 4 | 3 | 1 | 2 | | 4 | 4 | 3 | 2 | 2 | 28 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | 2 | 3 | | 2 | | 3 | 3 | 2 | 1 | 2 | 20 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | | 1 | | | 1 | 1 | 1 | 1 | | 7 |
| Patdown | | | 2 | | | 1 | 1 | | | 1 | | | 5 |
| Patdown - Children | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | 1 | | | 1 | 1 | | | | | | 3 |
| Patdown - Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | 1 | | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - At | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 3 | 1 | 1 | 1 | 2 | 2 | 3 | 1 | 5 | 2 | 1 | 23 |
| Property - Special Handling - Damaged Ite | 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 - Dam | 1 | 1 | 1 | | 3 | | | | 1 | 2 | | | 9 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 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 | | 1 | 2 |
| Property - Special Handling - Missing Item | 3 | | | | | | | | | | | 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** | | | | | | **11** |
| Customer Service | 1 | | | | | | 1 | | | | | | 2 |
| Customer Service - TSO | 1 | | | | | | 1 | | | | | | 2 |
| Expedited Passenger Screening Program | | | | | 1 | 2 | | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 1 | 2 | | | | | | | 3 |
| Mishandling of Passenger Property | | 1 | | 1 | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 1 | | | 1 | | | | | | 3 |
| Patdown | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MIA** | **267** | **292** | **316** | **491** | **439** | **455** | **346** | **312** | **259** | **287** | **303** | **240** | **4,007** |
| **2018** | | | | **145** | **139** | **156** | **143** | **157** | **114** | **120** | **125** | **101** | **1,200** |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | | | | | 1 | | 1 |
| Civil Rights | | | | 10 | 1 | 2 | 6 | 5 | 2 | 6 | 2 | 2 | 36 |
| Civil Rights - Hair Patdowns | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Headwear | | | | | | | | | | 1 | | | 1 |
| Civil Rights - National Origin | | | | 1 | | | 1 | | | 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 | | 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 Lug | | | | 1 | 4 | 2 | | | 3 | 3 | | 3 | 16 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 |
| **2019** | **121** | **143** | **129** | **148** | **113** | **137** | **132** | **137** | **122** | **136** | **158** | **99** | **1,575** |
| Civil Rights | 6 | 8 | 2 | 2 | 1 | 4 | 1 | 3 | 9 | 3 | 3 | 2 | 44 |
| Civil Rights - Age | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Constitutional Rights | 1 | 1 | | 1 | | | | | | | | | 3 |
| Civil Rights - Hair Patdowns | | | | | | | | | 2 | | | | 2 |
| Civil Rights - Headwear | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 4 | 4 | 1 | | 1 | 3 | 1 | 3 | 6 | 2 | 2 | | 27 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | 1 | 3 | 1 | 1 | | | | | 1 | | | 1 | 8 |
| Customer Service | 21 | 24 | 16 | 23 | 19 | 17 | 19 | 24 | 14 | 13 | 24 | 19 | 233 |
| Customer Service - CSM | | | | | | | | | | | 1 | | 1 |
| Customer Service - Others | 4 | 2 | 2 | 1 | 3 | 2 | 3 | 5 | | 1 | 3 | | 26 |
| Customer Service - TSO | 17 | 22 | 14 | 22 | 16 | 15 | 16 | 19 | 14 | 12 | 20 | 19 | 206 |
| Locks | 11 | 17 | 7 | 14 | 7 | 19 | 14 | 17 | 10 | 12 | 15 | 4 | 147 |
| Locks - General | | | | | 1 | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 11 | 17 | 7 | 14 | 6 | 19 | 14 | 17 | 10 | 12 | 15 | 4 | 146 |
| Lost and Found | 2 | 1 | 1 | 1 | | 2 | | | 2 | 2 | | 1 | 12 |
| Lost and Found - Airport/TSA | 2 | 1 | 1 | 1 | | 2 | | | 2 | 2 | | 1 | 12 |
| Mishandling of Passenger Property | 42 | 30 | 47 | 50 | 37 | 45 | 41 | 42 | 32 | 54 | 60 | 40 | 520 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 4 | 2 | 2 | 2 | 2 | 1 | | 4 | 2 | 3 | 24 |
| Mishandling of Passenger Property - Dam | 36 | 27 | 43 | 45 | 29 | 35 | 38 | 38 | 26 | 46 | 52 | 32 | 447 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | 1 | | 1 | | | | | 3 | 1 | 9 |
| Mishandling of Passenger Property - Disa | 3 | 1 | | 2 | 6 | 7 | 1 | 3 | 6 | 4 | 3 | 4 | 40 |
| Patdown | 4 | 5 | 5 | 1 | 2 | 2 | 1 | | 2 | 5 | 3 | 4 | 34 |
| Patdown - Flyer | 4 | 5 | 4 | 1 | 2 | 1 | 1 | | 2 | 5 | 3 | 4 | 32 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | 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 | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | 1 | | 2 | 1 | | 1 | 6 |
| Persons w/ Disabilities (PWD) - General | | | | | 2 | | | | | | 1 | | 3 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 (N | | 2 | | 1 | 1 | | 1 | | 2 | | | 1 | 8 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 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 Ite | 2 | 2 | 5 | 1 | 2 | 2 | 2 | 4 | 3 | 4 | 4 | 4 | 35 |
| Property - Special Handling - Damaged Ite | 6 | 8 | 6 | 9 | 4 | 9 | 7 | 5 | 8 | 10 | 7 | 6 | 85 |
| Property - Special Handling - Missing Item | 1 | 8 | 6 | 3 | 10 | 3 | 8 | 5 | 10 | 1 | 2 | 5 | 62 |
| Property - Special Handling - Missing Item | 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 | | | 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 Discrimina | 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 - Dam | 1 | | | 2 | 2 | | | | 1 | | | | 6 |
| Mishandling of Passenger Property - Dam | 37 | 34 | 35 | 41 | 38 | 26 | 5 | 2 | 5 | 9 | 3 | 11 | 246 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | 1 | | | | 2 | | | | | 5 |
| Mishandling of Passenger Property - Disa | 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 Disability | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 4 | | | 1 | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/D | | 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 | | 2 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | 1 | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Ostomy/C | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 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 |
| 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 Ite | 1 | 2 | 7 | 6 | 3 | 1 | | 1 | 1 | | 2 | | 24 |
| Property - Special Handling - Damaged Ite | 6 | 11 | 7 | 6 | 6 | 7 | 1 | 2 | 2 | 1 | | 3 | 52 |
| Property - Special Handling - Missing Item | 6 | 2 | 3 | 5 | 5 | 5 | 1 | 1 | 1 | 1 | 3 | 2 | 35 |
| Property - Special Handling - Missing Item | 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/Confis | 1 | | | | 2 | | 1 | | | | | | 4 |
| Screening - Security Breach | 1 | | | | 2 | 1 | | | | | | | 4 |
| **2021** | **30** | **33** | **30** | **43** | **38** | **64** | **56** | | | | | | **294** |
| Airline | | | | | | 1 | 1 | | | | | | 2 |
| Airline - Policy/Regulations/Service | | | | | | 1 | 1 | | | | | | 2 |
| Animals | | | | | | 1 | | | | | | | 1 |
| Animals - Carry-On | | | | | | 1 | | | | | | | 1 |
| Civil Rights | | | 1 | 2 | | 3 | 1 | | | | | | 7 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Claims | | | 1 | | 1 | 1 | | | | | | | 3 |
| Claims - General | | | 1 | | 1 | 1 | | | | | | | 3 |
| Customer Service | | 1 | 13 | 11 | 9 | 12 | 10 | | | | | | 56 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | 11 | 11 | 9 | 12 | 9 | | | | | | 53 |
| Duplicate E-mail | | | | 1 | | | | | | | | | 1 |
| Duplicate E-mail - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 2 | 2 | 11 | 14 | | | | | | 29 |
| Expedited Passenger Screening Program - Active Duty Military | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 1 | 2 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 2 | 2 | 9 | 12 | | | | | | 25 |
| 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 | 2 | 2 | | 2 | 1 | 2 | 1 | | | | | | 10 |
| Locks - Missing or Damaged Lock | 2 | 2 | | 2 | 1 | 2 | 1 | | | | | | 10 |
| Lost and Found | | 1 | | 1 | | | 1 | | | | | | 3 |
| Lost and Found - Airport/TSA | | 1 | | 1 | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property | 11 | 9 | 5 | 11 | 10 | 4 | 4 | | | | | | 54 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 1 | 1 | 2 | 1 | 1 | | | | | | 8 |
| Mishandling of Passenger Property - Dam | 8 | 8 | 3 | 10 | 7 | 3 | 3 | | | | | | 42 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | | 1 | | | | | | | | 3 |
| No Jurisdiction | | | 1 | | | 2 | | | | | | | 3 |
| No Jurisdiction - Refer to CBP | | | 1 | | | 1 | | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | | | | 1 | | | | | | | 1 |
| Patdown | 1 | | | | | 1 | 1 | | | | | | 3 |
| Patdown - Flyer | 1 | | | | | 1 | | | | | | | 2 |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | 2 | 3 | | | | | | 7 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | | | 1 | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items | | | 1 | 3 | | | | | | | | | 4 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | | 3 | | | | | | | | | 3 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 11 | 14 | 5 | 7 | 11 | 15 | 6 | | | | | | 69 |
| Property - Special Handling - Damaged Items - Carry | | 2 | | | 2 | | 1 | | | | | | 5 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | 1 | 4 | 8 | 2 | | | | | | 17 |
| Property - Special Handling - Missing Item | 1 | | | | 1 | 1 | 2 | | | | | | 5 |
| Property - Special Handling - Missing Item | 9 | 11 | 5 | 6 | 4 | 6 | 1 | | | | | | 42 |
| Screening | 4 | 5 | 1 | 3 | 4 | 7 | 13 | | | | | | 37 |
| Screening - Inconsistency | | | | | 1 | 1 | 2 | | | | | | 4 |
| Screening - Lengthy Lines | | 1 | | | 1 | 2 | 2 | | | | | | 6 |
| Screening - Procedures/Process | 4 | 4 | 1 | 3 | 2 | 4 | 9 | | | | | | 27 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **29** | **38** | **43** | **49** | **54** | **473** |
| **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 Bag | | | | 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 Trans | | 1 | | 1 | | | | | | | | 1 | 3 |
| Civil Rights - Sexual Orientation - Not Transgender | | | | | | | | | | | | 1 | 1 |
| Customer Service | | 3 | 3 | 1 | | | 1 | 4 | 1 | 1 | 1 | 2 | 17 |
| Customer Service - TSO | | 3 | 3 | 1 | | | 1 | 4 | 1 | 1 | 1 | 2 | 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/Missi | | 1 | | | | | | 1 | | | | 2 | 4 |
| Mishandling of Passenger Property - Dam | 6 | 4 | 7 | 1 | | 3 | 4 | 3 | 9 | 5 | 5 | 5 | 52 |
| Mishandling of Passenger Property - Disa | 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) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - At | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Imp | 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 - Carry | | 1 | 1 | | 1 | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checl | | 1 | 1 | 1 | 1 | 1 | | | | | 2 | 4 | 11 |
| Property - Special Handling - Missing Items - Carry-On | | | 2 | | | 1 | 1 | 1 | | 1 | | | 6 |
| Property - Special Handling - Missing Item | 1 | 3 | 1 | 3 | 1 | 3 | 3 | 1 | | 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 | 4 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | 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 | 2 | 5 |
| Lost and Found | 1 | | | | | | 1 | | | | | | 2 |
| Lost and Found - Airport/TSA | 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 | 5 | 6 | 9 | 4 | 2 | 1 | 1 | | | 2 | 6 | 3 | 39 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 4 | 5 | 6 | 3 | 2 | 1 | 1 | | | 2 | 5 | 3 | 32 |
| Mishandling of Passenger Property - Disa | 1 | | 2 | 1 | | | | | | | 1 | | 5 |
| Patdown | | | | 1 | | | | | | | | 1 | 2 |
| Patdown - Flyer | | | | 1 | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 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 - Checl | | 3 | | 2 | | | | | 1 | 1 | | 1 | 8 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 1 | | | 2 | | | | | | | 4 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **4** | **3** | **7** | **2** | **1** | **4** | **6** | | | | | | **27** |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 1 | | 2 | | | | | | | | | | 3 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | | 1 | | | 2 | | | | | | 4 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | 1 | | 1 | | | 1 | | | | | | 3 |
| Expedited Passenger Screening Program | | | 1 | | | 1 | 2 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | 1 | 2 | | | | | | 4 |
| Mishandling of Passenger Property | | 1 | 1 | | | 1 | 1 | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | | | 1 | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 3 | 1 | | 1 | | 1 | 1 | | | | | | 7 |
| Property - Special Handling - Damaged It | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | 1 | | 1 | | | 1 | | | | | | 4 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 Bag | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MLB** | **4** | **2** | **4** | **6** | **4** | **5** | **6** | **9** | **8** | **8** | **7** | **6** | **69** |
| **2018** | | | | **3** | **2** | | **2** | **4** | **4** | **3** | **4** | **3** | **25** |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | | | | | 1 | 2 | 1 | | 4 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | 2 | | | 3 |
| Locks | | | | | | | | | | | 1 | 1 | 2 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | 1 | 2 |
| Mishandling of Passenger Property | | | | 3 | 1 | | 2 | 2 | 1 | | | 2 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 3 | 1 | | 2 | 2 | 1 | | | 1 | 10 |
| 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 - Checked | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | 1 | 1 | 1 | | 3 |
| Screening | | | | | | | | 1 | 1 | | 1 | | 3 |
| Screening - Procedures/Process | | | | | | | | 1 | 1 | | | | 2 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| **2019** | **3** | **1** | | **1** | **1** | **4** | **2** | **4** | **4** | **3** | **2** | **3** | **28** |
| 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 | | | 1 | | | 1 | 1 | | | | 4 |
| Customer Service - Others | | 1 | | | | | | 1 | | | | | 2 |
| Customer Service - TSO | | | | | 1 | | | | 1 | | | | 2 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | 2 | | 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 Bag | | | | 1 | | 2 | | | | 1 | | 1 | 5 |
| Patdown | | | | | | 1 | | | 1 | | | | 2 |
| Patdown - Flyer | | | | | | 1 | | | 1 | | | | 2 |
| Property - Special Handling | 2 | | | | | | 1 | 1 | 2 | | 1 | 2 | 9 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | 1 | | 1 | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | 1 | 1 | | | 2 | 5 |
| Screening | 1 | | | | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | 1 | | | | | | | | | 1 | | | 2 |
| **2020** | **1** | **1** | **4** | **2** | | **1** | | **1** | | **2** | **1** | | **13** |
| 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 - Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Non-Flyer | 1 | | | | | | | | | | | | 1 |
| 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 - Carry-On | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | 1 | | | | | 2 |
| Screening | | 1 | 1 | | | | | | | 1 | | | 3 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | 1 | | | 2 |
| **2021** | | | | | **1** | | **2** | | | | | | **3** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 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 - 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MLI** | | **4** | **3** | **7** | **6** | **3** | **7** | **4** | **6** | **4** | **3** | **4** | **51** |
| **2018** | | | | **4** | **4** | **2** | **4** | **1** | **2** | **2** | **1** | | **20** |
| 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 | | | | | 2 | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | 2 | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | 1 | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | 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 |
| **2019** | | | | | | **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) - Prosthesis/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 |
| **2020** | | **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--C | | | 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 |
| **2021** | | **3** | **1** | **1** | **1** | | **3** | | | | | | **9** |
| 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 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 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 |
| Mishandling of Passenger Property - Disarrayed Item | | 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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MLU** | **2** | **7** | | **7** | **1** | **4** | **3** | **3** | **12** | | **4** | **2** | **45** |
| **2018** | | | | | | **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 |
| Patdown | | | | | | | | 1 | 1 | | | | 2 |
| Patdown - Flyer | | | | | | | | 1 | 1 | | | | 2 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | 1 | 3 | 2 | 4 | | 1 | | 11 |
| Screening - Lengthy Lines | | | | | | | | 2 | 2 | | | | 4 |
| Screening - Procedures/Process | | | | | | 1 | 3 | | 2 | | 1 | | 7 |
| **2019** | | **5** | | **2** | **1** | | | | **4** | | **2** | **1** | **15** |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - National Origin | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 2 | | | 1 | | | | 1 | | | | 4 |
| Customer Service - TSO | | 2 | | | 1 | | | | 1 | | | | 4 |
| Mishandling of Passenger Property | | 1 | | | | | | | 2 | | 1 | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |
| **2020** | **2** | **2** | | **3** | | | | | **1** | | **1** | | **9** |
| 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 | | 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 |
| **2021** | | | | **2** | | **2** | | | | | | | **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 Checke | | | | 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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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MMH** | **1** | | | **2** | | | **2** | | | | | **1** | **6** |
| **2018** | | | | **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 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| **2019** | | | | | | | **1** | | | | | | **1** |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| **2020** | **1** | | | **1** | | | | | | | | | **2** |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MOB** | **6** | **7** | **7** | **7** | **2** | **5** | **2** | **7** | **10** | **6** | **7** | **9** | **75** |
| **2018** | | | | **2** | **1** | **2** | | **1** | **6** | **3** | **1** | **3** | **19** |
| 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 Bag | | | | 1 | | | | | 1 | 1 | | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| 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 | | | | | | | | | 3 | | 1 | 2 | 6 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | 2 | | | 1 | 3 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | 1 | 2 |
| Screening | | | | 1 | 1 | | | 1 | 1 | | | 1 | 5 |
| Screening - Procedures/Process | | | | | 1 | | | 1 | 1 | | | 1 | 4 |
| Screening - Security Breach | | | | 1 | | | | | | | | | 1 |
| **2019** | **2** | **4** | **4** | **2** | **1** | **1** | **2** | **6** | **3** | **3** | **4** | **3** | **35** |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | 1 |
| Customer Service | | 1 | | | 1 | | 1 | | 2 | 1 | 1 | 1 | 8 |
| Customer Service - Others | | | | | | | | | | 1 | 1 | | 2 |
| Customer Service - TSO | | 1 | | | 1 | | 1 | | 2 | | | 1 | 6 |
| Locks | | 1 | | 1 | | | | 1 | | | | | 3 |
| Locks - Missing or Damaged Lock | | 1 | | 1 | | | | 1 | | | | | 3 |
| Mishandling of Passenger Property | | | 3 | 1 | | | 1 | 4 | 1 | 1 | 2 | 2 | 15 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 2 | 1 | | | 1 | 4 | 1 | | 1 | 1 | 11 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | | | | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 1 | | 1 | | | 1 | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | 1 | | | | | | | | | | 2 |
| Screening | 1 | 2 | | | | | | | | | 1 | | 4 |
| Screening - Procedures/Process | 1 | 2 | | | | | | | | | 1 | | 4 |
| **2020** | **3** | **3** | **2** | **3** | | **2** | | | **1** | | **2** | **3** | **19** |
| 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 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | 1 | | 1 |
| Notice of Violation/Civil Penalties - General | | | | | | | | | | | 1 | | 1 |
| Patdown | | 2 | 1 | | | | | | 1 | | 1 | | 5 |
| Patdown - Children | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | 2 | 1 | | | | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | 1 | 1 | | | | | | | | 1 | 5 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | 1 | | 1 | | | | | | | | 1 | 4 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Children | | | | 1 | | | | | | | | | 1 |
| **2021** | **1** | | **1** | | | | | | | | | | **2** |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MOT** | **2** | **4** | **2** | **4** | **3** | **5** | **2** | | **2** | **3** | **3** | **3** | **33** |
| **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 Bag | | | | 1 | | | | | 1 | | | 1 | 3 |
| Property - Special Handling | | 1 | | | | | | | | 1 | 1 | 1 | 4 |
| Property - Special Handling - Damaged Items - Checl | | 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 - Dam | 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** | | | | | | **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/Missi | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MQT** | | **1** | | **2** | **1** | **3** | **1** | **1** | **2** | **2** | | | **13** |
| **2018** | | | | **1** | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| **2019** | | | | **1** | **1** | | **1** | **1** | **2** | **1** | | | **7** |
| 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/Missing Items--Checked Baggage | | | | | 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 |
| **2020** | | **1** | | | | **1** | | | | **1** | | | **3** |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Screening | | 1 | | | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | | 1 | | | | | | | | 1 | | | 2 |
| **2021** | | | | | | **2** | | | | | | | **2** |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MRY** | **4** | **2** | **3** | **2** | **2** | **2** | **2** | **1** | **4** | **2** | **2** | **3** | **29** |
| **2018** | | | | | **1** | | | | **2** | **2** | **2** | | **7** |
| 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 - Flyer | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | 1 | | | | | 1 | | | 2 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| **2019** | **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--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | 1 | 2 |
| Screening | | 1 | | 1 | | | 1 | | 2 | | | 2 | 7 |
| Screening - Lengthy Lines | | | | | | | | | | | | 2 | 2 |
| Screening - Procedures/Process | | 1 | | 1 | | | 1 | | 2 | | | | 5 |
| **2020** | **2** | | **1** | | | | | | | | | | **3** |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 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** | **1** | **1** | **1** | **2** | | | | | | | **7** |
| 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 | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MSL** | | | | | | | | **1** | | | | **1** | **2** |
| **2018** | | | | | | | | | | | | **1** | **1** |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 |
| **2019** | | | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MSN** | **12** | **11** | **11** | **19** | **12** | **14** | **15** | **9** | **12** | **11** | **19** | **12** | **157** |
| **2018** | | | | **4** | **5** | **5** | **5** | **4** | **6** | **1** | **7** | **6** | **43** |
| 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 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | 1 | | | | 2 |
| Customer Service | | | | | 1 | 1 | | | | | 3 | | 5 |
| Customer Service - TSO | | | | | 1 | 1 | | | | | 3 | | 5 |
| Locks | | | | | 1 | | | 1 | | | 1 | | 3 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | 1 | | | 1 | | 3 |
| Mishandling of Passenger Property | | | | 3 | 2 | 2 | 1 | 1 | 1 | | | | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 2 | 1 | 1 | 1 | 1 | 1 | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | 1 | | | | | | | 2 |
| Patdown | | | | | | 1 | 2 | 1 | 1 | | 2 | 2 | 9 |
| Patdown - Flyer | | | | | | 1 | 2 | 1 | 1 | | 2 | 2 | 9 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | 1 | | 2 | 1 | 1 | 1 | 7 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | 1 | | | 1 | 1 | | 4 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | 2 | | | 1 | 3 |
| Screening | | | | | | | | | 1 | | | 1 | 2 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | 1 | 2 |
| **2019** | **5** | **5** | **4** | **6** | **4** | **1** | **5** | **4** | **6** | **9** | **10** | **5** | **64** |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | 1 | | 1 | | | | | 1 | | | 1 | 4 |
| 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 | | | | 1 | 2 | | | | | 2 | 1 | 1 | 7 |
| Customer Service - Others | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | 1 | | | | | 2 | 1 | 1 | 6 |
| Locks | 1 | | | | | | 1 | 1 | | | 1 | | 4 |
| Locks - Missing or Damaged Lock | 1 | | | | | | 1 | 1 | | | 1 | | 4 |
| Mishandling of Passenger Property | 2 | 4 | 1 | | | 1 | 1 | 2 | 2 | 2 | 1 | 1 | 17 |
| Mishandling of Passenger Property - Dam | 2 | 3 | 1 | | | 1 | 1 | 2 | 1 | 2 | | | 13 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | 1 | | 1 | 1 | 4 |
| Patdown | 1 | | | 1 | 1 | | 1 | | | 1 | 2 | 1 | 8 |
| Patdown - Flyer | 1 | | | 1 | 1 | | 1 | | | 1 | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 2 | | 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 | 1 | | 1 | 1 | 1 | | 2 | 1 | 2 | 1 | 2 | 1 | 13 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged Ite | 1 | | 1 | 1 | 1 | | 2 | 1 | | 1 | 1 | 1 | 10 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | 1 | | 1 | | 2 |
| Screening | | | 2 | 2 | | | | | 1 | 2 | 1 | | 8 |
| Screening - Procedures/Process | | | 2 | 2 | | | | | 1 | 2 | 1 | | 8 |
| **2020** | **4** | **5** | **5** | **6** | **3** | **4** | | **1** | | **1** | **2** | **1** | **32** |
| 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 | 1 | 1 | | | | | | | | 1 | 5 |
| Customer Service - TSO | | 2 | 1 | 1 | | | | | | | | 1 | 5 |
| Locks | 1 | | | | 1 | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | 1 | 1 | | 2 | | | | | 1 | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | 1 | | 2 | | | | | 1 | | 5 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | 1 | | | 1 | | | | | | | | 3 |
| Patdown - Flyer | 1 | 1 | | | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 1 | | 1 | | | | 1 | 1 | | 6 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | | 1 | | 2 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | | 1 | | | | 1 | | | 3 |
| Screening | 1 | 1 | 1 | 1 | | 1 | | 1 | | | | | 6 |
| Screening - Procedures/Process | 1 | | 1 | 1 | | 1 | | 1 | | | | | 5 |
| Screening - Security Breach | | 1 | | | | | | | | | | | 1 |
| **2021** | **3** | **1** | **2** | **3** | | **4** | **5** | | | | | | **18** |
| Civil Rights | 2 | 1 | 1 | | | 1 | | | | | | | 5 |
| Civil Rights - Racial Profiling or Discrimina | 2 | 1 | 1 | | | 1 | | | | | | | 5 |
| Customer Service | | | | 1 | | | 1 | | | | | | 2 |
| Customer Service - TSO | | | | 1 | | | 1 | | | | | | 2 |
| Expedited Passenger Screening Program | | | 1 | | | | 2 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | 2 | | | | | | 3 |
| Mishandling of Passenger Property | | | | | | 2 | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | 2 | | | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Patdown - Flyer | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MSO** | **5** | **1** | **3** | **6** | **2** | **4** | **4** | | **3** | **11** | **6** | **2** | **47** |
| **2018** | | | | **1** | | | **1** | | **2** | **5** | **1** | **1** | **11** |
| 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 | | 2 |
| Patdown | | | | | | | | | | 2 | | 1 | 3 |
| Patdown - Flyer | | | | | | | | | | 1 | | 1 | 2 |
| Patdown - Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | 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 |
| **2019** | **1** | | **1** | **1** | **1** | | **2** | | **1** | **5** | **4** | **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 | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | 1 | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | 2 | | 1 | | 2 | | 6 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | 1 | | 1 | | 2 | | 5 |
| 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 | | | 3 |
| Property - Special Handling - Damaged Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | 1 | | | 2 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 |
| **2020** | **2** | | **1** | **3** | **1** | **2** | | | | **1** | **1** | | **11** |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Locks | | | | 1 | | 1 | | | | 1 | | | 3 |
| Locks - Missing or Damaged Lock | | | | 1 | | 1 | | | | 1 | | | 3 |
| Mishandling of Passenger Property | 2 | | | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 2 | | | | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | 1 | | | | | | | 2 |
| Screening - Procedures/Process | | | | 1 | | 1 | | | | | | | 2 |
| **2021** | **2** | **1** | **1** | **1** | | **2** | **1** | | | | | | **8** |
| 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 |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MSP** | **146** | **129** | **120** | **179** | **181** | **171** | **139** | **115** | **132** | **143** | **191** | **148** | **1,794** |
| **2018** | | | | **61** | **64** | **59** | **47** | **52** | **55** | **64** | **81** | **44** | **527** |
| 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 Lug | | | | 2 | 1 | 2 | 2 | | 1 | 1 | | 2 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 Scoot | | | | 1 | 1 | 1 | | | | | 2 | | 5 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 | 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 |
| **2019** | **50** | **56** | **52** | **43** | **36** | **55** | **50** | **54** | **69** | **62** | **82** | **88** | **697** |
| 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 Discrimina | 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 |
| Customer Service - Others | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | 7 | 9 | 10 | 8 | 8 | 10 | 14 | 9 | 6 | 12 | 15 | 12 | 120 |
| Locks | 1 | 2 | 1 | | 4 | 1 | 2 | 1 | 5 | 1 | 2 | 3 | 23 |
| Locks - Missing or Damaged Lock | 1 | 2 | 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/Missi | | 3 | 1 | | | | | 1 | | | 3 | 2 | 10 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 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 | | | 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 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast 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 | | | | | | | | 3 | 1 | 2 | | 1 | 7 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | 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 Wheelch | | | 1 | 1 | 1 | | | | 1 | | 2 | 2 | 8 |
| Persons w/ Disabilities (PWD) - Ostomy/C | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | 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) - Wheelcha | 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 Ite | 1 | | 2 | 2 | | | | | 1 | 2 | 2 | | 10 |
| Property - Special Handling - Damaged Ite | 2 | 2 | 2 | 4 | | 6 | | 3 | 4 | 4 | 6 | 5 | 38 |
| Property - Special Handling - Missing Item | 2 | 7 | 1 | 5 | 3 | 4 | 3 | 5 | 4 | 2 | | 2 | 38 |
| Property - Special Handling - Missing Item | 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 |
| **2020** | **75** | **58** | **55** | **63** | **63** | **25** | **3** | **9** | **8** | **17** | **28** | **16** | **420** |
| Civil Rights | 5 | 4 | 2 | 3 | 4 | 1 | | 1 | 1 | 2 | 3 | 3 | 29 |
| Civil Rights - Age | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | 1 | | | | | | 1 | | 1 | 3 |
| Civil Rights - National Origin | 1 | | | | | 1 | | | | | 2 | | 4 |
| Civil Rights - Racial Profiling or Discrimina | 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 | | 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 - Dam | 1 | 1 | 3 | 3 | 2 | | | | 1 | | | | 11 |
| Mishandling of Passenger Property - Dam | 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 | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | 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) - Medically | 1 | | | | 1 | | | | | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 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 - Carry | | 5 | | 3 | | | | | | | 2 | | 10 |
| Property - Special Handling - Damaged Ite | 1 | 2 | 1 | 3 | 1 | | | | 2 | 2 | 1 | 1 | 14 |
| Property - Special Handling - Missing Item | 4 | 3 | 1 | 3 | 2 | | | | | | | 2 | 15 |
| Property - Special Handling - Missing Item | 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/Confis | 1 | | 1 | | | | | | | | | | 2 |
| Screening - Security Breach | | | | 1 | | | | | | | | | 1 |
| **2021** | **21** | **15** | **13** | **12** | **18** | **32** | **39** | | | | | | **150** |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Civil Rights | 2 | 1 | | | 1 | | | | | | | | 4 |
| Civil Rights - Racial Profiling or Discrimina | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 1 | | | 1 | | | | | | | | 2 |
| Customer Service | 6 | 1 | 5 | 3 | 7 | 4 | 7 | | | | | | 33 |
| Customer Service - TCC | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | 6 | 1 | 5 | 3 | 6 | 4 | 7 | | | | | | 32 |
| DHS TRIP | | | | | | 1 | | | | | | | 1 |
| DHS TRIP - General | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 3 | | 3 | 15 | 16 | | | | | | 37 |
| Expedited Passenger Screening Program - TSA Application Proc | | | 1 | | | 1 | 5 | | | | | | 7 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | | 3 | 14 | 11 | | | | | | 30 |
| General Aviation | | | | 1 | | | | | | | | | 1 |
| General Aviation - General | | | | 1 | | | | | | | | | 1 |
| Identification (ID) Requirements | | | | 1 | | | 1 | | | | | | 2 |
| Identification (ID) Requirements - Domestic | | | | 1 | | | 1 | | | | | | 2 |
| Locks | 2 | | | | | | 1 | | | | | | 3 |
| Locks - Missing or Damaged Lock | 2 | | | | | | 1 | | | | | | 3 |
| Lost and Found | | | | | 1 | | 1 | | | | | | 2 |
| Lost and Found - Airport/TSA | | | | | 1 | | 1 | | | | | | 2 |
| Mishandling of Passenger Property | 3 | 5 | | 4 | 1 | | 2 | | | | | | 15 |
| Mishandling of Passenger Property - Dam | 1 | | | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 1 | 5 | | 2 | 1 | | 2 | | | | | | 11 |
| Mishandling of Passenger Property - Disa | 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 | | | | | | | 3 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 1 | | | 1 | 1 | 2 | | | | | | 9 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical D | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 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 |
| Prohibited & Permitted Items - Remains | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 2 | 3 | 1 | 1 | | 4 | 6 | | | | | | 17 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | 1 | | | 1 | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | 1 | 2 | | | | | | 4 |
| Property - Special Handling - Missing Iten | 2 | 1 | 1 | | | 3 | 2 | | | | | | 9 |
| Screening | 2 | 2 | 1 | 2 | 3 | 5 | 3 | | | | | | 18 |
| Screening - Inconsistency | | | | | 2 | | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | | 2 | 2 | | | | | | 4 |
| Screening - Procedures/Process | 2 | 2 | 1 | 2 | 1 | 3 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MSS** | | | | | | | | | | | | **1** | **1** |
| **2019** | | | | | | | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MSY** | **114** | **103** | **87** | **133** | **122** | **120** | **132** | **131** | **110** | **117** | **113** | **81** | **1,363** |
| **2018** | | | | **46** | **40** | **34** | **49** | **51** | **47** | **53** | **52** | **33** | **405** |
| 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 | 3 |
| Lost and Found - Airport/TSA | | | | | | | 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 Lug | | | | 1 | 1 | 2 | 2 | | | 1 | 1 | | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 | 2 | 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 Scoot | | | | 1 | | | | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 |
| **2019** | **49** | **42** | **39** | **39** | **32** | **44** | **57** | **73** | **51** | **46** | **45** | **38** | **555** |
| 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 Trans( | | 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/Missi | | 1 | | | | | 1 | | 1 | 2 | 2 | 1 | 8 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 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 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | 3 | 1 | | | | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 1 | | | 1 | | 2 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | 1 | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | 1 | | 1 | | | | | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | 2 | 2 | | 1 | | | 5 |
| Prohibited & Permitted 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 | 11 | 5 | 3 | 14 | 7 | 5 | 7 | 9 | 6 | 13 | 10 | 11 | 101 |
| Property - Special Handling - Damaged Ite | 2 | 1 | | 3 | 1 | 1 | 1 | 2 | 1 | | | | 12 |
| Property - Special Handling - Damaged Ite | 2 | 1 | | 4 | 2 | | 3 | 2 | | 2 | 2 | 3 | 21 |
| Property - Special Handling - Missing Item | 1 | 2 | 1 | 5 | | 2 | 1 | 2 | 1 | 2 | 3 | 4 | 24 |
| Property - Special Handling - Missing Item | 6 | 1 | 2 | 2 | 4 | 2 | 2 | 3 | 4 | 9 | 5 | 4 | 44 |
| Screening | 4 | 2 | 4 | | 2 | 4 | 5 | 12 | 6 | 4 | 6 | 3 | 52 |
| Screening - Inconsistency | | | | | | 1 | | 1 | | | | | 2 |
| Screening - Lengthy Lines | 1 | 1 | 1 | | | 1 | | 4 | | | 1 | | 9 |
| Screening - Procedures/Process | 3 | | 3 | | 2 | 2 | 5 | 7 | 6 | 4 | 3 | 2 | 37 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| Screening - Security Breach | | 1 | | | | | | | | | 1 | 1 | 3 |
| **2020** | **54** | **50** | **42** | **36** | **39** | **32** | **5** | **7** | **12** | **18** | **16** | **10** | **321** |
| 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 Discrimina | 1 | 1 | 1 | 1 | 1 | | | | | 2 | | | 7 |
| Civil Rights - Sex/Gender/Gender Identity- | 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 - Dam | 7 | 9 | 8 | 12 | 13 | 7 | | 2 | 3 | 2 | 2 | 1 | 66 |
| Mishandling of Passenger Property - Disa | 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) - 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) - Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 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/ Scooter/ | | 1 | | | 1 | | | | | | | | 2 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Medication/Prescriptio | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 6 | 8 | 10 | 8 | 8 | 16 | 3 | 2 | 6 | 1 | 8 | 3 | 79 |
| Property - Special Handling - Damaged Items - Carry | | 1 | 1 | 1 | 1 | 1 | | | | | 2 | 1 | 8 |
| Property - Special Handling - Damaged Ite | 1 | 3 | 2 | 2 | | | | | 1 | | | | 9 |
| Property - Special Handling - Missing Item | 1 | 1 | 2 | 4 | 2 | 4 | | 1 | 2 | | 1 | | 18 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **11** | **11** | **6** | **12** | **11** | **10** | **21** | | | | | | **82** |
| Civil Rights | | | | | | 1 | 1 | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | 1 | | | | | | 2 |
| Customer Service | 2 | 2 | 3 | 3 | 2 | 4 | 2 | | | | | | 18 |
| Customer Service - TSO | 2 | 2 | 3 | 3 | 2 | 4 | 2 | | | | | | 18 |
| Expedited Passenger Screening Program | | | 1 | 2 | 3 | 3 | 8 | | | | | | 17 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | 2 | 1 | | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | 1 | 1 | 2 | 8 | | | | | | 13 |
| 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/Missi | | 1 | 1 | 1 | 1 | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 1 | 3 | | | 1 | | | | | | 8 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | 1 | 1 | | | | | | | | 2 |
| Prohibited & Permitted Items - Electronic Devices | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 6 | 3 | | | 1 | 1 | 5 | | | | | | 16 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Ite | 2 | 2 | | | 1 | | 2 | | | | | | 7 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | | | | | 1 | 3 | | | | | | 6 |
| Screening | 1 | 2 | | 1 | 2 | 1 | 4 | | | | | | 11 |
| Screening - Inconsistency | | | | | 2 | | | | | | | | 2 |
| Screening - Procedures/Process | 1 | 2 | | 1 | | 1 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MTJ** | **4** | **5** | **3** | **10** | **9** | **2** | **2** | **1** | | **1** | **1** | **3** | **41** |
| **2018** | | | | **6** | **2** | | **2** | | | **1** | **1** | **1** | **13** |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 3 | 1 | | | | | | 1 | 1 | 6 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 2 | 1 | | | | | | 1 | 1 | 5 |
| 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 as Observer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | | | 2 | | | | | | | | | 2 |
| Screening - Procedures/Process | | | | 2 | | | | | | | | | 2 |
| **2019** | | **1** | **2** | **1** | | **1** | | **1** | | | | **1** | **7** |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Headwear | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | 2 | 1 | | 1 | | | | | | | 4 |
| Customer Service - TSO | | | 2 | 1 | | 1 | | | | | | | 4 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | 1 | | | | | 1 |
| **2020** | **2** | **3** | **1** | **2** | **2** | | | | | | | **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 |
| Patdown | | | 1 | | 1 | | | | | | | | 2 |
| Patdown - Flyer | | | 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 |
| Screening | 1 | 2 | | | | | | | | | | | 3 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | | | | | | | | | | | 2 |
| **2021** | **2** | **1** | | **1** | **5** | **1** | | | | | | | **10** |
| Customer Service | 2 | | | | 2 | | | | | | | | 4 |
| Customer Service - TSO | 2 | | | | 2 | | | | | | | | 4 |
| Mishandling of Passenger Property | | | | | 2 | | | | | | | | 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) - Mobility Disability (Not Wheelchair or Scoot | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MVY** | | | | | | | | | **1** | **2** | **2** | **3** | **8** |
| **2018** | | | | | | | | | | **1** | **2** | **1** | **4** |
| 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) | | | | | | | | | | | 2 | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | | | 2 | | 2 |
| **2019** | | | | | | | | | **1** | **1** | | | **2** |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| **2020** | | | | | | | | | | | | **2** | **2** |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MWA** | | **1** | **1** | **2** | | | | **2** | | | **1** | | **7** |
| **2018** | | | | **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 - 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 |
| **2019** | | | **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 |
| **2020** | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MYR** | **22** | **12** | **13** | **9** | **12** | **21** | **24** | **23** | **31** | **31** | **23** | **15** | **236** |
| **2018** | | | | **1** | **3** | **8** | **10** | **7** | **12** | **17** | **7** | **5** | **70** |
| 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 Bag | | | | 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 |
| **2019** | **9** | **2** | **5** | **5** | **4** | **9** | **7** | **16** | **17** | **11** | **11** | **7** | **103** |
| 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 Trans | | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | | 1 | 2 | 1 | 1 | 1 | 1 | 3 | 3 | | | 14 |
| Customer Service - TSO | 1 | | 1 | 2 | 1 | 1 | 1 | 1 | 3 | 3 | | | 14 |
| Locks | 1 | | | 2 | | | | 1 | | | | 2 | 6 |
| Locks - Missing or Damaged Lock | 1 | | | 2 | | | | 1 | | | | 2 | 6 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 2 | | 1 | | 1 | 2 | 5 | 5 | 3 | 2 | 2 | 2 | 25 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dam | 2 | | 1 | | 1 | 2 | 3 | 5 | 2 | 2 | 2 | 1 | 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 | 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 D | 1 | | 1 | | | | | | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | 1 | 1 | | | 2 |
| Property - Special Handling | 1 | 1 | 2 | | 1 | 3 | | 3 | 3 | 2 | 4 | 2 | 22 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged It | 1 | | 1 | | | 2 | | 1 | 2 | | 1 | | 8 |
| Property - Special Handling - Missing Items - Checke | | 1 | 1 | | 1 | 1 | | 2 | 1 | 1 | 3 | 2 | 13 |
| Screening | 3 | | | 1 | | 1 | | 2 | 3 | 2 | 1 | | 13 |
| Screening - Crew Member or Airline Employee | | | | | | | | | 1 | | | | 1 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | 3 | | | 1 | | | | 1 | 2 | 2 | 1 | | 10 |
| Screening - Security Breach | | | | | | | | 1 | | | | | 1 |
| **2020** | **8** | **7** | **8** | | **4** | **1** | **1** | | **2** | **3** | **5** | **3** | **42** |
| 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 - Dam | 2 | | 1 | | 2 | | | | 1 | | 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 It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | 3 | | 1 | | | | | | 1 | 1 | 7 |
| Screening | 2 | 3 | | | | | | | | 2 | | | 7 |
| Screening - Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | 2 | 3 | | | | | | | | 1 | | | 6 |
| **2021** | **5** | **3** | | **3** | **1** | **3** | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Claims | | | | | | | 1 | | | | | | 1 |
| Claims - General | | | | | | | 1 | | | | | | 1 |
| 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 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | 1 | 1 | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 2 | | | 1 | | | 1 | | | | | | 4 |
| Property - Special Handling - Damaged Ite | 2 | | | | | | 1 | | | | | | 3 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | | 1 | | | 1 | 2 | | | | | | 4 |
| Screening - Lengthy Lines | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **NYL** | **3** | **2** | **4** | **4** | **4** | **3** | **2** | **2** | **3** | **5** | **2** | **1** | **35** |
| **2018** | | | | **1** | **1** | **1** | | | **2** | **2** | **1** | | **8** |
| Customer Service | | | | 1 | | | | | 1 | | | | 2 |
| Customer Service - TSO | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | | 1 | 1 | | | 1 | 2 | 1 | | 6 |
| 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 | | | | | | | | 1 |
| **2019** | **1** | **2** | **3** | **1** | **3** | **2** | **1** | **2** | **1** | **3** | **1** | **1** | **21** |
| Customer Service | | | | | | 1 | | | | 1 | | | 2 |
| Customer Service - TSO | | | | | | 1 | | | | 1 | | | 2 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 1 | 2 | 2 | | 1 | | 1 | | | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | 1 | | 1 | | 1 | | | | | | 5 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | | | | 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 | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | 1 | | | | | | | | 2 |
| Screening | | | | 1 | | | | 1 | 1 | 1 | 1 | | 5 |
| Screening - Procedures/Process | | | | 1 | | | | | 1 | 1 | 1 | | 4 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 |
| **2020** | **1** | | **1** | **1** | | | **1** | | | | | | **4** |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| **2021** | **1** | | | **1** | | | | | | | | | **2** |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OAJ** | **10** | **3** | **3** | **9** | **6** | **9** | **9** | **1** | **2** | **6** | **5** | **4** | **67** |
| **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 Bag | | | | 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) - Prosthesis/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** | **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/Missi | | 1 | | | | | | | | | 1 | | 2 |
| Patdown | | | | | | | | 1 | 1 | | | 1 | 3 |
| Patdown - Flyer | | | | | | | | 1 | 1 | | | 1 | 3 |
| Property - Special Handling | | 1 | | | | | | | | | | 2 | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 2 | 2 |
| Property - Special Handling - Missing Items - Checke | | 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 - Dam | 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 Scoot | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | | | 1 | | | | 1 | 1 | | 5 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Iten | 1 | | 1 | | | 1 | | | | 1 | | | 4 |
| Screening | 3 | | 1 | 1 | | 1 | | | | | | 1 | 7 |
| Screening - Crew Member or Airline Empl | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | 2 | | 1 | 1 | | 1 | | | | | | | 5 |
| **2021** | **1** | **1** | | | | **1** | **4** | | | | | | **7** |
| 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/Missi | | 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 It | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OAK** | **55** | **48** | **64** | **69** | **54** | **66** | **69** | **64** | **66** | **82** | **59** | **68** | **764** |
| **2018** | | | | **16** | **17** | **24** | **31** | **36** | **32** | **33** | **20** | **19** | **228** |
| 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 Bag | | | | 6 | 3 | 7 | 8 | 11 | 6 | 4 | 2 | 3 | 50 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | | | | | 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 Medic | | | | 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 |
| **2019** | **27** | **26** | **20** | **18** | **10** | **22** | **27** | **22** | **27** | **31** | **31** | **30** | **291** |
| 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 | 1 | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 4 | | | | 1 | | | | | | | 5 |
| Customer Service | 8 | 4 | 5 | 1 | 1 | 3 | 7 | 2 | 2 | 5 | 5 | 1 | 44 |
| Customer Service - Others | 2 | | | | | | 1 | | | | 1 | | 4 |
| Customer Service - TSO | 6 | 4 | 5 | 1 | 1 | 3 | 6 | 2 | 2 | 5 | 4 | 1 | 40 |
| Locks | 2 | 1 | 1 | | 1 | 2 | 1 | 1 | 3 | 1 | 2 | 1 | 16 |
| Locks - Missing or Damaged Lock | 2 | 1 | 1 | | 1 | 2 | 1 | 1 | 3 | 1 | 2 | 1 | 16 |
| Lost and Found | | | | | | | | | | 1 | | 1 | 2 |
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property | 7 | 8 | 2 | 8 | 2 | 6 | 4 | 3 | 4 | 5 | 8 | 11 | 68 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 3 | 2 | 5 |
| Mishandling of Passenger Property - Dam | 5 | 8 | 1 | 8 | 2 | 3 | 4 | 2 | 4 | 3 | 4 | 7 | 51 |
| Mishandling of Passenger Property - Disa | 2 | | 1 | | | 3 | | 1 | | 2 | 1 | 2 | 12 |
| Patdown | 1 | | | 1 | | | | 3 | 2 | 2 | 2 | 1 | 12 |
| Patdown - Flyer | 1 | | | 1 | | | | 3 | 2 | 2 | 2 | 1 | 12 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 3 | | 1 | | 1 | 1 | 1 | | 1 | 3 | 17 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 2 | | 1 | | | | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Mobility D | 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 | 9 | 12 | 10 | 81 |
| Property - Special Handling - Damaged Items - Carry-On | | | 1 | 1 | | | | | | | 2 | 1 | 5 |
| Property - Special Handling - Damaged It | 2 | | 3 | 1 | 2 | 3 | | 2 | 3 | 3 | 3 | 1 | 23 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | 1 | 1 | 2 | 1 | 2 | | 2 | 1 | 11 |
| Property - Special Handling - Missing Item | 2 | 3 | 3 | 4 | | 2 | 4 | 2 | 4 | 6 | 5 | 7 | 42 |
| Screening | 2 | 1 | 2 | 1 | 1 | 3 | 6 | 7 | 3 | 7 | 1 | 2 | 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 | | 2 | 28 |
| Screening - Security Breach | | | | 1 | | 1 | 1 | | | | | | 3 |
| **2020** | **22** | **17** | **39** | **35** | **18** | **12** | **2** | **6** | **7** | **18** | **8** | **19** | **203** |
| Civil Rights | | | 1 | 2 | 2 | | | | | | 1 | | 6 |
| 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 - 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 Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 4 | | 13 | 7 | 5 | 1 | | 1 | 1 | 6 | 1 | 4 | 43 |
| Mishandling of Passenger Property - Disa | 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) Not | | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | 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 Necessary | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 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 It | 2 | 4 | 2 | 3 | 1 | 2 | | 1 | | 1 | 1 | 2 | 19 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 1 | 1 | | | | 1 | 1 | | | | 5 |
| Property - Special Handling - Missing Iten | 6 | 2 | 8 | 3 | 2 | 2 | | | 2 | 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 |
| **2021** | **6** | **5** | **5** | | **9** | **8** | **9** | | | | | | **42** |
| 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 | | 1 | 1 | 2 | | | | | | 6 |
| Customer Service - TSO | | 1 | 1 | | 1 | 1 | 2 | | | | | | 6 |
| Expedited Passenger Screening Program | | | 1 | | 2 | 4 | 3 | | | | | | 10 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | 2 | 4 | 2 | | | | | | 9 |
| Hazardous Materials Safety | | | 1 | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 5 | 1 | 1 | | | | | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 5 | 1 | 1 | | | | | | | | | | 7 |
| 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 | | | | | | 10 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 1 | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | 2 | 1 | | 1 | 1 | | | | | | | 6 |
| Screening | | | | | 1 | 1 | 2 | | | | | | 4 |
| Screening - Inconsistency | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OGD** | | | | | **1** | | **1** | | | **1** | | | **3** |
| **2019** | | | | | | | **1** | | | **1** | | | **2** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| **2021** | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OGG** | **31** | **30** | **28** | **44** | **45** | **58** | **51** | **38** | **41** | **41** | **31** | **35** | **473** |
| **2018** | | | | **13** | **22** | **19** | **22** | **20** | **29** | **23** | **18** | **12** | **178** |
| 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 Bag | | | | 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 Checke | | | | 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) - Prosthesis/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 | | 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 |
| **2019** | **15** | **13** | **11** | **11** | **8** | **19** | **14** | **18** | **10** | **17** | **12** | **21** | **169** |
| 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 Trans | | 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 | 1 | 20 |
| Customer Service - TSO | 1 | 2 | | 2 | 1 | | 1 | 4 | 3 | 4 | 1 | 1 | 20 |
| Locks | | | 1 | 2 | 1 | | 1 | 1 | | 1 | | 2 | 9 |
| Locks - Missing or Damaged Lock | | | 1 | 2 | 1 | | 1 | 1 | | 1 | | 2 | 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 | 4 | 51 |
| Mishandling of Passenger Property - Dam | 7 | 2 | 4 | 3 | 1 | 8 | 4 | 2 | 3 | 2 | 5 | 3 | 44 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | | | 2 | 1 | 1 | | | | 1 | 7 |
| Patdown | | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 4 | 13 |
| Patdown - Children | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | 1 | | 1 | 1 | 1 | 1 | 1 | | 1 | 1 | 4 | 12 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 1 | | | 1 | | 1 | | 2 | 2 | 2 | 12 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | | | 1 | 1 | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment | | | 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 A | 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 It | 1 | | | | | | | | | 1 | | | 2 |
| Property - Special Handling - Damaged It | 1 | | 1 | | | | 2 | | | | | 2 | 6 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | 1 | 1 | 1 | | | 1 | | | 5 |
| Property - Special Handling - Missing Item | 1 | 1 | 2 | 2 | 2 | 2 | 1 | 2 | 1 | 1 | | 2 | 17 |
| Screening | 1 | 1 | 1 | 1 | 1 | 4 | 2 | 3 | 2 | 1 | 1 | 4 | 22 |
| Screening - Children | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | 1 | | 1 | 1 | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 3 | 16 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | 1 | 1 |
| **2020** | **14** | **12** | **17** | **17** | **13** | **13** | **3** | | **2** | **1** | **1** | **2** | **95** |
| Civil Rights | 2 | | | 1 | | | | | | | | | 3 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | 2 | | | | | | | | | | | | 2 |
| Customer Service | | | 1 | 5 | 1 | 2 | 2 | | | 1 | | 1 | 13 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 - Dam | 6 | 3 | 7 | 3 | 5 | 3 | | | 1 | | 1 | | 29 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 Disability | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Dev | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wounded | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | 5 | 2 | 3 | 1 | | | 1 | | | 1 | 16 |
| Property - Special Handling - Damaged Items - Checl | | 1 | 3 | | 1 | | | | | | | 1 | 6 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 2 | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **2** | **5** | | **3** | **2** | **7** | **12** | | | | | | **31** |
| Customer Service | | 1 | | 3 | | 1 | 3 | | | | | | 8 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | 2 | | 1 | 3 | | | | | | 7 |
| Expedited Passenger Screening Program | | | | | 1 | 1 | 5 | | | | | | 7 |
| Expedited Passenger Screening Program - Known Crew Member | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | | 5 | | | | | | 5 |
| Locks | | | | | | 1 | 1 | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | 1 | 1 | | | | | | 2 |
| Mishandling of Passenger Property | 2 | 2 | | | | | 1 | | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 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 | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | 1 | | | | | | 2 |
| Screening | | | | | 1 | 3 | 1 | | | | | | 5 |
| Screening - Procedures/Process | | | | | 1 | 3 | 1 | | | | | | 5 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OGS** | **1** | | **2** | **1** | | **1** | **2** | **1** | **2** | **1** | **2** | | **13** |
| **2018** | | | | | | | | **1** | | | **1** | | **2** |
| Mishandling of Passenger Property | | | | | | | | 1 | | | 1 | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | 1 | | 2 |
| **2019** | | | | | | | **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 | | | | 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 |
| **2020** | **1** | | **2** | **1** | | **1** | | | | | | | **5** |
| Mishandling of Passenger Property | | | 2 | | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | 1 | | | | | | | 2 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| **2021** | | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OKC** | **24** | **20** | **23** | **27** | **34** | **32** | **34** | **19** | **17** | **31** | **23** | **25** | **309** |
| **2018** | | | | **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 Bag | | | | 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) - Prosthesis/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 |
| **2019** | **8** | **11** | **11** | **8** | **6** | **11** | **10** | **6** | **8** | **14** | **9** | **11** | **113** |
| 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 Transg | | 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 - Dam | 1 | 2 | 4 | 2 | 2 | 1 | 1 | 1 | 1 | 3 | | 1 | 19 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | 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 Wheelch | | | 1 | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 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 | 2 | 8 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 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/Confis | 1 | | | | | | | | | | | 1 | 2 |
| **2020** | **14** | **5** | **7** | **7** | **10** | **4** | **5** | | **1** | **6** | **3** | **3** | **65** |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Customer Service | | 1 | 1 | 1 | | | | | | | | 2 | 5 |
| Customer Service - Others | | | | | | | | | | | | 2 | 2 |
| Customer Service - TSO | | 1 | 1 | 1 | | | | | | | | | 3 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 5 | 2 | 2 | | 2 | | 2 | | | 1 | 1 | | 15 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 5 | 2 | 2 | | 1 | | 2 | | | | 1 | | 13 |
| 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 | | 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) - Medically | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 6 | 1 | 2 | 3 | 2 | 3 | 2 | | | 3 | 1 | | 23 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | 1 | | 2 |
| Property - Special Handling - Damaged Ite | 4 | 1 | 1 | 2 | 1 | 3 | 1 | | | | | | 13 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **2** | **4** | **5** | **3** | **3** | **7** | **9** | | | | | | **33** |
| Customer Service | 1 | 1 | 3 | 1 | 1 | 1 | 1 | | | | | | 9 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 1 | 2 | 1 | 1 | 1 | 1 | | | | | | 8 |
| Expedited Passenger Screening Program | | | | | 2 | 3 | 4 | | | | | | 9 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 2 | 3 | 4 | | | | | | 9 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | | | 2 |
| Patdown | | | | | | | 2 | | | | | | 2 |
| Patdown - Flyer | | | | | | | 2 | | | | | | 2 |
| 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 Items - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | 1 | 2 | | 1 | 2 | | | | | | 7 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OMA** | **46** | **36** | **43** | **33** | **38** | **33** | **37** | **44** | **45** | **39** | **40** | **36** | **470** |
| **2018** | | | | **12** | **11** | **8** | **11** | **24** | **17** | **11** | **18** | **11** | **123** |
| 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 Lug | | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | 2 | 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 | 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 Medic | | | | 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 | 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 |
| **2019** | **16** | **20** | **13** | **6** | **11** | **12** | **12** | **16** | **25** | **20** | **18** | **15** | **184** |
| Civil Rights | 1 | | 1 | 2 | | | | 2 | 2 | 5 | 1 | 1 | 15 |
| Civil Rights - Age | | | | 1 | | | | | 1 | | | 1 | 3 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 | | 4 | 2 | 1 | 1 | 11 |
| Locks - Missing or Damaged Lock | 1 | 1 | | | | | 1 | | 4 | 2 | 1 | 1 | 11 |
| Lost and Found | | 1 | | | | | | | 1 | | | | 2 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | 7 | 5 | 2 | 2 | 2 | | 3 | 4 | 4 | 7 | 6 | 5 | 47 |
| Mishandling of Passenger Property - Dam | 3 | 4 | 2 | 2 | 2 | | 3 | 2 | 3 | 4 | 5 | 3 | 33 |
| Mishandling of Passenger Property - Disa | 4 | 1 | | | | | | 2 | 1 | 3 | 1 | 2 | 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 | 10 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | 1 | | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Dev | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | | 1 | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 1 | | | | | | | | | 1 | | 2 |
| Property - Special Handling | 1 | 4 | 6 | 1 | 3 | 2 | 4 | 4 | 4 | 2 | 1 | 1 | 33 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | 1 | 1 | 2 | 1 | | 1 | 2 | | | | 9 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | 1 | 1 | | | 1 | 1 | 5 |
| Property - Special Handling - Missing Item | 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 |
| **2020** | **21** | **10** | **25** | **10** | **9** | **7** | **1** | **4** | **3** | **8** | **4** | **10** | **112** |
| 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 |
| Locks - Missing or Damaged Lock | 6 | 1 | 1 | | 1 | 1 | | | | 1 | | 1 | 12 |
| Mishandling of Passenger Property | 3 | 2 | 7 | 1 | 3 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 25 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mishandling of Passenger Property - Dam | 1 | 1 | 5 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 18 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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) - Cognitive | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling | 6 | 3 | 4 | 2 | 1 | 1 | | 2 | 1 | 2 | | 2 | 24 |
| Property - Special Handling - Damaged It | 4 | | 1 | | | | | 1 | 1 | 2 | | | 9 |
| Property - Special Handling - Missing Item | 1 | 2 | | 1 | | | | 1 | | | | | 5 |
| Property - Special Handling - Missing Item | 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/Confis | 1 | | 1 | | | | | | | 1 | | | 3 |
| **2021** | **9** | **6** | **5** | **5** | **7** | **6** | **13** | | | | | | **51** |
| Civil Rights | | | 1 | | 1 | | 2 | | | | | | 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 |
| Claims | | | | | | | 1 | | | | | | 1 |
| Claims - General | | | | | | | 1 | | | | | | 1 |
| Customer Service | 1 | 3 | 2 | 2 | 1 | | 1 | | | | | | 10 |
| Customer Service - TCC | | | | 2 | | | | | | | | | 2 |
| Customer Service - TSO | 1 | 3 | 2 | | 1 | | 1 | | | | | | 8 |
| Duplicate E-mail | | | 1 | | | | | | | | | | 1 |
| Duplicate E-mail - General | | | 1 | | | | | | | | | | 1 |
| 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 | 3 | | | 3 | | 2 | 1 | | | | | | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 3 | | | 2 | | | 1 | | | | | | 6 |
| Patdown | 2 | | | | 1 | | 1 | | | | | | 4 |
| Patdown - Flyer | 2 | | | | | | 1 | | | | | | 3 |
| Patdown - Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 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 |
| 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 | | | | | | 7 |
| Property - Special Handling - Damaged Items - Checl | | 2 | | | 1 | 1 | 1 | | | | | | 5 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | 2 | 1 | | | 3 | 1 | 1 | | | | | | 8 |
| Screening - Procedures/Process | 1 | | | | 2 | 1 | 1 | | | | | | 5 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OME** | | | **1** | **2** | | | | | | | | | **3** |
| **2018** | | | | **1** | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| **2019** | | | | **1** | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ONT** | **54** | **38** | **44** | **47** | **45** | **47** | **35** | **38** | **42** | **29** | **46** | **32** | **497** |
| **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 Bag | | | | 2 | 3 | 4 | 5 | 4 | 3 | 4 | 3 | 1 | 29 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 1 | 2 | | 1 | | 7 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | 1 | | 2 | | | | 4 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | 1 | 1 | 2 | 3 | 2 | 3 | | 1 | 2 | 15 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | | 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 Discrimina | 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 - Dam | 1 | | | | | 1 | | | | 2 | 1 | | 5 |
| Mishandling of Passenger Property - Dam | 4 | 2 | 6 | 5 | 1 | | | 7 | 4 | 4 | 5 | 4 | 42 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Disa | 3 | | 1 | 1 | | 3 | | | 1 | | 2 | | 11 |
| Patdown | | 1 | 2 | | | 1 | 1 | 2 | | | 2 | 1 | 10 |
| Patdown - Flyer | | 1 | 2 | | | 1 | 1 | 2 | | | 2 | 1 | 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 Imp | 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) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 3 | 4 | 6 | | 3 | 2 | | 2 | 6 | 2 | 3 | 2 | 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 Item | 1 | | 1 | | 1 | | | 1 | 2 | | | 1 | 7 |
| Property - Special Handling - Missing Item | 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 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 |
| Customer Service | 2 | 4 | 1 | 3 | 3 | 1 | 2 | 1 | 2 | 1 | 1 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 - Dam | 1 | 1 | 1 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 5 | 3 | 2 | 6 | 4 | | | 1 | | 1 | 3 | 1 | 26 |
| Mishandling of Passenger Property - Disarrayed Item | | 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) - Medically | 1 | 1 | | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inha | | 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 Ite | 2 | | | 1 | | 1 | | | | | 1 | 2 | 7 |
| Property - Special Handling - Missing Item | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **10** | **7** | **9** | **7** | **5** | **12** | **8** | | | | | | **58** |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | 3 | 2 | 1 | 4 | 1 | | | | | | 13 |
| Customer Service - TSO | 1 | 1 | 3 | 2 | 1 | 4 | 1 | | | | | | 13 |
| Duplicate E-mail | | | | 1 | | | | | | | | | 1 |
| Duplicate E-mail - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | 1 | 1 | 3 | | | | | | 6 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | 1 | 1 | 3 | | | | | | 6 |
| Mishandling of Passenger Property | 3 | 5 | 1 | 1 | | 1 | 1 | | | | | | 12 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 3 | 4 | 1 | | | 1 | | | | | | | 9 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 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 | | | | | | 9 |
| Property - Special Handling - Damaged Ite | 1 | | 1 | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Item | 2 | | | | | 1 | 1 | | | | | | 4 |
| Screening | 2 | | | 1 | 3 | 3 | 2 | | | | | | 11 |
| Screening - Inconsistency | | | | 1 | | 1 | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | | 1 | 1 | | | | | | 2 |
| Screening - Procedures/Process | 2 | | | | 3 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ORD** | **302** | **221** | **266** | **311** | **295** | **309** | **302** | **248** | **240** | **309** | **302** | **230** | **3,335** |
| **2018** | | | | **114** | **100** | **107** | **116** | **115** | **118** | **127** | **132** | **89** | **1,018** |
| 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 | 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 Lug | | | | 1 | 4 | 1 | | 3 | | | 1 | 3 | 13 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 Scoot | | | | 1 | | | 1 | 2 | 3 | | 1 | 2 | 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 |
| **2019** | **129** | **97** | **116** | **78** | **69** | **92** | **101** | **118** | **103** | **136** | **126** | **107** | **1,272** |
| 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 | 2 | 7 |
| Civil Rights - Headwear | 1 | | | | | | | | | | | | 1 |
| Civil Rights - National Origin | 2 | 1 | | | | | | | 1 | 1 | 1 | | 6 |
| Civil Rights - Perceived Religion | 1 | | 1 | | | | 1 | 2 | 1 | | 1 | | 7 |
| Civil Rights - Racial Profiling or Discrimina | 6 | 5 | 1 | 2 | 4 | 1 | 4 | 2 | 3 | 5 | 5 | 2 | 40 |
| Civil Rights - Sex/Gender/Gender Identity- | 3 | 2 | 1 | 3 | 1 | | 3 | | | 1 | 1 | 3 | 18 |
| Civil Rights - Sexual Orientation - Not 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 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | 3 | 1 | 1 | 1 | 1 | | 2 | 1 | 4 | 17 |
| Mishandling of Passenger Property - Dam | 17 | 16 | 13 | 13 | 8 | 13 | 11 | 19 | 12 | 17 | 22 | 19 | 180 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | 1 | 1 | | | | | 1 | 5 |
| Mishandling of Passenger Property - Disa | 3 | 3 | 3 | 2 | | 3 | 2 | 5 | 4 | 4 | 4 | 2 | 35 |
| Patdown | 6 | 1 | 6 | 2 | 3 | 3 | 8 | 2 | 5 | 8 | 2 | 6 | 52 |
| Patdown - 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 S | 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 /Developm | | 1 | | | 1 | | | | | 1 | 2 | | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | 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) - Internal M | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 2 | | | 1 | 1 | | | 1 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | 2 | | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | 2 | | | | 1 | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 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) - Wheelcha | 1 | 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 Ite | 2 | 1 | | 1 | 2 | | 1 | 2 | 1 | 6 | | 1 | 17 |
| Property - Special Handling - Damaged Ite | 4 | 1 | 1 | 1 | | 5 | 6 | 5 | 2 | 8 | 8 | 3 | 44 |
| Property - Special Handling - Missing Item | 4 | 10 | 5 | 5 | 4 | 4 | 5 | 1 | 6 | 6 | 6 | 4 | 60 |
| Property - Special Handling - Missing Item | 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/Confis | 1 | | | | | | | | | 1 | | 1 | 3 |
| Screening - Security Breach | 2 | 1 | | | | | | 3 | 1 | | 1 | | 8 |
| **2020** | **115** | **96** | **114** | **96** | **92** | **60** | **10** | **15** | **19** | **46** | **44** | **34** | **741** |
| 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 | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 5 | 5 | 3 | 3 | 1 | 3 | 2 | 1 | | 2 | 2 | | 27 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | 1 | 2 | 1 | 1 | | | | | 1 | | 7 |
| Civil Rights - Sexual Orientation - Not Transgender | | | | | 1 | | | | | 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 - Domest | 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 | | 2 | 17 |
| Mishandling of Passenger Property | 22 | 22 | 27 | 24 | 22 | 15 | | 2 | 4 | 11 | 12 | 8 | 169 |
| Mishandling of Passenger Property - Dam | 2 | 3 | 4 | 2 | 3 | 1 | | | | | | | 15 |
| Mishandling of Passenger Property - Dam | 18 | 14 | 22 | 19 | 16 | 14 | | 2 | 2 | 9 | 11 | 7 | 134 |
| Mishandling of Passenger Property - Disa | 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) - Cancer (g | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | 2 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Dev | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | 1 | | 2 | 2 | 1 | | | | | | 8 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 1 | 1 | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 1 | | 2 | 1 | | | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme | | | 1 | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Service Animals | | | 1 | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | | 2 | | | | | | | | 1 | | 5 |
| Property - Special Handling | 29 | 20 | 19 | 25 | 21 | 19 | 1 | 5 | 5 | 11 | 15 | 14 | 184 |
| Property - Special Handling - Damaged Ite | 4 | 2 | 1 | 2 | | | | | | | 1 | 2 | 12 |
| Property - Special Handling - Damaged Ite | 7 | 3 | 2 | 2 | 3 | 4 | | 1 | 1 | 4 | 4 | 3 | 34 |
| Property - Special Handling - Missing Item | 9 | 5 | 5 | 3 | 5 | 4 | 1 | 2 | 2 | | 3 | 3 | 42 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Screening - Lengthy Lines | 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 |
| **2021** | **58** | **28** | **36** | **23** | **34** | **50** | **75** | | | | | | **304** |
| Animals | | | 1 | | | | | | | | | | 1 |
| Animals - Checked | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 2 | 1 | 1 | | 2 | 2 | 2 | | | | | | 10 |
| Civil Rights - National Origin | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 1 | 1 | | 1 | 2 | | | | | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | 1 | | | | | | 2 |
| Civil Rights - Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Claims | | | | | 1 | | | | | | | | 1 |
| Claims - General | | | | | 1 | | | | | | | | 1 |
| Customer Service | 13 | 8 | 13 | 8 | 9 | 9 | 14 | | | | | | 74 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | 13 | 8 | 13 | 8 | 9 | 8 | 14 | | | | | | 73 |
| Expedited Passenger Screening Program | | | 2 | 1 | 5 | 12 | 30 | | | | | | 50 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 1 | 5 | | | | | | 6 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 1 | 5 | 11 | 25 | | | | | | 44 |
| Locks | 1 | | 1 | | 1 | | 2 | | | | | | 5 |
| Locks - Missing or Damaged Lock | 1 | | 1 | | 1 | | 2 | | | | | | 5 |
| Lost and Found | 3 | | | 1 | | 1 | 1 | | | | | | 6 |
| Lost and Found - Airport/TSA | 3 | | | 1 | | 1 | 1 | | | | | | 6 |
| Mishandling of Passenger Property | 10 | 10 | 7 | 8 | 6 | 1 | 5 | | | | | | 47 |
| Mishandling of Passenger Property - Dam | 2 | 4 | | 2 | | | | | | | | | 8 |
| Mishandling of Passenger Property - Dam | 6 | 4 | 7 | 5 | 5 | 1 | 5 | | | | | | 33 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | 2 | | 1 | 1 | | | | | | | | 5 |
| No Jurisdiction | | | 2 | 2 | | | | | | | | | 4 |
| No Jurisdiction - Refer to CBP | | | 1 | 2 | | | | | | | | | 3 |
| 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 | | | | | | 7 |
| Persons w/ Disabilities (PWD) - General | | | | | | 2 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | 1 | 1 | | | | | | 2 |
| Prohibited & Permitted Items | | | 1 | | 1 | | | | | | | | 2 |
| Prohibited & Permitted Items - Food/Beverages | | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 20 | 7 | 1 | 3 | 5 | 13 | 12 | | | | | | 61 |
| Property - Special Handling - Damaged It | 1 | 1 | | | 1 | | 2 | | | | | | 5 |
| Property - Special Handling - Damaged It | 4 | 1 | | 1 | 2 | 7 | 6 | | | | | | 21 |
| Property - Special Handling - Missing Item | 3 | 1 | 1 | | | 2 | 1 | | | | | | 8 |
| Property - Special Handling - Missing Item | 12 | 4 | | 2 | 2 | 4 | 3 | | | | | | 27 |
| Screening | 8 | 2 | 5 | | 3 | 5 | 7 | | | | | | 30 |
| Screening - Crew Member or Airline Employee | | | 1 | | | | 1 | | | | | | 2 |
| Screening - Inconsistency | 1 | | | | 1 | | 2 | | | | | | 4 |
| Screening - Procedures/Process | 7 | 2 | 3 | | 2 | 5 | 4 | | | | | | 23 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ORF** | **19** | **23** | **33** | **40** | **28** | **41** | **30** | **32** | **41** | **32** | **25** | **26** | **370** |
| **2018** | | | | **17** | **8** | **13** | **16** | **16** | **17** | **14** | **12** | **10** | **123** |
| 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 | | 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 | 30 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | | | | 1 | 1 | 2 | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | 2 | 4 | 3 | 1 | 3 | 1 | 2 | 1 | 18 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 2 | 1 | | | 1 | 1 | 1 | | 1 | 7 |
| Patdown | | | | 1 | 2 | 1 | | 4 | 2 | 1 | 2 | 2 | 15 |
| Patdown - Flyer | | | | 1 | 2 | | | 4 | 2 | 1 | 2 | 1 | 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 | 22 |
| 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 |
| **2019** | **9** | **8** | **14** | **8** | **4** | **14** | **6** | **13** | **18** | **14** | **11** | **16** | **135** |
| 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 | 4 | 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 | 3 | 4 | 28 |
| Mishandling of Passenger Property - Dam | 2 | | 3 | | 2 | 2 | | 1 | 2 | 3 | 3 | 2 | 20 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | 2 | | | 1 | | | 1 | | | 2 | 7 |
| Patdown | | 1 | | 2 | | | | 1 | 1 | 2 | 2 | 1 | 10 |
| Patdown - Flyer | | 1 | | 2 | | | | 1 | 1 | 2 | 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 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) - Metal Implants (joint) | | 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 | 6 | 2 | 4 | 1 | 2 | 38 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | 1 | | 1 | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | 1 | 1 | | | 1 | | 1 | 2 | 2 | | | 9 |
| Property - Special Handling - Missing Item | 1 | | 1 | | | 1 | 1 | | | 1 | | 2 | 7 |
| Property - Special Handling - Missing Item | 2 | 1 | 3 | 2 | 1 | 3 | 2 | 4 | | 1 | 1 | | 20 |
| Screening | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 3 | 3 | 1 | 3 | 2 | 20 |
| Screening - Inconsistency | | | 1 | | | | | | 1 | | | | 2 |
| Screening - Lengthy Lines | | 1 | | | | | 1 | | | | | | 2 |
| Screening - Procedures/Process | 1 | 1 | | 1 | 1 | 1 | | 3 | 2 | 1 | 3 | 2 | 16 |
| TSA Contact Information | | | | 1 | | | | | | | | | 1 |
| TSA Contact Information - General | | | | 1 | | | | | | | | | 1 |
| **2020** | **7** | **11** | **15** | **10** | **9** | **5** | **1** | **3** | **6** | **4** | **2** | | **73** |
| 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 | | 1 | | 9 |
| Customer Service - TSO | | 1 | 3 | 1 | 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 | 1 | 1 | | | 19 |
| Mishandling of Passenger Property - Dam | 1 | 3 | 1 | 3 | 4 | 1 | | 1 | 1 | | | | 15 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 1 | | | | | | | | | | 2 |
| Patdown | 1 | 2 | 2 | | | 1 | | | | | | | 6 |

| Categories | 10-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 | 2 | 2 | | | 1 | | | | | | | 6 |
| Persons w/ Disabilities (PWD) | | 1 | 2 | 1 | 1 | 1 | | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic | | | | 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 It | 1 | | | | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | 2 | 1 | 1 | 1 | | | 1 | | | | 6 |
| Property - Special Handling - Missing Items - Checke | | 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 |
| **2021** | **3** | **4** | **4** | **5** | **7** | **9** | **7** | | | | | | **39** |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | 1 | | 2 | | 3 | | | | | | 6 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | | | 2 | | 3 | | | | | | 5 |
| Expedited Passenger Screening Program | | | | | | 1 | 1 | | | | | | 2 |
| 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 | 3 | 1 | 1 | | | | | | | 9 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 2 | 1 | 1 | 1 | | | | | | | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 2 | | | | | | | | | 2 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | 2 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | | | | | | | | 1 |
| 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 | 2 | 1 | | | 1 | 3 | 2 | | | | | | 9 |
| Property - Special Handling - Damaged It | 1 | 1 | | | 1 | 1 | 1 | | | | | | 5 |
| Property - Special Handling - Missing Item | 1 | | | | | 2 | 1 | | | | | | 4 |
| Screening | | 2 | | 1 | 1 | 2 | | | | | | | 6 |
| Screening - Inconsistency | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ORH** | **2** | **1** | **3** | **1** | **4** | **1** | **1** | **1** | **2** | **3** | **1** | **2** | **22** |
| **2018** | | | | | **2** | **1** | | | **1** | **1** | | **1** | **6** |
| 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 - Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | 1 | | | 1 | 4 |
| **2019** | **2** | **1** | **3** | **1** | **2** | | **1** | **1** | **1** | **2** | **1** | **1** | **16** |
| Locks | | | | | | | 1 | | | | | 1 | 2 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property | 1 | | 2 | | 1 | | | | 1 | 2 | 1 | | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | 1 | 2 | 1 | | 5 |
| Mishandling of Passenger Property - Disa | 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 Item | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OTH** | **1** | **1** | **1** | **4** | **2** | **1** | **2** | | **1** | **2** | **1** | | **16** |
| **2018** | | | | **1** | | **1** | **1** | | | | | | **3** |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| **2019** | **1** | **1** | | | **1** | | | | | **1** | **1** | | **5** |
| Mishandling of Passenger Property | 1 | | | | 1 | | | | | 1 | 1 | | 4 |
| Mishandling of Passenger Property - Dam | 1 | | | | 1 | | | | | 1 | | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| **2020** | | | **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 |
| **2021** | | | | **1** | | | **1** | | | | | | **2** |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OTZ** | **2** | | | | **1** | | **1** | **2** | **1** | | | **1** | **8** |
| **2018** | | | | | **1** | | **1** | **2** | | | | | **4** |
| 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 | | | | | | | | 2 | | | | | 2 |
| Screening - Procedures/Process | | | | | | | | 2 | | | | | 2 |
| **2019** | **1** | | | | | | | | **1** | | | **1** | **3** |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 1 |
| Screening | 1 | | | | | | | | | | | 1 | 2 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | 1 | 1 |
| Screening - Security Breach | 1 | | | | | | | | | | | | 1 |
| **2021** | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **OWB** | | **2** | | **2** | | | | **1** | **1** | | | | **6** |
| **2019** | | **1** | | **1** | | | | **1** | **1** | | | | **4** |
| Mishandling of Passenger Property | | 1 | | 1 | | | | 1 | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | 1 | | | | | 2 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| **2020** | | **1** | | | | | | | | | | | **1** |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PAE** | **2** | **3** | **4** | **3** | **3** | **2** | **3** | **1** | **5** | **5** | **9** | **3** | **43** |
| **2019** | | | | | | | **3** | **1** | **5** | **5** | **9** | **3** | **26** |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | 1 | 1 | | 3 | 1 | 6 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | 1 | 1 | | 2 | 1 | 5 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property - 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 |
| **2020** | **1** | **3** | **4** | **3** | **3** | | | | | | | | **14** |
| 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/Missi | | 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 Iten | 1 | | 2 | | | | | | | | | | 3 |
| Screening | | 1 | 1 | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | | 1 | 1 | 1 | | | | | | | | | 3 |
| **2021** | **1** | | | | | **2** | | | | | | | **3** |
| 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 Iten | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PAH** | **1** | | | **2** | | | | | | | **2** | | **5** |
| **2018** | | | | | | | | | | | **1** | | **1** |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| **2019** | **1** | | | | | | | | | | **1** | | **2** |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| **2020** | | | | **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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | | | | **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 Item | 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** | **48** | **54** | **58** | **40** | **23** | **702** |
| **2018** | | | | **27** | **21** | **31** | **20** | **21** | **30** | **25** | **23** | **8** | **206** |
| Civil Rights | | | | | | 1 | 1 | 1 | | | 1 | | 4 |
| Civil Rights - Age | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | | | | | 1 | | 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 Bag | | | | 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 Scoot | | | | 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 | | | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | | | | | 1 | | | 1 | 2 |
| 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 | 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 | 1 | 41 |
| Customer Service - TSO | 3 | 4 | 8 | 2 | 4 | 7 | 5 | 1 | 1 | 3 | 2 | 1 | 41 |
| Locks | | | | | | 4 | 1 | 1 | 1 | 1 | | | 8 |
| Locks - Missing or Damaged Lock | | | | | | 4 | 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 | 55 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | | | | 2 | | 1 | 5 |
| Mishandling of Passenger Property - Dam | 5 | 4 | 3 | 4 | 7 | 3 | 4 | 4 | 7 | 2 | 1 | | 44 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 1 | | 1 | | | | 2 | 1 | | | 6 |
| Patdown | | | 1 | 1 | | | 1 | | | 2 | | | 5 |
| Patdown - Flyer | | | 1 | 1 | | | 1 | | | 1 | | | 4 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | 2 | 1 | | 2 | 3 | 1 | | 2 | 1 | 1 | 15 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | | | | | | | | | | 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) - Touch Aversion (pain/trauma) | | | | | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | 1 | 1 | | 1 | 1 | 1 | | | | | 5 |
| Property - Special Handling | 6 | 6 | 5 | 6 | 4 | 6 | 6 | 8 | 3 | 6 | 6 | 4 | 66 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | 1 | 1 | | | 1 | 2 | | 6 |
| Property - Special Handling - Damaged It | 2 | 2 | 2 | 2 | | 1 | | | 2 | 2 | | 2 | 15 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 1 | 1 | 2 | | | 2 | 1 | 1 | | 1 | 10 |
| Property - Special Handling - Missing Iten | 4 | 2 | 2 | 3 | 2 | 4 | 5 | 6 | | 2 | 4 | 1 | 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 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Screening of Religious Cultural and Ceremonial 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 - Dam | 3 | 4 | 10 | 9 | 8 | 7 | | | 1 | 1 | | 2 | 45 |
| Mishandling of Passenger Property - Disa | 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) Not | | 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 Scoot | | | | 1 | 2 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Ostomy/C | 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/ | | 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 Ite | 2 | 3 | 2 | 2 | 2 | | | | 1 | 1 | | 2 | 15 |
| Property - Special Handling - Missing Items - Carry-C | | 2 | 1 | | 2 | | 1 | | | 1 | | | 7 |
| Property - Special Handling - Missing Item | 2 | | 6 | 2 | 2 | 1 | | | 2 | 1 | 1 | | 17 |
| Screening | | 3 | 3 | 3 | 2 | 2 | | 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 |
| **2021** | **6** | **8** | **7** | **10** | **12** | **10** | **34** | | | | | | **87** |
| Civil Rights | | | | 1 | | 2 | 2 | | | | | | 5 |
| Civil Rights - Age | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | | 1 | 1 | | | | | | 3 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | 2 | 7 | 2 | 3 | 7 | | | | | | 23 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | 1 | 1 | 2 | 7 | 2 | 3 | 6 | | | | | | 22 |
| Expedited Passenger Screening Program | | | 1 | | 3 | 4 | 17 | | | | | | 25 |
| Expedited Passenger Screening Program - DoD | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | 2 | 4 | 16 | | | | | | 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 | | 2 | 1 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | 1 | | | | | | | | | | 3 |
| No Jurisdiction | | | | | 1 | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | 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 | | 3 | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | 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 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Firearm/Ammunition | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 4 | | 1 | 1 | 1 | 1 | | | | | | 9 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 2 | | | 1 | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | 2 | | 1 | | 1 | | | | | | | 5 |
| Screening | 1 | 1 | | 1 | 4 | | 2 | | | | | | 9 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | | 1 | 3 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PDX** | **85** | **86** | **73** | **113** | **90** | **106** | **89** | **86** | **98** | **115** | **91** | **93** | **1,125** |
| **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 | 6 | 71 |
| Customer Service - Others | | | | | | 1 | | 1 | 1 | 1 | | 1 | 5 |
| Customer Service - TSO | | | | 2 | 10 | 7 | 7 | 8 | 5 | 7 | 15 | 5 | 66 |
| Locks | | | | 2 | 2 | 3 | 3 | | 2 | | | 1 | 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 | 6 | 101 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 2 | | | | 2 | 1 | | | 1 | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 10 | 8 | 4 | 13 | 8 | 13 | 7 | 14 | 3 | 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 | 1 | 15 |
| Patdown - Flyer | | | | 1 | 3 | 1 | | 2 | 2 | 4 | 1 | 1 | 15 |
| Persons w/ Disabilities (PWD) | | | | 3 | 2 | 2 | | 3 | 4 | 3 | 2 | 4 | 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 Medic | | | | 1 | | | | | 2 | 2 | | 2 | 7 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 1 | 1 | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 | 5 | 62 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | 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 | 2 | 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 | 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 | 1 | | 6 |
| Civil Rights - Sex/Gender/Gender Identity- | 3 | | 1 | 1 | | | | | 1 | | | | 6 |
| Civil Rights - Transgender Screening | | | | 1 | | 1 | | | | | | 1 | 3 |
| Customer Service | 3 | 9 | 2 | 6 | 2 | 4 | 8 | 11 | 4 | 10 | 8 | 8 | 75 |
| Customer Service - Others | | 1 | | | | | | | | 2 | 1 | | 4 |
| Customer Service - TSO | 3 | 8 | 2 | 6 | 2 | 4 | 8 | 11 | 4 | 8 | 7 | 8 | 71 |
| Locks | 2 | | 3 | 2 | | | 1 | | 1 | | 1 | 1 | 11 |
| Locks - General | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | 3 | 2 | | | 1 | | 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 | 15 | 12 | 11 | 13 | 114 |
| Mishandling of Passenger Property - Dam | 2 | | | | 1 | | | | 1 | | | 4 | 8 |
| Mishandling of Passenger Property - Dam | 9 | 7 | 9 | 5 | 5 | 4 | 2 | 8 | 10 | 11 | 9 | 6 | 85 |
| Mishandling of Passenger Property - Disa | 3 | 3 | 3 | 1 | | | 1 | | 4 | 1 | 2 | 3 | 21 |
| Patdown | 1 | 1 | | | 2 | | 1 | 3 | 4 | 1 | 1 | | 14 |
| Patdown - Flyer | 1 | | | | 2 | | 1 | 3 | 4 | 1 | 1 | | 13 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 3 | | 3 | 6 | 3 | 1 | 3 | 6 | 4 | 5 | 2 | 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 |
| 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 Necessary | | 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 Scoot | | | | 1 | 1 | 1 | | | 1 | 1 | | 1 | 6 |
| 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/ | | 1 | | | | 1 | | | 1 | | | | 3 |
| Property - Special Handling | 8 | 16 | 9 | 10 | 3 | 15 | 9 | 8 | 10 | 6 | 5 | 10 | 109 |
| Property - Special Handling - Damaged Ite | 2 | 3 | | 1 | 2 | 2 | | | 2 | 2 | 1 | | 15 |
| Property - Special Handling - Damaged Ite | 1 | 2 | 5 | 1 | | 3 | 1 | 1 | 1 | | 1 | 1 | 17 |
| Property - Special Handling - Missing Item | 1 | 3 | | 3 | | 2 | 4 | 4 | 3 | | | 1 | 21 |

| Categories | 10-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 | 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/Confis | 1 | | | | | 1 | | | | 1 | | | 3 |
| Screening - Security Breach | 1 | | | | | 2 | | | | | | 1 | 4 |
| **2020** | **31** | **31** | **36** | **32** | **22** | **23** | **3** | **4** | **10** | **26** | **11** | **27** | **256** |
| 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 Trans | | 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 Iss | | | | 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/Missi | | 1 | 1 | 2 | | 1 | | | | 2 | 1 | 1 | 9 |
| Mishandling of Passenger Property - Dam | 6 | 2 | 8 | 6 | 7 | 7 | 1 | 1 | 1 | 2 | 1 | 5 | 47 |
| Mishandling of Passenger Property - Disa | 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 Wheelch | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/C | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | 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 | 59 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | 1 | | | | | | 3 | | | 5 |
| Property - Special Handling - Damaged It | 5 | 1 | | 1 | | 1 | | 2 | 1 | 3 | | 5 | 19 |
| Property - Special Handling - Missing Item | 2 | 2 | 1 | | 1 | | | | | 2 | | | 8 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **16** | **14** | **8** | **11** | **10** | **12** | **26** | | | | | | **97** |
| Civil Rights | | | 2 | | | 2 | 1 | | | | | | 5 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 2 | 1 | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | 3 | 1 | 3 | 5 | 4 | 3 | | | | | | 21 |
| Customer Service - TSO | 2 | 3 | 1 | 3 | 5 | 4 | 3 | | | | | | 21 |
| Expedited Passenger Screening Program | | | 1 | 1 | 2 | 2 | 10 | | | | | | 16 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | 1 | 2 | 2 | 8 | | | | | | 14 |
| 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 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 3 | | 1 | 1 | | 3 | | | | | | 11 |
| Mishandling of Passenger Property - Dam | 1 | | | | 1 | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 2 | 3 | | 1 | | | 2 | | | | | | 8 |
| Patdown | 1 | | 1 | | | | 3 | | | | | | 5 |
| Patdown - Flyer | 1 | | | | | | 3 | | | | | | 4 |
| Patdown - General | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 5 | | 1 | | | | | | | | | 9 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | 1 | | | | | | | | | 1 |
| 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 |

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

| Categories | 10-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 | | | | | | | | 2 |
| Property - Special Handling | 2 | 1 | 1 | | 1 | 1 | 2 | | | | | | 8 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | 2 | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | 1 | 1 | | 1 | 1 | | | | | | | 5 |
| Screening | 4 | 2 | | 4 | | 2 | 3 | | | | | | 15 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 3 | 2 | | 4 | | 1 | 2 | | | | | | 12 |
| Screening - Security Breach | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PGA** | | **2** | | | | **1** | | **1** | | | | | **4** |
| **2019** | | **2** | | | | **1** | | **1** | | | | | **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 - Checke | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PGD** | **10** | **7** | **9** | **4** | **19** | **28** | **13** | **4** | **6** | **6** | **8** | **5** | **119** |
| **2018** | | | | **1** | **8** | **7** | **6** | **1** | **3** | | **2** | **4** | **32** |
| Advanced Imaging Technology (AIT) | | | | | | | | | 1 | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | | | | | 1 | | | | | | 1 | 2 |
| Civil Rights - Age | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | 1 | 1 | 4 | 1 | 1 | | | | 1 | 9 |
| Customer Service - TSO | | | | 1 | 1 | 4 | 1 | 1 | | | | 1 | 9 |
| Mishandling of Passenger Property | | | | | 3 | | | | 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 | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | 1 | 1 | 2 | | 1 | | | 1 | 6 |
| Patdown - Flyer | | | | | 1 | 1 | 2 | | | | | 1 | 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 |
| **2019** | **6** | **4** | **2** | **2** | **5** | **10** | **5** | **2** | **1** | **5** | **4** | | **46** |
| 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/Missi | | 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) - Diabetes | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 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 | | 4 | | | 12 |
| Screening - Procedures/Process | 3 | | 1 | | 1 | 1 | | 1 | | 4 | | | 11 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| **2020** | **2** | **2** | **4** | | **4** | **7** | **1** | **1** | **2** | **1** | **2** | **1** | **27** |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | 1 | | | | | | | 2 |
| Patdown | | | 3 | | 1 | | | | | | | 1 | 5 |
| Patdown - Children | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 2 | | | | | | | | | 1 | 3 |
| Patdown - Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 2 | 1 | | | | | 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 - Carry-C | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 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 |
| **2021** | **2** | **1** | **3** | **1** | **2** | **4** | **1** | | | | | | **14** |
| 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 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | 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 - Damaged/Missing Items--C | | | 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 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PGV** | **3** | **1** | **3** | **1** | | **2** | **3** | **4** | **1** | **1** | **4** | **5** | **28** |
| **2018** | | | | | | **1** | **1** | **4** | **1** | **1** | **1** | **3** | **12** |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | 1 | 2 | 1 | | 1 | | 6 |
| 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 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | 1 | | 1 | 3 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | 1 | | 1 | | 1 | 3 |
| Screening | | | | | | | | | | | | 2 | 2 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | 1 | 1 |
| **2019** | | | | **1** | | **1** | **1** | | | | **1** | **1** | **5** |
| 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 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | 1 | | | | | | 2 |
| **2020** | **3** | **1** | **3** | | | | | | | | **2** | **1** | **10** |
| 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 | 2 | | 1 | | | | | | | | | 1 | 4 |
| Mishandling of Passenger Property - Dam | 2 | | 1 | | | | | | | | | 1 | 4 |
| 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 - Procedures/Process | | 1 | 1 | | | | | | | | | | 2 |
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PHF** | **6** | **4** | **4** | **2** | **5** | **6** | **5** | | **3** | **3** | **2** | **1** | **41** |
| **2018** | | | | | **2** | **5** | **3** | | **2** | **3** | **1** | | **16** |
| Customer Service | | | | | | 4 | | | 1 | | 1 | | 6 |
| Customer Service - TSO | | | | | | 4 | | | 1 | | 1 | | 6 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 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 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | 1 | 2 | | 1 | | | | 4 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | 1 | | 1 | | | | 3 |
| **2019** | **1** | **3** | | | **1** | **1** | **1** | | | | **1** | **1** | **9** |
| Customer Service | | 1 | | | 1 | 1 | | | | | | | 3 |
| Customer Service - TSO | | 1 | | | 1 | 1 | | | | | | | 3 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | 1 | 3 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | | | | | | 1 | 3 |
| Property - Special Handling | | 1 | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | 1 | | | | | | 2 |
| **2020** | **4** | **1** | **4** | **1** | **2** | | | | **1** | | | | **13** |
| Civil Rights | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights - Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | 2 | | 1 | | | | | | | | 4 |
| Customer Service - TSO | 1 | | 2 | | 1 | | | | | | | | 4 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 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 |
| **2021** | **1** | | | **1** | | | **1** | | | | | | **3** |
| Mishandling of Passenger Property | 1 | | | 1 | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PHL** | **200** | **159** | **169** | **192** | **144** | **170** | **163** | **147** | **176** | **214** | **196** | **179** | **2,109** |
| **2018** | | | | **63** | **48** | **48** | **58** | **72** | **99** | **98** | **80** | **83** | **649** |
| Civil Rights | | | | 2 | 2 | 1 | 3 | 4 | 2 | 3 | 2 | 3 | 22 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Hair Patdowns | | | | 1 | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | | | | | | | | 1 | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | | 1 | | 1 | 2 | 2 | 2 | 2 | 1 | 11 |
| 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 | | | | | | | 2 | 1 | | | | | 3 |
| Customer Service | | | | 8 | 9 | 5 | 13 | 15 | 13 | 26 | 16 | 13 | 118 |
| Customer Service - CSM | | | | | 1 | | | | | | | | 1 |
| Customer Service - Others | | | | | | | | | | 1 | 1 | 1 | 3 |
| Customer Service - TSO | | | | 8 | 8 | 5 | 13 | 15 | 13 | 25 | 15 | 12 | 114 |
| Locks | | | | | 2 | 2 | 4 | 3 | 4 | 5 | 1 | 5 | 26 |
| Locks - Missing or Damaged Lock | | | | | 2 | 2 | 4 | 3 | 4 | 5 | 1 | 5 | 26 |
| Lost and Found | | | | 1 | | 1 | | 2 | 7 | 2 | 1 | 2 | 16 |
| Lost and Found - Airport/TSA | | | | 1 | | 1 | | 2 | 7 | 2 | 1 | 2 | 16 |
| Mishandling of Passenger Property | | | | 24 | 16 | 17 | 8 | 24 | 30 | 23 | 22 | 17 | 181 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | 1 | 1 | | | 3 | 2 | 2 | 2 | 12 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 19 | 12 | 11 | 7 | 21 | 26 | 18 | 18 | 13 | 145 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 1 | 1 | 1 | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 4 | 3 | 5 | 1 | 3 | 1 | 2 | 1 | 1 | 21 |
| Patdown | | | | 3 | 1 | 2 | 4 | | 5 | 4 | 2 | 2 | 23 |
| Patdown - Flyer | | | | 3 | 1 | 2 | 3 | | 5 | 4 | 1 | 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 Disability | | | | 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 Medic | | | | 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) - Prosthesis/Amputees and Casts | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | 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 | 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 | | 1 | | | | 4 |
| Request for Assistance - Other | | | | | 2 | | 1 | | 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 | 7 | 62 |
| Screening - Security Breach | | | | | | | 2 | | 2 | | | 3 | 7 |
| TSA Contact Information | | | | | | | | | 1 | | | | 1 |
| TSA Contact Information - General | | | | | | | | | 1 | | | | 1 |
| **2019** | **81** | **65** | **71** | **57** | **45** | **43** | **46** | **69** | **68** | **99** | **93** | **60** | **797** |
| Civil Rights | 6 | 1 | 4 | 6 | 4 | | 4 | 4 | 1 | 2 | 1 | 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 Discrimina | 2 | | 1 | 1 | 2 | | 2 | 1 | | 1 | 1 | 1 | 12 |
| Civil Rights - Sex/Gender/Gender Identity- | 2 | 1 | 2 | 5 | 1 | | 1 | | 1 | | | 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 | 3 | 1 | | | | 2 | | 11 |
| Lost and Found - Airport/TSA | 1 | | 1 | 1 | 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 - Dam | 2 | 1 | 1 | 5 | | 1 | | 3 | 1 | 2 | 2 | 1 | 19 |
| Mishandling of Passenger Property - Dam | 15 | 8 | 11 | 12 | 6 | 7 | 7 | 9 | 8 | 17 | 22 | 7 | 129 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Disa | 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Patdown - Flyer as Observer | | | | | | | 1 | 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 Ca | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not | | 1 | | | | | | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | 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) - Medically | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | 1 | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | | 1 | 1 | | 2 | | | 3 | 1 | | | 10 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 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 Ite | 4 | 7 | 4 | 2 | 1 | 2 | 1 | 2 | 3 | 1 | 1 | | 28 |
| Property - Special Handling - Damaged Ite | 3 | 5 | 3 | 1 | 4 | 1 | 1 | 6 | 3 | 7 | 6 | 2 | 42 |
| Property - Special Handling - Missing Item | 5 | 4 | 4 | 5 | 5 | 2 | 1 | 2 | 2 | 7 | 7 | 3 | 47 |
| Property - Special Handling - Missing Item | 5 | 7 | 8 | 5 | 3 | 6 | 5 | 7 | 3 | 13 | 7 | 9 | 78 |
| Request for Assistance | 1 | 1 | | | | | | | | | | 1 | 3 |
| Request for Assistance - Other | | 1 | | | | | | | | | | 1 | 2 |
| Request for Assistance - Wounded Warrio | 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 | 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 |
| **2020** | **84** | **65** | **80** | **60** | **35** | **37** | **4** | **6** | **9** | **17** | **23** | **36** | **456** |
| 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 Discrimina | 2 | 2 | | 1 | 1 | | | | | | | 2 | 8 |
| Civil Rights - Sex/Gender/Gender Identity- | 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 | | 2 | 12 |
| Lost and Found - Airport/TSA | 2 | 1 | 2 | | 1 | 2 | | | 1 | 1 | | 2 | 12 |
| Mishandling of Passenger Property | 27 | 12 | 12 | 8 | 2 | 9 | | | | 5 | 2 | 1 | 78 |
| Mishandling of Passenger Property - Dam | 1 | 4 | 1 | | | 2 | | | | 1 | | | 9 |
| Mishandling of Passenger Property - Dam | 20 | 5 | 10 | 8 | 1 | 7 | | | | 4 | 2 | 1 | 58 |
| Mishandling of Passenger Property - Disa | 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 Sp | 1 | 1 | 1 | | | 1 | | | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | 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 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | 1 | 1 | | | | | | | 1 | 4 |
| 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 | | | 2 | | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | | 1 | | | | | | | | | | 3 |
| Property - Special Handling | 17 | 17 | 20 | 20 | 14 | 10 | 2 | 3 | 6 | 6 | 11 | 15 | 141 |
| Property - Special Handling - Damaged Ite | 4 | 2 | 3 | 2 | 2 | 1 | | | 2 | | 3 | 2 | 21 |
| Property - Special Handling - Damaged Ite | 2 | 2 | 7 | 4 | 3 | 2 | 1 | | 1 | 1 | 2 | 6 | 31 |
| Property - Special Handling - Missing Item | 4 | 7 | 5 | 6 | 2 | 3 | | 1 | 1 | | 1 | 3 | 33 |
| Property - Special Handling - Missing Item | 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 |
| Screening - Retrieving Abandoned/Confiscated Items | | | 1 | | | | 1 | | | | | | 2 |
| Screening - Security Breach | | 1 | 1 | 2 | | | | | | | 1 | | 5 |
| **2021** | **35** | **29** | **18** | **12** | **16** | **42** | **55** | | | | | | **207** |
| Airline | | | | | | | 1 | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | 1 |
| Civil Rights | 1 | 1 | | | | 2 | 1 | | | | | | 5 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 2 | 1 | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| 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 | | | | | | 47 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 5 | 7 | 3 | 4 | 4 | 10 | 12 | | | | | | 45 |
| Expedited Passenger Screening Program | | | 1 | 1 | 4 | 11 | 16 | | | | | | 33 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 2 | 2 | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | 1 | 4 | 9 | 14 | | | | | | 29 |
| Identification (ID) Requirements | | 2 | | | | | 1 | | | | | | 3 |
| Identification (ID) Requirements - Domestic | | 2 | | | | | 1 | | | | | | 3 |
| Locks | 1 | 1 | 3 | | | | 1 | | | | | | 6 |
| Locks - Missing or Damaged Lock | 1 | 1 | 3 | | | | 1 | | | | | | 6 |
| 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 | | | | | | 23 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | 2 | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 5 | 4 | 1 | 2 | 1 | 2 | 2 | | | | | | 17 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| No Subject | | | 1 | | | | | | | | | | 1 |
| No Subject - General | | | 1 | | | | | | | | | | 1 |
| Patdown | 3 | | | | | | 1 | | | | | | 4 |
| Patdown - Flyer | 3 | | | | | | | | | | | | 3 |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 3 | | | | | 4 | | | | | | 11 |
| Persons w/ Disabilities (PWD) - General | 1 | 1 | | | | | 1 | | | | | | 3 |
| 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) - Ostomy/C | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | 1 | | | | | | | | | | | 3 |
| Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 10 | 7 | 3 | 2 | 2 | 6 | 10 | | | | | | 40 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | 1 | 1 | 1 | | | | | | 5 |
| Property - Special Handling - Damaged Ite | 4 | 1 | 1 | 1 | 1 | 3 | 4 | | | | | | 15 |
| Property - Special Handling - Missing Item | 1 | 2 | 1 | | | 1 | 2 | | | | | | 7 |
| Property - Special Handling - Missing Item | 4 | 3 | 1 | 1 | | 1 | 3 | | | | | | 13 |
| Screening | 4 | 4 | 2 | 1 | 4 | 9 | 3 | | | | | | 27 |
| Screening - Inconsistency | | | | | 1 | 2 | 2 | | | | | | 5 |
| Screening - Lengthy Lines | | | 1 | | | | 1 | | | | | | 2 |
| Screening - Procedures/Process | 4 | 3 | 1 | 1 | 3 | 6 | | | | | | | 18 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PHX** | **241** | **240** | **231** | **315** | **343** | **392** | **331** | **260** | **223** | **238** | **189** | **192** | **3,195** |
| **2018** | | | | **107** | **101** | **132** | **125** | **116** | **91** | **102** | **71** | **56** | **901** |
| 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 Lug | | | | 2 | 2 | 4 | 3 | 1 | 1 | 2 | 2 | 1 | 18 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 Medic | | | | 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) - Prosthesis/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 |
| **2019** | **101** | **111** | **95** | **83** | **80** | **122** | **123** | **121** | **104** | **92** | **84** | **95** | **1,211** |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | 1 | | | | | | | | | | | | 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 Discrimina | 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 Identity- | 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 |
| Mishandling of Passenger Property | 25 | 26 | 25 | 21 | 19 | 29 | 26 | 22 | 26 | 20 | 17 | 19 | 275 |
| Mishandling of Passenger Property - Dam | 3 | 1 | | 1 | 2 | | 1 | 1 | 1 | 1 | | 1 | 12 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mishandling of Passenger Property - Dam | 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 - Disa | 3 | 3 | 6 | | 6 | 5 | 6 | 2 | 2 | 4 | 2 | 5 | 44 |
| Patdown | 3 | 2 | 3 | | 1 | 7 | 6 | 2 | 1 | 1 | 5 | 4 | 35 |
| Patdown - Flyer | 3 | 2 | 3 | | 1 | 6 | 6 | 2 | 1 | | 4 | 3 | 31 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | 1 | 1 | 3 |
| Patdown - Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 9 | 5 | 4 | 8 | 10 | 4 | 7 | 6 | 5 | 11 | 4 | 5 | 78 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | 1 | 1 | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | 1 | 1 | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | 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) - Medically | 2 | | | | 2 | | 1 | 2 | 2 | 2 | 2 | 1 | 14 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 3 | | 2 | 1 | 2 | 1 | | 1 | | 1 | 11 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | 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 Av | 1 | | | | 1 | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Ite | 2 | 6 | 4 | 3 | 1 | 1 | 4 | 2 | | 2 | 1 | 5 | 31 |
| Property - Special Handling - Damaged Ite | 6 | 8 | 5 | 2 | 5 | 4 | 2 | 2 | 5 | 1 | 6 | 4 | 50 |
| Property - Special Handling - Missing Item | 7 | 8 | 3 | 4 | 4 | 11 | 7 | 8 | 7 | 4 | 1 | 6 | 70 |
| Property - Special Handling - Missing Item | 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 | 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 | 13 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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 - Dam | 3 | 4 | 5 | 2 | 2 | 1 | | | 1 | | | 1 | 19 |
| Mishandling of Passenger Property - Dam | 12 | 14 | 23 | 17 | 19 | 14 | 1 | 1 | 6 | 7 | 2 | 4 | 120 |
| Mishandling of Passenger Property - Disa | 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 | 3 | 5 | 54 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Breast Ca | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (g | 1 | 1 | | | | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 1 | | 1 | | 1 | | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | 1 | | 2 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 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) - Medically | 1 | 2 | 1 | | 1 | 1 | | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 2 | | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Ostomy/O | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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) - Wheelcha | 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 Ite | 4 | | 2 | 3 | 2 | 3 | | | | 3 | | 2 | 19 |
| Property - Special Handling - Damaged Ite | 3 | 5 | 2 | 3 | 6 | 4 | | 4 | 3 | 3 | 6 | 2 | 41 |
| Property - Special Handling - Missing Item | 3 | 4 | 4 | 6 | 9 | 2 | | | 2 | 4 | 1 | 2 | 37 |
| Property - Special Handling - Missing Item | 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/Confis | 2 | | 1 | 1 | 2 | | | | | | | | 6 |
| Screening - Security Breach | 1 | | 2 | | | | | | | | | 1 | 4 |
| **2021** | **46** | **31** | **28** | **26** | **53** | **64** | **69** | | | | | | **317** |
| 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 | 3 | 2 | 2 | 1 | 6 | 1 | 3 | | | | | | 18 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 3 | 2 | 1 | | 5 | 1 | 1 | | | | | | 13 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | 1 | | 1 | | | | | | 3 |
| Civil Rights - Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Claims | | | 1 | 1 | | | | | | | | | 2 |
| Claims - General | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service | 15 | 6 | 13 | 14 | 16 | 15 | 12 | | | | | | 91 |
| Customer Service - CSM | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TCC | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | 15 | 6 | 11 | 13 | 16 | 14 | 12 | | | | | | 87 |
| Expedited Passenger Screening Program | | | 2 | | 6 | 16 | 15 | | | | | | 39 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | | 6 | 16 | 14 | | | | | | 38 |
| Hazardous Materials Safety | | | | | 2 | | | | | | | | 2 |
| Hazardous Materials Safety - General | | | | | 2 | | | | | | | | 2 |
| Locks | 1 | 2 | 1 | 1 | 1 | 1 | 2 | | | | | | 9 |
| Locks - Missing or Damaged Lock | 1 | 2 | 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 | | | | | | 21 |
| Mishandling of Passenger Property - Dam | 1 | | 2 | 1 | 1 | 1 | 1 | | | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missi | | 4 | 2 | 1 | | 2 | 1 | | | | | | 10 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | 3 | | | | | | | | 4 |
| 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 | | | | | | 9 |
| Patdown - Flyer | | 1 | 1 | 1 | | 1 | 4 | | | | | | 8 |
| Patdown - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 1 | | | | 3 | 12 | | | | | | 19 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diapers/C | 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 3 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal M | 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) - Respiratory and Inha | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | 4 | | | | | | 5 |
| Prohibited & Permitted Items | | | | | 2 | | 1 | | | | | | 3 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items - Beauty & Grooming Items | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items - Sporting Goods | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 15 | 9 | 2 | 2 | 4 | 4 | 8 | | | | | | 44 |
| Property - Special Handling - Damaged Ite | 1 | | 1 | | | | 3 | | | | | | 5 |
| Property - Special Handling - Damaged Ite | 3 | 5 | 1 | | 3 | | 2 | | | | | | 14 |
| Property - Special Handling - Missing Item | 7 | 1 | | | 1 | 3 | 1 | | | | | | 13 |
| Property - Special Handling - Missing Item | 4 | 3 | | 2 | | 1 | 2 | | | | | | 12 |
| Screening | 6 | 5 | 2 | 2 | 9 | 16 | 8 | | | | | | 48 |
| Screening - Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | 3 | 3 | 1 | | | | | | 8 |
| Screening - Procedures/Process | 6 | 4 | 2 | 1 | 6 | 13 | 6 | | | | | | 38 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PIA** | **6** | **7** | **4** | **8** | **3** | **7** | **6** | **2** | **7** | **3** | **3** | **2** | **58** |
| **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 Bag | | | | 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/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 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 Ca | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | 1 | | 1 | | | 1 | | | | 4 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 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--C | | | 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 - Checl | | 1 | | | | | | | 2 | 1 | | | 4 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| **2021** | **1** | | **1** | | | | **2** | | | | | | **4** |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PIB** | | **1** | **1** | | **1** | | **2** | **3** | **1** | **3** | | **2** | **14** |
| **2018** | | | | | | | **1** | **1** | | **1** | | | **3** |
| 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 |
| **2019** | | | | | **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 |
| **2020** | | | **1** | | | | | | | | | | **1** |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 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/Missi | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **15** | **23** | **13** | **20** | **9** | **214** |
| **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 | 4 | 1 | 2 | 2 | 2 | 1 | 18 |
| Customer Service - Others | | | | | | | | | 1 | | 1 | | 2 |
| Customer Service - TSO | | | | 2 | | 4 | 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 Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 | | | 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 | | 1 | | | 7 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | 1 | 1 | | 1 | | 1 | | | 5 |
| Civil Rights - Sex/Gender/Gender Identity- | 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/Missi | | 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 (N | | 1 | | | 2 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | 1 | 2 | | 1 | | 4 | 2 | 1 | 2 | | 15 |
| Property - Special Handling - Damaged Items - Carry | | 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 Item | 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 Discrimina | 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--C | | | 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) - Wheelcha | 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 - Carry-C | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 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** | | | | | | **11** |
| Customer Service | | | | 1 | 1 | | 2 | | | | | | 4 |
| Customer Service - TSO | | | | 1 | 1 | | 2 | | | | | | 4 |
| Expedited Passenger Screening Program | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respiratory and Inha | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PIH** | | **1** | | | | **1** | **1** | | | | **1** | | **4** |
| **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 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| **2020** | | **1** | | | | | | | | | | | **1** |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Non-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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PIR** | | **1** | | | | | | | | **1** | | **2** | **4** |
| **2018** | | | | | | | | | | | | **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 |
| **2019** | | | | | | | | | | **1** | | | **1** |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| **2021** | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PIT** | **52** | **40** | **61** | **59** | **51** | **60** | **55** | **51** | **55** | **63** | **64** | **47** | **658** |
| **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 | 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 Bag | | | | 7 | 4 | 4 | 3 | 9 | 4 | 1 | 8 | 4 | 44 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | 2 | | 1 | 1 | 1 | 1 | | 2 | 4 | 12 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | 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 Discrimina | 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 - Dam | 2 | | | | | 1 | | 1 | | | | | 4 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 1 | | 1 | | 2 | | 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 | 1 | 15 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | 1 | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/D | | 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 Ite | 2 | 1 | 1 | | 1 | | 2 | | 3 | 5 | 3 | | 18 |
| Property - Special Handling - Missing Item | 1 | 1 | 1 | | 2 | 2 | 1 | 2 | | 1 | 1 | 1 | 13 |
| Property - Special Handling - Missing Item | 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 | 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** |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 |
| Advanced Imaging Technology (AIT) - Non-Flyer | | | | | | | | | | 1 | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Civil Rights | 2 | | | 1 | | 1 | | | 2 | | 1 | 1 | 8 |
| Civil Rights - Age | | | | | | | | | 1 | | 1 | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 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 - Dam | 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) - Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 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 | | | | 1 | | 5 |
| Property - Special Handling - Missing Items - Carry-C | | 2 | 2 | | | | | | 1 | | | | 5 |
| Property - Special Handling - Missing Item | 3 | 2 | 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/Confis | 1 | | | | | | | | | | | | 1 |
| Screening - Shoe Screening | | | | | | | | | | | | 1 | 1 |
| **2021** | **10** | **10** | **8** | **6** | **5** | **9** | **13** | | | | | | **61** |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | | 2 | 7 | | 1 | 2 | 1 | | | | | | 13 |
| Customer Service - TSO | | 2 | 7 | | 1 | 2 | 1 | | | | | | 13 |
| Expedited Passenger Screening Program | | | 1 | | 1 | 3 | 5 | | | | | | 10 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 1 | | | | | | | 1 |
| 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 | 3 | 3 | | | | 1 | 3 | | | | | | 10 |
| Mishandling of Passenger Property - Dam | 3 | 2 | | | | | 3 | | | | | | 8 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | 1 | | | | | | | 2 |
| Patdown | 2 | 1 | | | | | | | | | | | 3 |
| Patdown - Flyer | 2 | 1 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | 2 | | | | | | 2 |
| 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 | | | | | | 14 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | 3 | | 1 | | 1 | | | | | | | 6 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | 1 | | 1 | 1 | 1 | | | | | | | 6 |
| Screening | 2 | | | 1 | 1 | 1 | 1 | | | | | | 6 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PKB** | **1** | | **1** | | **1** | | | **1** | | | **1** | | **5** |
| **2018** | | | | | | | | | | | **1** | | **1** |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| **2020** | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PLN** | **4** | **4** | **3** | **7** | **1** | **2** | **2** | **6** | **4** | **10** | **8** | **7** | **58** |
| **2018** | | | | **2** | | | **2** | **3** | **3** | **5** | **3** | **4** | **22** |
| 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 |
| **2019** | **1** | **1** | **1** | | | **2** | | **3** | **1** | **2** | **5** | **2** | **18** |
| 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--C | | | 1 | | | | | | | 1 | 2 | | 4 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 |
| **2020** | **1** | **3** | **2** | **4** | **1** | | | | | **3** | | **1** | **15** |
| 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/Missi | | 1 | | 3 | | | | | | 2 | | 1 | 7 |
| Property - Special Handling | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | 1 | | | | | | | | | | 2 |
| **2021** | **2** | | | **1** | | | | | | | | | **3** |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PNS** | **18** | **15** | **8** | **27** | **11** | **22** | **18** | **13** | **20** | **12** | **13** | **16** | **193** |
| **2018** | | | | **12** | **4** | **5** | **7** | **6** | **9** | **9** | **6** | **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 Lug | | | | 1 | | 1 | | 1 | | | | 1 | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 | | | 1 | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | 1 | 1 | | | 1 | 1 | | 5 |
| Property - Special Handling - Missing Items - Checked | | | | 2 | | | | | 1 | 1 | 1 | | 5 |
| Screening | | | | 2 | | | 3 | | 2 | 1 | 2 | 3 | 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 - Dam | 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 | 4 | 8 |
| Patdown - Flyer | 1 | | | | | 1 | | | 1 | | 1 | 4 | 8 |
| Persons w/ Disabilities (PWD) | | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 3 | 1 | 2 | | 2 | 1 | 3 | 1 | | 1 | | 16 |
| Property - Special Handling - Damaged Ite | 1 | | | | | 1 | | | 1 | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | | 1 | | 2 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | 2 | | 1 | | | | | | | 4 |
| Property - Special Handling - Missing Item | 1 | 2 | 1 | | | | | 3 | | | | | 7 |
| Screening | 1 | | | 1 | | 3 | | 2 | 1 | 1 | 2 | 2 | 13 |
| Screening - Lengthy Lines | 1 | | | | | 2 | | | | | | | 3 |
| Screening - Procedures/Process | | | | 1 | | 1 | | 2 | 1 | 1 | 1 | 2 | 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 Discrimina | 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 - Dam | 1 | 2 | | 1 | | 2 | | | 1 | | 1 | | 8 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 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) - Diapers/C | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/C | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | 2 | | 1 | | | | | 1 | 1 | 6 |
| Property - Special Handling - Damaged Items - Carry | | 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 |
| **2021** | **3** | **3** | | **4** | **2** | **2** | **8** | | | | | | **22** |
| Civil Rights | 1 | | | | | | 2 | | | | | | 3 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 2 | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | 1 | 1 | 1 | 2 | 2 | | | | | | 7 |
| Customer Service - TSO | | | 1 | 1 | 1 | 2 | 2 | | | | | | 7 |
| 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 | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | | 1 | 1 | 1 | | | | | | | | 3 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | 1 | | | 3 | | | | | | 5 |
| Screening - Inconsistency | | | | 1 | | | 2 | | | | | | 3 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PPG** | **1** | | **2** | | | **3** | | | | | | | **6** |
| **2018** | | | | | | **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 |
| **2019** | | | **1** | | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| **2020** | **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 - Disa | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | | | | | **2** | **4** |
| **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 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PRC** | | **2** | | **1** | | | **1** | | **1** | **1** | | **1** | **7** |
| **2018** | | | | | | | | | | | | **1** | **1** |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| **2019** | | **1** | | **1** | | | | | **1** | | | | **3** |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| **2020** | | | | | | | | | | **1** | | | **1** |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| **2021** | | **1** | | | | | **1** | | | | | | **2** |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Carry | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PSC** | **4** | **6** | **3** | **16** | **6** | **3** | **3** | **3** | **8** | **2** | **6** | **2** | **62** |
| **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) - Prosthesis/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 - Checke | | 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 Bag | | | | 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 - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| **2021** | | | **1** | **6** | **3** | **1** | | | | | | | **11** |
| Customer Service | | | | 3 | 1 | | | | | | | | 4 |
| Customer Service - Others | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | 3 | | | | | | | | | 3 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Ombudsman | | | | | 1 | | | | | | | | 1 |
| Ombudsman - General | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PSE** | **1** | **1** | **1** | **2** | **2** | **1** | **4** | **3** | **2** | **5** | **2** | **5** | **29** |
| **2018** | | | | | **2** | | **3** | **2** | **1** | **3** | **2** | **4** | **17** |
| Customer Service | | | | | 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 |
| **2019** | | | | | | | **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 |
| **2020** | **1** | **1** | **1** | **2** | | | | | | | | | **5** |
| Mishandling of Passenger Property | | 1 | 1 | 2 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| **2021** | | | | | | **1** | | | | | | | **1** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PSG** | | | **1** | | | | | **2** | **1** | | **1** | **3** | **8** |
| **2018** | | | | | | | | **1** | | | | **1** | **2** |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| **2019** | | | | | | | | **1** | **1** | | **1** | **1** | **4** |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Damaged/Missing 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 | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| **2020** | | | **1** | | | | | | | | | **1** | **2** |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PSM** | | | **1** | | **3** | | **1** | **2** | | | **1** | **1** | **9** |
| **2018** | | | | | | | | **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 |
| **2019** | | | **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 |
| **2020** | | | | | **2** | | | | | | | | **2** |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| **2021** | | | | | | | **1** | | | | | | **1** |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PSP** | **15** | **20** | **23** | **38** | **31** | **45** | **23** | **15** | **9** | **10** | **10** | **9** | **248** |
| **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 Bag | | | | 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 Checke | | | | 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 Bag | | | | 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/D | | 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 Ite | 2 | 1 | | 1 | 1 | 2 | | | | 1 | 1 | | 9 |
| Property - Special Handling - Missing Item | 1 | | | 1 | | | | 1 | | | | | 3 |
| Property - Special Handling - Missing Item | 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 - Dam | 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 Scoot | | | | 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 Ite | 2 | | 2 | | 3 | | | | | | 1 | | 8 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | 1 | | | 2 |
| Property - Special Handling - Missing Items - Checke | | 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** | | | | | | **27** |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | 1 | 1 | 1 | | 1 | | | | | | 4 |
| Customer Service - Others | | | 1 | | 1 | | | | | | | | 2 |
| Customer Service - TSO | | | | 1 | | | 1 | | | | | | 2 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Expedited Passenger Screening Program | | | | 1 | | 1 | | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | 1 | | | | | | | 2 |
| Lost and Found | | | | 1 | | 1 | | | | | | | 2 |
| Lost and Found - Airport/TSA | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | 1 | | 3 | 2 | | | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missi | | | 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 | | | | | | 2 | 1 | | | | | | 3 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged It | | 1 | | | | 1 | | | | | | | 2 |
| Screening | | 2 | 1 | | | 2 | 3 | | | | | | 8 |
| Screening - Inconsistency | | | | | | 1 | 1 | | | | | | 2 |
| Screening - Procedures/Process | | 2 | 1 | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PUB** | | | **1** | **2** | **2** | **1** | **1** | | **2** | **3** | **2** | | **14** |
| **2018** | | | | | **2** | | | | **2** | **3** | **1** | | **8** |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | 1 | 1 | 1 | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | 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 |
| **2019** | | | | | | | | | | | **1** | | **1** |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| **2020** | | | **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--C | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| **2021** | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PUW** | | **2** | **1** | | **5** | **3** | **1** | **4** | | **2** | | **2** | **20** |
| **2018** | | | | | **2** | | **1** | **3** | | **1** | | **1** | **8** |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| 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 |
| **2019** | | | **1** | | **1** | **2** | | **1** | | | | **1** | **6** |
| Locks | | | | | | | | 1 | | | | 1 | 2 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | 1 | 2 |
| Mishandling of Passenger Property | | | 1 | | 1 | 2 | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | 1 | 2 | | | | | | | 4 |
| **2020** | | **2** | | | **2** | **1** | | | | **1** | | | **6** |
| Mishandling of Passenger Property | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **20** | **29** | **38** | **34** | **24** | **323** |
| **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 Bag | | | | 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) - Prosthesis/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 | | | | | 1 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 4 | | | | 1 | 1 | 1 | 1 | | | | | 8 |
| Customer Service - TSO | 4 | | | | 1 | 1 | 1 | 1 | | | | | 8 |
| Locks | 3 | 3 | | 2 | 1 | 2 | 1 | | 2 | | 2 | | 16 |
| Locks - Missing or Damaged Lock | 3 | 3 | | 2 | 1 | 2 | 1 | | 2 | | 2 | | 16 |
| Mishandling of Passenger Property | 6 | 2 | 6 | 3 | 3 | 3 | 4 | | 6 | 5 | 4 | 6 | 48 |
| Mishandling of Passenger Property - Dam | 4 | | 6 | 2 | 2 | 2 | 4 | | 1 | 2 | 3 | 5 | 31 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Disa | 2 | 2 | | | 1 | 1 | | | 4 | 3 | 1 | 1 | 15 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 1 | | | | | | 1 | 1 | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 1 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 2 | 4 | 4 | 2 | 2 | 2 | 3 | 3 | 4 | 2 | 1 | 31 |
| Property - Special Handling - Damaged It | 2 | 1 | | 1 | 1 | | 1 | 1 | 1 | 2 | | 1 | 11 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | | 1 | | 2 |
| Property - Special Handling - Missing Items - Checke | | 1 | 3 | 3 | 1 | 2 | 1 | 2 | 2 | 2 | 1 | | 18 |
| Request for Assistance | | | | | | | | 1 | | | | | 1 |
| Request for Assistance - Other | | | | | | | | 1 | | | | | 1 |
| Screening | | 2 | | | | 1 | 1 | 1 | 1 | 3 | 2 | | 11 |
| Screening - Procedures/Process | | 2 | | | | | 1 | 1 | 1 | 2 | 2 | | 9 |
| Screening - Security Breach | | | | | | 1 | | | | 1 | | | 2 |
| **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 Trans | | 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 - Dam | 4 | 1 | 4 | 2 | | 2 | | | | 2 | | 1 | 16 |
| Mishandling of Passenger Property - Disa | 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 Wheelch | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 7 | 2 | 2 | 2 | 3 | 2 | | 2 | 3 | 2 | 2 | 1 | 28 |
| Property - Special Handling - Damaged It | 3 | 1 | | | 2 | 1 | | | 3 | | 1 | | 11 |
| Property - Special Handling - Missing Item | 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 Iten | 3 | 1 | 2 | 1 | 1 | 1 | | 2 | | 2 | 1 | 1 | 15 |
| Screening | 3 | | 3 | | | | | | | | | | 6 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | 3 | | | | | | | | | | 4 |
| **2021** | **1** | **2** | **1** | | **1** | **1** | **3** | | | | | | **9** |
| 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--C | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | | | 1 | 1 | 1 | | | | | | 6 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Iten | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **PVU** | | | | | | **1** | **1** | | **1** | | | | **3** |
| **2018** | | | | | | | | | **1** | | | | **1** |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 |
| **2021** | | | | | | **1** | **1** | | | | | | **2** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 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** | **11** | **11** | **26** | **17** | **19** | **163** |
| **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 | | 4 |
| Customer Service - TSO | | | | | | | 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 Bag | | | | 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 |
| Mishandling of Passenger Property - Dam | 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 Item | 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 | | | | | | | | | | | 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 | 2 | | | 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 - Dam | 2 | 3 | 1 | | | | | 1 | | | 1 | 1 | 9 |
| Mishandling of Passenger Property - Disa | 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 | 2 | 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 Item | 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** | | | | | | **14** |
| 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 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | | 1 | | | | | | 1 |
| Identification (ID) Requirements | | | | 1 | 1 | 1 | | | | | | | 3 |
| Identification (ID) Requirements - Domestic | | | | 1 | 1 | 1 | | | | | | | 3 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | 2 | | | | | | | 3 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 |
| 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** | **6** | **6** | **7** | **3** | **10** | **66** |
| **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 Bag | | | | 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 Discrimina | 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--C | | | 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 Ite | 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 | | | | | | | | | 3 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | 2 | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 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 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | 1 | | | | | 1 | | | | | 2 |
| Screening - Procedures/Process | | | 1 | | | | | 1 | | | | | 2 |
| **2021** | **1** | **1** | **1** | | | **1** | | | | | | | **4** |
| Customer Service | 1 | | | | | 1 | | | | | | | 2 |
| Customer Service - TSO | 1 | | | | | 1 | | | | | | | 2 |
| No Subject | | | 1 | | | | | | | | | | 1 |
| No Subject - General | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RDD** | | | | **1** | **1** | **1** | | | | | | **1** | **4** |
| **2018** | | | | | | | | | | | | **1** | **1** |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| **2019** | | | | **1** | | | | | | | | | **1** |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| **2021** | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RDG** | | | | | | | | | **1** | | | | **1** |
| **2020** | | | | | | | | | **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** | **4** | **4** | **7** | **4** | **47** |
| **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) - Prosthesis/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 - Dam | 1 | | | 1 | | 1 | 1 | | | 1 | 1 | | 6 |
| Notice of Violation/Civil Penalties | 1 | | | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | 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 - Checl | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 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** | | **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** | | | | | | **6** |
| 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 |
| 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 | | | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RDU** | **75** | **66** | **81** | **77** | **73** | **76** | **73** | **60** | **52** | **72** | **66** | **52** | **823** |
| **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 | | | | | | | | | | 1 | 2 | | 3 |
| Customer Service - TSO | | | | 4 | 1 | 7 | 3 | 6 | 2 | 1 | 2 | 5 | 31 |
| Locks | | | | 1 | 4 | 1 | 3 | 1 | 3 | 2 | 2 | | 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 Bag | | | | 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 Checke | | | | 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 | | 1 | | | | | 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 Discrimina | 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 - Dam | 1 | | | | | | | | 2 | | 1 | | 4 |
| Mishandling of Passenger Property - Dam | 10 | 5 | 7 | 2 | 3 | 2 | 4 | 5 | 5 | 3 | 8 | 5 | 59 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 2 | 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 Disability | | | | 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) - Medically | 1 | | | | | | | | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 2 | | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 1 | | 1 | 1 | | | | | 1 | 1 | | 6 |

| Categories | 10-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 |
| 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 Ite | 1 | 1 | 2 | 1 | | 3 | | 1 | | 2 | | 3 | 14 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 3 | | 1 | | 1 | 1 | 2 | | 2 | | 11 |
| Property - Special Handling - Missing Item | 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 |
| **2020** | **29** | **30** | **38** | **23** | **20** | **10** | **2** | | **2** | **10** | **7** | **9** | **180** |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | 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 | | 3 | 31 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 4 | 7 | 4 | 4 | 2 | 2 | | | 1 | 3 | | 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 - Dam | 1 | 1 | 2 | 1 | 1 | | | | | | | | 6 |
| Mishandling of Passenger Property - Dam | 5 | 6 | 6 | 4 | 4 | 2 | | | | | | 2 | 29 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 | 1 | 14 |
| 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) - 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) - Ostomy/C | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | 1 | | 1 | | | | | 1 | | 1 | 5 |
| Property - Special Handling | 7 | 7 | 10 | 4 | 3 | 4 | 1 | | | 2 | 1 | 1 | 40 |
| Property - Special Handling - Damaged Ite | 1 | | 1 | | | | 1 | | | | | | 3 |
| Property - Special Handling - Damaged Ite | 1 | | 4 | 2 | 1 | | | | | | 1 | 1 | 10 |
| Property - Special Handling - Missing Item | 1 | 1 | 1 | | | 1 | | | | | | | 4 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **13** | **8** | **4** | **4** | **7** | **6** | **17** | | | | | | **59** |
| Animals | | | | | 1 | | | | | | | | 1 |
| Animals - Carry-On | | | | | 1 | | | | | | | | 1 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | 1 | | 1 | 2 | 2 | | | | | | 8 |
| Customer Service - TSO | 1 | 1 | 1 | | 1 | 2 | 2 | | | | | | 8 |
| Expedited Passenger Screening Program | | | | | 1 | 1 | 4 | | | | | | 6 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 1 | 1 | 3 | | | | | | 5 |
| Locks | 1 | | | | 1 | 1 | | | | | | | 3 |
| Locks - Missing or Damaged Lock | 1 | | | | 1 | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | 3 | 3 | 2 | 1 | 1 | | 2 | | | | | | 12 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 2 | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 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) - Service A | 1 | | | | 1 | | | | | | | | 2 |
| Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 5 | 3 | | 2 | | 2 | 6 | | | | | | 18 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Ite | 2 | | | 1 | | | 3 | | | | | | 6 |
| Property - Special Handling - Missing Items - Carry-C | | 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 Iten | 3 | 2 | | 1 | | 1 | 2 | | | | | | 9 |
| Screening | 1 | 1 | 1 | | 1 | | 1 | | | | | | 5 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RFD** | | | | **2** | **3** | **1** | | **1** | **2** | **1** | **1** | **2** | **13** |
| **2018** | | | | | **1** | | | **1** | **1** | | | **1** | **4** |
| Human Capital | | | | | | | | | 1 | | | | 1 |
| Human Capital - Prospective Employment with TSA | | | | | | | | | 1 | | | | 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** |
| 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** | | | **1** | | **2** | **2** | **9** |
| **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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **38** | **30** | **45** | **47** | **25** | **487** |
| **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 Bag | | | | 3 | 2 | 1 | 1 | 3 | 4 | 3 | 4 | | 21 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 Tra | 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--C | | | 1 | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | 4 | 2 | 1 | 1 | 3 | | 1 | 1 | 6 | 1 | 2 | 23 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 Scoot | | | | 1 | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | | | 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 It | 1 | | | | | 1 | | 2 | 2 | 1 | 1 | | 8 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 1 | | 1 | | 1 | | | | 3 |
| Property - Special Handling - Missing Items - Checke | | 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 |
| Mishandling of Passenger Property - Dam | 4 | 2 | 5 | | 3 | 1 | | 1 | 1 | | 1 | 1 | 19 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 2 | | | | | | | | 1 | | 4 |
| Patdown | 1 | | 1 | 4 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 Scoot | | | | 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 It | 2 | | | 2 | | | | | | | | | 4 |
| Property - Special Handling - Missing Iten | 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 |
| **2021** | **6** | **5** | **3** | **5** | **5** | **7** | **12** | | | | | | **43** |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | 2 | 1 | 2 | 2 | 3 | | | | | | 11 |
| Customer Service - TSO | | 1 | 2 | 1 | 2 | 2 | 3 | | | | | | 11 |
| Expedited Passenger Screening Program | | | 1 | | 1 | 1 | 5 | | | | | | 8 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | 1 | 1 | 4 | | | | | | 7 |
| Mishandling of Passenger Property | 2 | | | | 1 | 1 | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 2 | | | | 1 | 1 | | | | | | | 4 |
| 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 |
| Prohibited & Permitted Items | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 2 | 2 | | 1 | | 1 | | | | | | | 6 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 2 | 2 | | | | | | | | | | | 4 |
| Screening | 1 | 1 | | 1 | 1 | 2 | 3 | | | | | | 9 |
| Screening - Inconsistency | | | | 1 | | 2 | | | | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | | | 1 | | 3 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RIW** | **1** | **1** | | | **1** | | **2** | | | **2** | **1** | | **8** |
| **2018** | | | | | | | **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 |
| **2019** | | | | | | | | | | | **1** | | **1** |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| **2020** | **1** | | | | **1** | | | | | **1** | | | **3** |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | 1 | | | | | | | | | 1 | | | 2 |
| **2021** | | **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** | | | | | | | **3** |
| **2019** | | | **1** | **1** | | | | | | | | | **2** |
| Mishandling of Passenger Property | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | 1 | | | | | | | | | 2 |
| **2020** | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RKS** | **3** | **1** | **1** | **3** | **1** | | **1** | **1** | **2** | **4** | **1** | **1** | **19** |
| **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 Checke | | | | 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 - Dam | 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RNO** | **32** | **29** | **31** | **32** | **35** | **37** | **35** | **30** | **32** | **30** | **51** | **40** | **414** |
| **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 Bag | | | | 1 | 2 | 2 | 2 | 2 | 2 | | 1 | 3 | 15 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 3 |
| 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 | 2 | 2 | | | | | | 3 | 10 |
| Locks - Missing or Damaged Lock | | 1 | 1 | 1 | 2 | 2 | | | | | | 3 | 10 |
| Lost and Found | | | | | 1 | | | | | | 1 | | 2 |
| Lost and Found - Airport/TSA | | | | | 1 | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | 2 | 1 | 5 | 2 | 4 | 2 | 3 | 6 | 5 | 2 | 6 | 5 | 43 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | 2 | 3 |
| Mishandling of Passenger Property - Dam | 2 | | 5 | 2 | 4 | 2 | 3 | 5 | 4 | 1 | 6 | 3 | 37 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 I | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic | | | | 1 | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 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/ Scooter/ | | 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 - Carry | | 1 | | | | | | 1 | | | 1 | | 3 |
| Property - Special Handling - Damaged It | 1 | | | | | 1 | 1 | | 2 | 1 | | | 6 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | | 1 | 2 | 4 |
| Property - Special Handling - Missing Items - Checke | | 1 | 2 | 1 | | | 1 | 1 | 3 | 1 | | 2 | 12 |
| Screening | | 3 | 1 | 2 | | 1 | 3 | 3 | 1 | 1 | 3 | 4 | 22 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Lengthy Lines | | 2 | | | | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | 1 | 2 | | | 3 | 3 | 1 | 1 | 2 | 3 | 17 |
| Screening - Retrieving Abandoned/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 |
| Civil Rights - Hair Patdowns | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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--C | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 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) - Medically | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Item | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **6** | **12** | **4** | **3** | **4** | **8** | **12** | | | | | | **49** |
| Civil Rights | | 1 | | | | 1 | | | | | | | 2 |
| Civil Rights - Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Customer Service | 3 | 2 | 2 | 2 | | | 2 | | | | | | 11 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | 1 | 1 | | | | | | | | | | | 2 |
| Customer Service - TCC | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | 2 | 1 | 1 | 2 | | | 1 | | | | | | 7 |
| Expedited Passenger Screening Program | | | | 1 | | | 7 | | | | | | 8 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | 7 | | | | | | 8 |
| Locks | 1 | 1 | | | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | 1 | 1 | | | | | | 3 |
| Patdown - Flyer | 1 | | | | | | 1 | | | | | | 2 |
| Patdown - General | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | 1 | 1 | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | 1 | | | | | | | 2 |
| Screening | 1 | 5 | 2 | | 4 | 5 | | | | | | | 17 |
| Screening - Inconsistency | | | | | 1 | 2 | | | | | | | 3 |
| Screening - Procedures/Process | 1 | 4 | 2 | | 3 | 3 | | | | | | | 13 |
| Screening - Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ROA** | **4** | **3** | **7** | **7** | **3** | **3** | **5** | **5** | **6** | **3** | **5** | **1** | **52** |
| **2018** | | | | **2** | | **3** | **1** | **1** | **3** | **1** | **1** | | **12** |
| Customer Service | | | | 1 | | 1 | | 1 | | | | | 3 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | 1 | | | | | 2 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | 1 | | | | 1 | 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 |
| Screening | | | | | | | 1 | | 2 | | | | 3 |
| Screening - Procedures/Process | | | | | | | 1 | | 2 | | | | 3 |
| **2019** | **3** | **1** | **3** | **2** | **1** | | **4** | **4** | **3** | **2** | **2** | **1** | **26** |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 |
| Advanced Imaging Technology (AIT) - General | | | | | | | | 1 | | | | | 1 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Customer Service | 2 | | 1 | | | | 1 | 1 | | 1 | 1 | | 7 |
| Customer Service - TSO | 2 | | 1 | | | | 1 | 1 | | 1 | 1 | | 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/Missi | | 1 | | 1 | | | | 1 | 1 | | | | 4 |
| Patdown | | | 1 | 1 | | | | | | | | | 2 |
| Patdown - Flyer | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | 1 | | 2 | | | | 1 | | 4 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 2 | | | | | | 2 |
| Screening | 1 | | 1 | | | | | 1 | | 1 | | 1 | 5 |
| Screening - Lengthy Lines | 1 | | 1 | | | | | | | | | | 2 |
| Screening - Procedures/Process | | | | | | | | 1 | | 1 | | 1 | 3 |
| **2020** | **1** | **1** | **3** | **2** | | | | | | | **2** | | **9** |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | 2 | | | | | | | | | 2 |
| Patdown - Flyer | | | | 2 | | | | | | | | | 2 |
| Property - Special Handling | 1 | | 2 | | | | | | | | 1 | | 4 |
| Property - Special Handling - Damaged Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| **2021** | | **1** | **1** | **1** | **2** | | | | | | | | **5** |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | 2 | | | | | | | | 3 |
| Expedited Passenger Screening Program - Known Crew Member | | | | | 1 | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ROC** | **10** | **8** | **9** | **14** | **10** | **15** | **7** | **9** | **5** | **12** | **17** | **9** | **125** |
| **2018** | | | | **6** | **6** | **6** | **4** | **4** | **1** | **6** | **13** | **1** | **47** |
| 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 Bag | | | | 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 |
| Screening | | | | | 1 | 3 | | 1 | 1 | | 2 | 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 |
| **2019** | **2** | **6** | **6** | **4** | **1** | **3** | **1** | **5** | **2** | **6** | **2** | **6** | **44** |
| 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 | 1 |
| Customer Service | | 2 | 2 | | | | 1 | | 1 | 2 | | 1 | 9 |
| Customer Service - Others | | 1 | 1 | | | | | | | | | | 2 |
| Customer Service - TSO | | 1 | 1 | | | | 1 | | 1 | 2 | | 1 | 7 |
| Locks | | 1 | | 1 | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 1 | | 1 | | 2 | 1 | 1 | | 2 | 11 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | 1 | | 1 | | 1 | | 1 | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | | | | 1 | | | | 2 |
| Patdown | 1 | | | | | | | 1 | | | 1 | | 3 |
| Patdown - Flyer | 1 | | | | | | | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 1 | 1 | 2 | | | | 1 | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | 1 | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | 1 | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - 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 |
| **2020** | **8** | **1** | **3** | **3** | **3** | **4** | | | **2** | | **2** | **2** | **28** |
| 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 - Dam | 2 | | | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Disa | 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 Item | 2 | | 1 | | | | | | | | | | 3 |
| Screening | 1 | | | | | 2 | | | 1 | | | 1 | 5 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | 1 | | | 1 | 3 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **2021** | | **1** | | **1** | | **2** | **2** | | | | | | **6** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | | | | 1 | | 1 | 2 | | | | | | 4 |
| Screening - Inconsistency | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **ROW** | **2** | **1** | **1** | | **1** | **3** | | | | | **5** | **3** | **16** |
| **2018** | | | | | | **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 |
| **2019** | **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 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| **2020** | **1** | **1** | **1** | | **1** | | | | | | | | **4** |
| Customer Service | 1 | | | | 1 | | | | | | | | 2 |
| Customer Service - TSO | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RST** | **4** | **2** | **2** | **6** | **5** | **5** | **3** | **3** | **9** | **4** | **3** | **7** | **53** |
| **2018** | | | | **1** | **3** | **2** | **1** | **2** | **4** | **2** | **3** | **3** | **21** |
| 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--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 |
| 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 | | | | 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 Checke | | | | 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** | | **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 - Checl | | 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 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RSW** | **59** | **76** | **105** | **136** | **135** | **162** | **125** | **66** | **53** | **50** | **48** | **38** | **1,053** |
| **2018** | | | | **43** | **42** | **52** | **35** | **30** | **29** | **21** | **19** | **15** | **286** |
| 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 Lug | | | | 2 | | | | 1 | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 10 | 11 | 17 | 9 | 9 | 6 | 3 | 2 | 6 | 73 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 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 | | 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 |
| **2019** | **22** | **26** | **43** | **33** | **34** | **45** | **42** | **28** | **15** | **22** | **22** | **14** | **346** |
| 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 Identity- | 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 - Dam | 1 | 2 | | | | 1 | | 1 | | | | | 5 |
| Mishandling of Passenger Property - Dam | 7 | 7 | 15 | 4 | 9 | 13 | 10 | 4 | 3 | 8 | 4 | 2 | 86 |
| Mishandling of Passenger Property - Disa | 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 Imp | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 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 Ite | 2 | 1 | | | | | 1 | 1 | | | 1 | | 6 |
| Property - Special Handling - Damaged Ite | 2 | 1 | 3 | 3 | 1 | 2 | 4 | | 1 | 2 | 1 | 1 | 21 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | 1 | | | | 1 | | | 1 | 4 |
| Property - Special Handling - Missing Item | 2 | 2 | 7 | 4 | 4 | 4 | 3 | 6 | 1 | 3 | | 3 | 39 |
| Request for Assistance | | | | | | 1 | | | | | | | 1 |

| Categories | 10-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 |
| 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 |
| **2020** | **17** | **35** | **50** | **37** | **44** | **37** | **5** | **8** | **9** | **7** | **7** | **9** | **265** |
| 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 Lug | | | | 2 | 1 | | | | | | 1 | | 4 |
| Mishandling of Passenger Property - Dam | 5 | 4 | 9 | 8 | 6 | 5 | | 1 | 3 | 1 | | 4 | 46 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 th | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 2 | | | 2 | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 - Carry | | 1 | | 1 | 1 | 1 | | | | | 1 | | 5 |
| Property - Special Handling - Damaged Ite | 1 | 2 | 2 | 1 | 1 | 3 | 1 | | 1 | 1 | 1 | 1 | 15 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 2 | 2 | | | 1 | | | | | | 6 |
| Property - Special Handling - Missing Item | 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 Empl | 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 |
| **2021** | **20** | **15** | **12** | **23** | **15** | **28** | **43** | | | | | | **156** |
| Civil Rights | 1 | 1 | 1 | 1 | | 2 | 2 | | | | | | 8 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | 1 | 1 | | 1 | 1 | | | | | | 5 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 1 | | | | 1 | 1 | | | | | | 3 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - Status | | | 1 | | | | | | | | | | 1 |
| Customer Service | 4 | 3 | 2 | 7 | 4 | 7 | 2 | | | | | | 29 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | 4 | 3 | 2 | 7 | 4 | 7 | 1 | | | | | | 28 |
| Duplicate E-mail | | | | | | 1 | | | | | | | 1 |
| Duplicate E-mail - General | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 5 | 6 | 2 | 8 | 24 | | | | | | 45 |
| Expedited Passenger Screening Program - Active Duty Military | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 6 | | | | | | 6 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 4 | 6 | 2 | 8 | 18 | | | | | | 38 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | 1 | | | | | | 1 | | | | | | 2 |
| Locks - Missing or Damaged Lock | 1 | | | | | | 1 | | | | | | 2 |
| Lost and Found | 3 | | | | | | 2 | | | | | | 5 |
| Lost and Found - Airport/TSA | 3 | | | | | | 2 | | | | | | 5 |
| Mishandling of Passenger Property | 5 | 4 | 2 | 2 | 3 | 3 | 1 | | | | | | 20 |
| Mishandling of Passenger Property - Dam | 2 | | | 1 | | 1 | 1 | | | | | | 5 |
| Mishandling of Passenger Property - Dam | 2 | 2 | 2 | 1 | 2 | | | | | | | | 9 |
| Mishandling of Passenger Property - Disa | 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 | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | 2 | | | | | | 2 |
| Prohibited & Permitted Items - Beauty & Grooming Items | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 4 | 3 | | 1 | | 2 | 3 | | | | | | 13 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Damaged Ite | 4 | 2 | | | | | 2 | | | | | | 8 |
| Property - Special Handling - Missing Items - Checke | | 1 | | 1 | | 1 | 1 | | | | | | 4 |
| Screening | 1 | 3 | 1 | 3 | 5 | 5 | 5 | | | | | | 23 |
| Screening - Children | | | | | 1 | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | | | | 3 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 3 | 1 | 2 | 2 | 4 | 5 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SAF** | **9** | **2** | **4** | **4** | **3** | **6** | **6** | **6** | **9** | **12** | **5** | **3** | **69** |
| **2018** | | | | **4** | **1** | **2** | **5** | **3** | **7** | **5** | **4** | **2** | **33** |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Headwear | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Locks | | | | | | | | 1 | 4 | 1 | | 1 | 7 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | 4 | 1 | | 1 | 7 |
| Mishandling of Passenger Property | | | | 2 | | | 3 | 2 | 1 | 1 | | 1 | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 2 | | | 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 | 1 | | 2 | 1 | 2 | | 10 |
| Screening - Inconsistency | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | 2 | 1 | 1 | | | 2 | 1 | 2 | | 9 |
| **2019** | **4** | | **1** | | | **2** | **1** | **3** | **2** | **6** | **1** | | **20** |
| 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 - Dam | 1 | | | | | | 1 | | | 1 | | | 3 |
| Mishandling of Passenger Property - Disa | 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 |
| **2020** | **5** | | **3** | | **2** | **1** | | | | **1** | | **1** | **13** |
| Locks | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | 2 | | | | | | | | | 1 | 5 |
| Property - Special Handling - Damaged Ite | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Item | 1 | | 1 | | | | | | | | | | 2 |
| Screening | 1 | | 1 | | 2 | 1 | | | | | | | 5 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | 1 | | | | | | | | 2 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | 1 | | | | | | | 2 |
| **2021** | | **2** | | | | **1** | | | | | | | **3** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SAN** | **174** | **111** | **139** | **184** | **159** | **178** | **185** | **130** | **163** | **184** | **185** | **132** | **1,924** |
| **2018** | | | | **61** | **51** | **75** | **91** | **75** | **81** | **80** | **77** | **56** | **647** |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | | 1 | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | | | | | | 1 | 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 Lug | | | | 1 | 1 | | 2 | 1 | 3 | | 1 | 2 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 | | | | 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 |
| **2019** | **80** | **44** | **56** | **53** | **49** | **60** | **62** | **50** | **66** | **80** | **75** | **53** | **728** |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 5 | 6 | 4 | 1 | 1 | 4 | 3 | 2 | 3 | 3 | 3 | 2 | 37 |
| Civil Rights - Age | 1 | 2 | | | | | | | | | | 1 | 4 |
| Civil Rights - Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | 1 | | | | | | | | | | 1 | | 2 |
| Civil Rights - National Origin | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Racial Profiling or Discrimina | 3 | 2 | 2 | | 1 | 1 | 2 | 1 | | 1 | 2 | | 15 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 1 | 2 | | | 3 | 1 | 1 | | 1 | | | 9 |
| Civil Rights - Sexual Orientation - Not Transgender | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | 1 | 1 | | | 3 |
| Customer Service | 23 | 10 | 8 | 10 | 17 | 16 | 14 | 7 | 11 | 18 | 10 | 9 | 153 |
| Customer Service - Others | 1 | 3 | | | 2 | 1 | 1 | 1 | | 2 | | | 11 |
| Customer Service - TSO | 22 | 7 | 8 | 10 | 15 | 15 | 13 | 6 | 11 | 16 | 10 | 9 | 142 |
| Locks | 2 | | 4 | 1 | 3 | 1 | 2 | 3 | 4 | 4 | 4 | 5 | 33 |
| Locks - Missing or Damaged Lock | 2 | | 4 | 1 | 3 | 1 | 2 | 3 | 4 | 4 | 4 | 5 | 33 |
| Mishandling of Passenger Property | 16 | 7 | 12 | 14 | 11 | 14 | 14 | 13 | 11 | 13 | 21 | 13 | 159 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | | 1 | 1 | | 1 | 1 | | 1 | 1 | 9 |
| Mishandling of Passenger Property - Dam | 12 | 5 | 8 | 12 | 8 | 12 | 10 | 9 | 8 | 9 | 13 | 11 | 117 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | | | 1 | 1 | 1 | | 2 | | | 1 | | 1 | 7 |
| Mishandling of Passenger Property - Disa | 2 | 1 | 3 | 1 | 1 | 1 | 2 | 3 | 2 | 3 | 7 | | 26 |
| Patdown | 5 | 3 | 2 | 5 | 2 | 4 | 3 | 1 | 3 | 3 | 5 | 3 | 39 |
| Patdown - Flyer | 4 | 3 | 2 | 5 | 1 | 4 | 3 | 1 | 2 | 3 | 4 | 3 | 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 | 4 | 1 | 9 | 5 | 2 | 44 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | 1 | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | 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) - Cancer (general) Not | | 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) - Medically | 1 | | 1 | | | | | | | | 2 | 1 | 5 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 1 | | 3 | | 1 | | 1 | | 3 | | | 10 |
| 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 A | 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 - Carry | | 2 | 3 | 4 | 3 | 4 | 3 | 2 | 2 | 3 | 2 | 4 | 32 |
| Property - Special Handling - Damaged It | 5 | 2 | 5 | 2 | 4 | 5 | 5 | 3 | 3 | 7 | 4 | 4 | 49 |
| Property - Special Handling - Missing Item | 4 | 1 | 3 | 1 | 2 | 1 | 4 | 2 | | 2 | 3 | 3 | 26 |
| Property - Special Handling - Missing Item | 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 |
| **2020** | **63** | **50** | **65** | **58** | **49** | **27** | **8** | **5** | **16** | **24** | **33** | **23** | **421** |
| Civil Rights | 3 | 2 | 4 | 2 | 1 | | 1 | 1 | 1 | | | | 15 |
| Civil Rights - Racial Profiling or Discrimina | 3 | 1 | 2 | 1 | | | 1 | | 1 | | | | 9 |
| Civil Rights - Screening of Religious or Cultural Garments | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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--C | | | 1 | 2 | | | | | 1 | 1 | 1 | 1 | 7 |
| Mishandling of Passenger Property - Dam | 6 | 8 | 13 | 14 | 10 | 2 | 1 | 1 | 4 | 3 | 4 | 1 | 67 |
| Mishandling of Passenger Property - Dam | 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 /Developm | | 1 | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | 1 | | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | 2 | 1 | 2 | 1 | 2 | | | | 1 | | | | 9 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | 1 | 2 | | | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Prosthesi | 3 | | | | | 1 | | | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 2 | | | | | | | | | | | 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 It | 3 | 3 | 2 | | | 1 | | | | 1 | 2 | | 12 |
| Property - Special Handling - Damaged It | 4 | 1 | 5 | 1 | 4 | 3 | | | 1 | 1 | 3 | 3 | 26 |
| Property - Special Handling - Missing Item | 2 | 2 | 2 | 3 | | 1 | | | | 1 | | | 11 |
| Property - Special Handling - Missing Item | 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 | 4 |
| Screening - Procedures/Process | 4 | 6 | 4 | 13 | 7 | 4 | 2 | 1 | 1 | 1 | 3 | 3 | 49 |
| Screening - Retrieving Abandoned/Confis | 1 | | | | | | | | | 1 | | | 2 |
| Screening - Security Breach | | 1 | | | 1 | | | | | | | | 2 |
| **2021** | **31** | **17** | **18** | **12** | **10** | **16** | **24** | | | | | | **128** |
| Civil Rights | 1 | | 5 | | | 1 | 2 | | | | | | 9 |
| Civil Rights - Racial Profiling or Discrimination | | | 4 | | | 1 | 1 | | | | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity- | 1 | | | | | | 1 | | | | | | 2 |
| Civil Rights - Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | 1 |
| Customer Service | 6 | 1 | 3 | 6 | 1 | 1 | 3 | | | | | | 21 |
| Customer Service - CSM | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 5 | 1 | 3 | 6 | 1 | 1 | 3 | | | | | | 20 |
| Expedited Passenger Screening Program | | | | 1 | 3 | 1 | 7 | | | | | | 12 |
| Expedited Passenger Screening Program - DoD | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | 3 | 1 | 6 | | | | | | 11 |
| 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 | 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 | | | | | | 22 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | 1 | 1 | 2 | 1 | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 3 | 1 | 2 | 1 | 3 | 1 | | | | | | | 11 |
| Mishandling of Passenger Property - Disa | 1 | 2 | | | | 1 | | | | | | | 4 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Patdown | 2 | 1 | | | | | 2 | | | | | | 5 |
| Patdown - Flyer | 1 | 1 | | | | | | | | | | | 2 |
| Patdown - Flyer as Observer | 1 | | | | | | 2 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 2 | | | 1 | | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 8 | 7 | 1 | | 1 | 4 | 5 | | | | | | 26 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged It | 4 | 4 | | | | | 3 | | | | | | 11 |
| Property - Special Handling - Missing Item | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Item | 3 | 3 | 1 | | | 2 | 2 | | | | | | 11 |
| Screening | 6 | 1 | 4 | 1 | 1 | 4 | 1 | | | | | | 18 |
| Screening - Children | | | | | | 1 | | | | | | | 1 |
| Screening - Classified Materials | | | | | | | 1 | | | | | | 1 |
| Screening - Inconsistency | | | | | 1 | 1 | | | | | | | 2 |
| Screening - Procedures/Process | 6 | 1 | 4 | 1 | | 2 | | | | | | | 14 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **62** | **59** | **59** | **47** | **56** | **687** |
| **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 | 13 |
| Locks - Missing or Damaged Lock | | | | 4 | | 2 | 1 | 2 | 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 Bag | | | | 9 | 3 | 6 | 6 | 5 | 7 | 5 | 3 | 6 | 50 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | | 1 | 1 | | 1 | 1 | 1 | 6 |
| Patdown | | | | 1 | 2 | 2 | 1 | 1 | 3 | | 2 | 1 | 13 |
| Patdown - Flyer | | | | 1 | 2 | 2 | 1 | 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 | 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 | | | | | | | | 1 | | 5 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 1 | 1 | 2 | | | | | | | | | 4 |
| Civil Rights - Transgender Screening | | | | | 1 | | | | | | 1 | | 2 |
| Customer Service | 3 | 7 | 8 | 3 | 1 | 6 | 6 | 3 | 5 | 6 | 4 | 7 | 59 |
| Customer Service - Others | | 4 | | | 1 | | | | | | | | 5 |
| Customer Service - TSO | 3 | 3 | 8 | 3 | | 6 | 6 | 3 | 5 | 6 | 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 - Dam | 5 | 2 | 8 | 6 | 4 | | 4 | 7 | 4 | 4 | 4 | 5 | 53 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 |
| Persons w/ Disabilities (PWD) - Medical Devices - At | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | 1 |
| 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 | | 2 |
| Property - Special Handling | 3 | 11 | 6 | 9 | 5 | 5 | 6 | 10 | 6 | 9 | 5 | 6 | 81 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | 1 | | 2 | | 2 | 1 | 1 | 1 | 3 | 13 |
| Property - Special Handling - Damaged Ite | 1 | 3 | 2 | 4 | 1 | 1 | 1 | 4 | 2 | 1 | 1 | | 21 |
| Property - Special Handling - Missing Items - Carry-C | | 2 | 2 | 2 | 2 | | | | 2 | 2 | 1 | | 13 |
| Property - Special Handling - Missing Item | 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 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 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 - 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 - Dam | 5 | 4 | 6 | 3 | 3 | | | | 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 (N | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Ge | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 4 | 4 | 7 | 2 | 1 | | 1 | 3 | 2 | 1 | 2 | 29 |
| Property - Special Handling - Damaged It | 1 | 1 | 1 | 3 | | | | 1 | 2 | 1 | 1 | | 11 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 1 | | 1 | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | 2 | 2 | 4 | 1 | 1 | | | 1 | 1 | | 2 | 15 |
| Screening | | 5 | 4 | 2 | 2 | 3 | 1 | 1 | | 1 | | 1 | 20 |
| Screening - Procedures/Process | | 4 | 3 | 2 | 2 | 3 | 1 | 1 | | 1 | | 1 | 18 |
| Screening - Security Breach | | 1 | 1 | | | | | | | | | | 2 |
| **2021** | **5** | **6** | **4** | **4** | **7** | **6** | **17** | | | | | | **49** |
| 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 | | | | | | 8 |
| Customer Service - TSO | 1 | | 1 | 1 | 1 | 1 | 3 | | | | | | 8 |
| Expedited Passenger Screening Program | | | 2 | | 1 | 3 | 5 | | | | | | 11 |
| Expedited Passenger Screening Program - DoD | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 1 | 1 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | | 1 | 2 | 3 | | | | | | 8 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 1 | | 1 | | | 2 | | | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | 2 | | | | | | | | 2 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items - Remains | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | | 3 | | | | | | 6 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | 1 | | | | | 2 | | | | | | 4 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | | 2 | | | 2 | 2 | 3 | | | | | | 9 |
| Screening - Inconsistency | | | | | 2 | | 1 | | | | | | 3 |
| Screening - Procedures/Process | | 2 | | | | 1 | 2 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SAV** | **30** | **20** | **21** | **28** | **27** | **27** | **30** | **27** | **20** | **37** | **21** | **21** | **309** |
| **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 Bag | | | | 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 Trans | | 1 | | | | | | 1 | | | | 1 | 3 |
| Civil Rights - Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | 1 | 1 | | 1 | 3 | 3 | 1 | 2 | 3 | 1 | 17 |
| Customer Service - Others | | 1 | | | | | | 1 | | | 1 | | 3 |
| Customer Service - TSO | | | 1 | 1 | | 1 | 3 | 2 | 1 | 2 | 2 | 1 | 14 |
| Locks | 1 | 1 | 1 | 1 | 2 | 1 | | 3 | | 1 | | | 11 |
| Locks - Missing or Damaged Lock | 1 | 1 | 1 | 1 | 2 | 1 | | 3 | | 1 | | | 11 |
| Mishandling of Passenger Property | 3 | 3 | | 1 | 2 | 2 | 4 | 4 | 1 | 4 | 4 | 2 | 30 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | 1 | | 1 | | 1 | | 4 |
| Mishandling of Passenger Property - Dam | 1 | 3 | | 1 | 1 | 2 | 3 | 3 | | 4 | 3 | 1 | 22 |
| Mishandling of Passenger Property - Disa | 1 | | | | 1 | | | 1 | | | | 1 | 4 |
| Patdown | | 1 | 2 | | | | 1 | 3 | | 1 | | | 8 |
| Patdown - Flyer | | 1 | 2 | | | | 1 | 3 | | 1 | | | 8 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | 1 | 1 | 1 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Cognitive /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 | 2 | | 1 | 1 | 1 | | 8 |
| Property - Special Handling - Damaged It | 2 | | | | | | 1 | 1 | 2 | 2 | | | 8 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | 1 | | 1 | | | 1 | 2 | 1 | 7 |
| Property - Special Handling - Missing Items - Checke | | 2 | 2 | | 2 | | 1 | 2 | | | | 1 | 10 |
| Screening | 4 | 1 | 2 | 2 | | | 2 | 3 | | 2 | | | 16 |
| Screening - Inconsistency | 2 | | | | | | | | | | | | 2 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | 2 | 2 | | | 2 | 3 | | 2 | | | 13 |
| **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 Lug | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Dam | 3 | | 4 | 3 | 2 | 2 | | | | 1 | | | 15 |
| Mishandling of Passenger Property - Disa | 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 (N | | 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 - Carry | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | | 1 | | | | | | | | 1 | 3 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | 1 | 1 | | | | | | 1 | 4 |
| Screening | 2 | 1 | 1 | 1 | | 1 | | | 2 | 2 | 1 | 1 | 12 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | 1 | 1 | | 1 | | | 2 | 2 | 1 | 1 | 11 |
| **2021** | **7** | **3** | **2** | **4** | **4** | **6** | **9** | | | | | | **35** |

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

| Categories | 10-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 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | 1 | 1 | | 4 | 1 | 2 | | | | | 9 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | 4 | 1 | 2 | | | | | 8 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 4 | | 2 | | 1 | | 1 | | | | | | 8 |
| Mishandling of Passenger Property - Damaged/Missi | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 3 | | 1 | | 1 | | | | | | | | 5 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | 1 | | | | | | 2 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - General | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 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 Ite | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | 1 | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | | | | | 1 | 3 | | | | | | 5 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SBA** | **8** | **4** | **6** | **7** | **9** | **8** | **8** | **4** | **8** | **13** | **9** | **5** | **89** |
| **2018** | | | | **1** | **4** | **3** | **2** | **3** | **4** | **5** | **4** | **1** | **27** |
| 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 | 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 | | | 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 | | 1 | | | 4 |
| Screening - Procedures/Process | | | | | 1 | | 1 | 1 | | 1 | | | 4 |
| **2019** | **3** | **2** | | **1** | **2** | **3** | **3** | **1** | **3** | **7** | **5** | **3** | **33** |
| 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 - Dam | 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 | 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 | 1 | 8 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged It | 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 |
| **2020** | **5** | **1** | **5** | **5** | | **1** | | | **1** | **1** | | **1** | **20** |
| 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | 1 | 1 | | | | | | | | | 3 |
| Patdown - Flyer | 1 | | 1 | 1 | | | | | | | | | 3 |
| Property - Special Handling | | | 1 | 1 | | | | | | | | 1 | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | 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 |
| **2021** | | **1** | **1** | | **3** | **1** | **3** | | | | | | **9** |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | 2 | 1 | | | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | | 2 | 1 | | | | | | | 5 |
| Screening | | | | | 1 | | 2 | | | | | | 3 |
| Screening - Procedures/Process | | | | | | | 2 | | | | | | 2 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SBN** | **10** | **10** | **2** | **6** | **7** | **11** | **4** | **3** | **3** | **5** | **10** | **5** | **76** |
| **2018** | | | | **1** | **3** | **5** | **2** | | **3** | **2** | **7** | **2** | **25** |
| 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 | | | 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 | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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) - Diabetes | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | 1 | | | | | | 2 | 1 | 4 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | 1 | | | | | | 1 | 1 | 3 |
| Screening | | | | | | 1 | 2 | | | 1 | 2 | | 6 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | 1 | | | 1 | 2 | | 5 |
| **2019** | **7** | **7** | **1** | **2** | **2** | **2** | **1** | **3** | | **3** | **1** | **3** | **32** |
| Civil Rights | 1 | 1 | | | | | | | | 1 | | | 3 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 1 | | | | | | | | 1 | | | 3 |
| Customer Service | 2 | 1 | | 1 | | 2 | | | | | 1 | | 7 |
| Customer Service - TSO | 2 | 1 | | 1 | | 2 | | | | | 1 | | 7 |
| Locks | 1 | | | | | | | | | 1 | | | 2 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | 1 | | | 2 |
| 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 | | | 2 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | 1 | | | | | 2 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 3 | 1 | 1 | 1 | | | | | | | 3 | 11 |
| Property - Special Handling - Damaged Items - Carry | | 3 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Iten | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | | 1 | | 1 | | | | | | | 2 | 5 |
| Screening | | 1 | | | | | 1 | 1 | | | | | 3 |
| Screening - Lengthy Lines | | 1 | | | | | 1 | | | | | | 2 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| **2020** | **1** | **1** | **1** | **1** | | **3** | | | | | **2** | | **9** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Screening | 1 | | | 1 | | 2 | | | | | 1 | | 5 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | 2 | | | | | | | 3 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| **2021** | **2** | **2** | | **2** | **2** | **1** | **1** | | | | | | **10** |
| Customer Service | 1 | 1 | | | | | | | | | | | 2 |
| Customer Service - TSO | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | 1 | 1 | | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | 1 | 1 | | | | | | | 3 |
| 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 - Electronic Devices | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SBP** | **2** | **3** | **5** | **1** | **6** | **5** | **9** | **6** | **5** | **5** | **7** | **6** | **60** |
| **2018** | | | | | **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 |
| **2019** | **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 | | | 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 | | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 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 |
| **2020** | | | **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--C | | | 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 |
| **2021** | | | | | **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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SBY** | | **2** | **1** | | **1** | **3** | | **2** | | **1** | | **1** | **11** |
| **2018** | | | | | | **2** | | | | **1** | | | **3** |
| Locks | | | | | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | 1 | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | | | 1 | | | 2 |
| **2019** | | **1** | | | | | | **2** | | | | | **3** |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | 2 | | | | | 2 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Security Breach | | | | | | | | 1 | | | | | 1 |
| **2020** | | **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/Missi | | 1 | 1 | | | | | | | | | 1 | 3 |
| **2021** | | | | | | **1** | | | | | | | **1** |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SCC** | **1** | | | | | | | | **1** | | **2** | **3** | **7** |
| **2018** | | | | | | | | | | | | **2** | **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 |
| **2019** | | | | | | | | | | | **1** | **1** | **2** |
| Customer Service | | | | | | | | | | | 1 | 1 | 2 |
| Customer Service - Others | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| **2020** | **1** | | | | | | | | **1** | | **1** | | **3** |
| Mishandling of Passenger Property | 1 | | | | | | | | 1 | | 1 | | 3 |
| Mishandling of Passenger Property - Dam | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SCK** | **1** | **1** | **2** | **4** | **1** | **1** | **2** | | **1** | **2** | **2** | **3** | **20** |
| **2018** | | | | | **1** | | **1** | | | **1** | | **3** | **6** |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| 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 |
| **2019** | | | | **1** | | | | | **1** | | **2** | | **4** |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | 1 | | 2 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| **2020** | **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 |
| **2021** | | | | **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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SDF** | **21** | **24** | **32** | **27** | **23** | **33** | **20** | **33** | **29** | **36** | **24** | **20** | **322** |
| **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 |
| 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 Bag | | | | 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 |
| 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 | 3 | 5 | 3 | 4 | 1 | 4 | 32 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 4 | 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) - Medically | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 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 It | 1 | | 1 | 1 | | | | 1 | 1 | 2 | 3 | | 10 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | 1 | | | | | | 1 | 3 |
| Property - Special Handling - Missing Item | 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 Discrimina | 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 - Dam | 1 | 2 | 3 | 3 | 2 | | | | | 1 | | 2 | 14 |
| Mishandling of Passenger Property - Disa | 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 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 - Checl | | 1 | | | 3 | | | | | | | | 4 |
| Property - Special Handling - Missing Iten | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 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 |
| **2021** | **5** | **5** | **9** | **3** | **1** | **5** | **2** | | | | | | **30** |
| Civil Rights | | | 2 | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 2 | | | | | | | | | | 2 |
| Customer Service | 2 | 2 | 7 | 1 | | 1 | | | | | | | 13 |
| Customer Service - TSO | 2 | 2 | 7 | 1 | | 1 | | | | | | | 13 |
| 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 |
| Mishandling of Passenger Property | 2 | | | | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 2 | | | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | | | | | 1 | | | | | | 4 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Iten | 1 | 1 | | | | | | | | | | | 2 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SDY** | | | | **1** | | **1** | | | | | | | **2** |
| **2018** | | | | **1** | | | | | | | | | **1** |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| **2021** | | | | | | **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** | **237** | **275** | **244** | **268** | **216** | **2,894** |
| **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 | | | | | | | | | | | | 1 | 1 |
| Customer Service - Others | | | | | | 3 | 1 | 1 | 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 Lug | | | | 2 | 2 | 4 | 3 | 1 | 2 | 4 | 2 | 1 | 21 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 Disability | | | | 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 Medic | | | | 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 Identity- | 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 |
| 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 |

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

| Categories | 10-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 | 17 | 23 | 27 | 11 | 10 | 12 | 11 | 17 | 18 | 20 | 23 | 21 | 210 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | | | 1 | | | 2 | 2 | 2 | 3 | 12 |
| Mishandling of Passenger Property - Dam | 12 | 18 | 21 | 8 | 9 | 9 | 8 | 12 | 15 | 16 | 17 | 16 | 161 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | | | 1 | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Disa | 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 Ca | | | 2 | | | | | | 1 | | | | 3 |
| 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 | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | 1 | | 1 | | 1 | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to th | | | 1 | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 3 | 1 | | | | 1 | | | 2 | | | 7 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 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 (pair | | 1 | 1 | | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Ite | 1 | 1 | 1 | 1 | 3 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 15 |
| Property - Special Handling - Damaged Ite | 1 | 5 | 3 | 3 | 2 | 3 | 5 | 3 | 3 | 5 | 3 | 6 | 42 |
| Property - Special Handling - Missing Item | 6 | 3 | 1 | 2 | 4 | 2 | 2 | 5 | 1 | 7 | 5 | 7 | 45 |
| Property - Special Handling - Missing Item | 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 | 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) - Fly | 1 | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Civil Rights | 6 | 1 | 5 | 2 | 2 | 1 | 1 | | | | 3 | 1 | 22 |
| Civil Rights - Constitutional Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Perceived Religion | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 4 | 1 | 1 | 1 | | | 1 | | | | 1 | 1 | 10 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 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 | | 6 |
| Lost and Found - Airport/TSA | | 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 - Dam | 3 | | 4 | 2 | | | | | | | 2 | | 11 |
| Mishandling of Passenger Property - Dam | 13 | 10 | 24 | 7 | 10 | 7 | 3 | 2 | 8 | 10 | 10 | 11 | 115 |
| Mishandling of Passenger Property - Disa | 5 | 2 | 7 | 2 | 3 | 5 | 1 | 1 | 3 | 1 | 2 | 1 | 33 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | | 1 | 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 S | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast Ca | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developm | | 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) - General | 1 | | | | | | | | | 1 | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic | | | | 2 | 1 | | | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 4 | 1 | | | | | | | | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Ostomy/C | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | | 1 | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 3 | | 3 | | | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 Ite | 1 | | 1 | 1 | | | | 1 | 1 | | 3 | 2 | 10 |
| Property - Special Handling - Damaged Ite | 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 | | 1 | | | | | | | 2 |
| Request for Assistance - Other | | | | 1 | | 1 | | | | | | | 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 |
| Screening - Inconsistency | 1 | 1 | | | | 1 | | | | 1 | | | 4 |
| Screening - Lengthy Lines | 4 | | 2 | 2 | 4 | | | | | | | | 12 |
| Screening - Procedures/Process | 10 | 11 | 10 | 3 | 9 | 6 | 3 | 3 | 4 | 2 | 9 | 5 | 75 |
| Screening - Retrieving Abandoned/Confiscated Items | | 1 | 1 | | | 1 | | | | | | | 3 |
| Screening - Security Breach | | | 4 | | | 1 | | | | 1 | | 1 | 7 |
| **2021** | **49** | **35** | **25** | **32** | **26** | **36** | **56** | | | | | | **259** |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | 1 | 2 | 1 | | 2 | 1 | | | | | | 7 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | 2 | 1 | | | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | 1 | | | | | | 2 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 8 | 6 | 10 | 17 | 7 | 9 | 10 | | | | | | 67 |
| Customer Service - CSM | | 1 | | | | | | | | | | | 1 |
| Customer Service - Others | | | | | 1 | 1 | | | | | | | 2 |
| Customer Service - TSO | 8 | 5 | 10 | 17 | 6 | 8 | 10 | | | | | | 64 |
| Expedited Passenger Screening Program | | | 2 | 1 | 1 | 7 | 17 | | | | | | 28 |
| 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 | 7 | 14 | | | | | | 25 |
| Hazardous Materials Safety | | | | | | 1 | | | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | 1 | | | | | | | 1 |
| Locks | 3 | 1 | | | | | | | | | | | 4 |
| Locks - Missing or Damaged Lock | 3 | 1 | | | | | | | | | | | 4 |
| Lost and Found | 1 | | 1 | | | | 1 | | | | | | 3 |
| Lost and Found - Airport/TSA | 1 | | 1 | | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property | 8 | 10 | 3 | 3 | 3 | 3 | 3 | | | | | | 33 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 2 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 5 | 7 | 1 | 3 | 2 | 2 | 3 | | | | | | 23 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 3 | 2 | | | | 1 | | | | | | | 6 |
| No Jurisdiction | | | | 2 | 2 | | 1 | | | | | | 5 |
| No Jurisdiction - No Referral | | | | | 1 | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 | 1 | | | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | | 1 | | | 1 | | | | | | 2 |
| Patdown | 3 | | | | 1 | 1 | 2 | | | | | | 7 |
| Patdown - Flyer | 2 | | | | 1 | 1 | 2 | | | | | | 6 |
| Patdown - Non-Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | | | 1 | | 3 | 4 | | | | | | 11 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | 2 | | | | | 1 | | | | | | | 3 |
| 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 Scoot | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | 2 | | | | | | | 3 |
| Prohibited & Permitted Items | | 1 | | 1 | 1 | | | | | | | | 3 |
| Prohibited & Permitted Items - Firearm/Ammunition | | 1 | | | 1 | | | | | | | | 2 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 16 | 9 | 3 | 2 | 2 | 7 | 6 | | | | | | 45 |
| Property - Special Handling - Damaged Ite | 1 | | | 1 | 1 | 1 | 1 | | | | | | 5 |
| Property - Special Handling - Damaged Ite | 4 | 4 | 1 | | | 1 | 2 | | | | | | 12 |
| Property - Special Handling - Missing Item | 7 | | | | 1 | 2 | 3 | | | | | | 13 |
| Property - Special Handling - Missing Item | 4 | 5 | 2 | 1 | | 3 | | | | | | | 15 |
| Request for Assistance | | 1 | | | | | | | | | | | 1 |
| Request for Assistance - Other | | 1 | | | | | | | | | | | 1 |
| Screening | 7 | 6 | 4 | 4 | 8 | 3 | 11 | | | | | | 43 |
| Screening - Inconsistency | | 1 | 1 | 1 | 1 | | 2 | | | | | | 6 |
| Screening - Lengthy Lines | | | | | | | 4 | | | | | | 4 |
| Screening - Procedures/Process | 7 | 5 | 3 | 3 | 7 | 3 | 5 | | | | | | 33 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SFB** | **27** | **33** | **31** | **26** | **26** | **43** | **44** | **21** | **40** | **27** | **27** | **17** | **362** |
| **2018** | | | | **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 Contra | | | | | 1 | | | | | | 1 | | 2 |
| 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 | | | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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) - Prosthesis/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 |
| **2019** | **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 - Dam | 2 | | 1 | 1 | 1 | 1 | | | | | | 1 | 7 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | 1 | | | 1 | | 1 | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | 1 | | 2 |
| 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 | | 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 D | 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 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | 2 | 1 | | 1 | | 2 | | 7 |
| Property - Special Handling - Missing Items - Checke | | 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 | | 2 | 1 | | 5 |
| Screening - Procedures/Process | 1 | 3 | 1 | | 2 | 2 | 3 | 2 | 3 | | 2 | 2 | 21 |
| Screening - Retrieving Abandoned/Confiscated Items | | 1 | | | | | | 1 | | | | | 2 |
| Screening - Security Breach | | | 1 | | | | | | | | | | 1 |
| **2020** | **10** | **11** | **18** | **12** | **4** | **12** | **1** | **2** | **4** | **7** | **3** | **6** | **90** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 | | 2 | | | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items Private Scree | | | | 1 | | | | | | 2 | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | | | 1 | | 1 | | | | | 4 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Patdown | | 1 | | 1 | | | | | | | | | 2 |
| Patdown - Flyer | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 3 | 1 | 2 | 2 | | | | | | | 11 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental 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) - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | 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 Wheelch | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respiratc | 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 | | | 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/Confis | 1 | | | | | | | | | | | | 1 |
| **2021** | **4** | **8** | **1** | **4** | **2** | **7** | **10** | | | | | | **36** |
| Civil Rights | | | 1 | 1 | 1 | | 3 | | | | | | 6 |
| Civil Rights - Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | 1 | | 3 | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | | 5 | | 2 | | 5 | 1 | | | | | | 13 |
| Customer Service - TSO | | 5 | | 2 | | 5 | 1 | | | | | | 13 |
| Mishandling of Passenger Property | | | | | 1 | 1 | | | | | | | 2 |
| 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 S | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not | | 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 | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | 3 | 1 | | 1 | | | 4 | | | | | | 9 |
| Screening - Inconsistency | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 3 | 1 | | 1 | | | 3 | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SFO** | **128** | **137** | **133** | **164** | **175** | **171** | **147** | **161** | **160** | **152** | **159** | **107** | **1,794** |
| **2018** | | | | **47** | **53** | **63** | **60** | **98** | **84** | **79** | **70** | **40** | **594** |
| 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 | | | | 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 | 2 | 27 |
| Locks - Missing or Damaged Lock | | | | | 6 | 1 | 1 | 5 | 2 | 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 Scree | | | | 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 Bag | | | | 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) - Prosthesis/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 | | | | | 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 |
| **2019** | **63** | **65** | **68** | **51** | **52** | **58** | **61** | **59** | **65** | **60** | **76** | **51** | **729** |
| 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 | 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 | 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 - Dam | 2 | 5 | 10 | 5 | 2 | 6 | 3 | 1 | 2 | 5 | 2 | 5 | 48 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 1 | | | 1 | 1 | | | | | 4 |
| Mishandling of Passenger Property - Dam | 3 | 2 | 1 | | 1 | 1 | 2 | 2 | 2 | 5 | 2 | 7 | 28 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 1 | 1 | 3 | | | 1 | 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 (g | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | 1 | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 2 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | | | | | | | | | 1 | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | 1 | | | 1 | | 1 | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | 2 | | | 3 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to th | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | 2 | | | | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | 1 | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 2 | | | 2 | | | | 1 | 2 | | | 8 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | 2 | | | | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 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 - Carry | | 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 Item | 3 | | 4 | 2 | 1 | 1 | 1 | 2 | 2 | | 2 | 3 | 21 |
| Property - Special Handling - Missing Item | 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 (MSIJSO | | 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 | | 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/Confis | 1 | 1 | | | | 1 | | | | | 1 | 1 | 5 |
| Screening - Security Breach | 1 | | | | 2 | | | 1 | 1 | 1 | | 3 | 9 |
| **2020** | **47** | **49** | **58** | **55** | **53** | **33** | **4** | **4** | **11** | **13** | **13** | **16** | **356** |
| 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 Discrimina | 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 Ticket and Boarding Pass Issues | | | | | | 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 - Dam | 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 - Dam | 4 | 4 | 6 | 4 | 1 | 3 | 1 | 1 | 1 | | | 1 | 26 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | | 2 | | | | | | 1 | 1 | 6 |
| Patdown | 3 | 5 | 3 | 1 | 2 | 2 | | 1 | | | | 1 | 18 |
| Patdown - Flyer | 2 | 5 | 3 | 1 | 2 | 2 | | 1 | | | | 1 | 17 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 3 | 6 | | 3 | | | | | 1 | 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 M | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | 1 | | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | 2 | | 1 | | | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | 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 It | 1 | | | 3 | 1 | 2 | | | 1 | 1 | | 2 | 11 |
| Property - Special Handling - Missing Item | 2 | 2 | 3 | 2 | | | | | | | | 1 | 10 |
| Property - Special Handling - Missing Item | 2 | 4 | 1 | 4 | 2 | 3 | | 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/Confis | 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 |
| **2021** | **18** | **23** | **7** | **11** | **17** | **17** | **22** | | | | | | **115** |
| Civil Rights | 1 | 2 | | 1 | | 2 | | | | | | | 6 |
| Civil Rights - Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 1 | | | | 2 | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Claims | | | | | 1 | | 1 | | | | | | 2 |
| Claims - General | | | | | 1 | | 1 | | | | | | 2 |
| Customer Service | 5 | 4 | 2 | 2 | 2 | 3 | 3 | | | | | | 21 |
| Customer Service - Others | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Service - TSO | 4 | 4 | 2 | 2 | 2 | 2 | 3 | | | | | | 19 |
| Expedited Passenger Screening Program | | | | | 1 | 5 | 10 | | | | | | 16 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 1 | 5 | 10 | | | | | | 16 |
| 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 | 6 | 2 | 3 | 5 | 2 | | | | | | | 21 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 1 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 3 | | 2 | 5 | 2 | | | | | | | 12 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | 1 | | | | | | | | | 2 |
| No Jurisdiction | | | | 1 | 1 | | | | | | | | 2 |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | 2 | 1 | | | | | | 3 |
| Patdown - Flyer | | | | | | 2 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beverages | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 2 | 5 | 1 | 3 | 5 | 2 | 2 | | | | | | 20 |
| Property - Special Handling - Damaged Ite | 1 | | | 1 | | 1 | 1 | | | | | | 4 |
| Property - Special Handling - Missing Items - Carry-C | | 4 | 1 | | 1 | | 1 | | | | | | 7 |
| Property - Special Handling - Missing Item | 1 | 1 | | 2 | 4 | 1 | | | | | | | 9 |
| Screening | 4 | 6 | 2 | 1 | 2 | 1 | 2 | | | | | | 18 |
| Screening - Procedures/Process | 4 | 6 | 2 | 1 | 2 | 1 | 2 | | | | | | 18 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SGF** | **11** | **11** | **5** | **9** | **4** | **9** | **4** | **12** | **9** | **12** | **7** | **7** | **100** |
| **2018** | | | | **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 | | | 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 Bag | | | | 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 |
| **2019** | **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 - Dam | 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 - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | 1 | 2 | | | | | 4 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | | 2 | | | | | | | 2 | | 1 | | 5 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | 2 | | 1 | | 4 |
| **2020** | **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 Discrimina | 2 | | | | 1 | | | | | 1 | | | 4 |
| Customer Service | | 2 | | | | 1 | | 1 | | | | | 4 |
| Customer Service - Others | | 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 Ite | 1 | | | | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | 1 | 2 |
| Screening | | 1 | | 1 | 1 | 1 | | | | | | | 4 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | 1 | 1 | | | | | | | | 3 |
| **2021** | **3** | **1** | | **1** | | **2** | | | | | | | **7** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Security Breach | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SGU** | **2** | **5** | **4** | **2** | **1** | **6** | **4** | **4** | **1** | **3** | **2** | **1** | **35** |
| **2018** | | | | | | | | **2** | **1** | **2** | **1** | | **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 |
| 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 - Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| **2019** | **1** | **2** | **3** | **2** | | **3** | **1** | **2** | | | | | **14** |
| Customer Service | | | 1 | 1 | | 1 | | | | | | | 3 |
| Customer Service - Others | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | 1 | | 1 | | | | | 3 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | 1 | | 1 | | | | | 2 |
| Property - Special Handling | | 1 | 2 | | | 1 | | 1 | | | | | 5 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | 1 | | 1 | | | | | 3 |
| Property - Special Handling - Missing Items - Checke | | 1 | 1 | | | | | | | | | | 2 |
| Screening | | 1 | | 1 | | | 1 | | | | | | 3 |
| Screening - Procedures/Process | | 1 | | 1 | | | 1 | | | | | | 3 |
| **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 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| **2021** | **1** | **2** | **1** | | **1** | **3** | **3** | | | | | | **11** |
| Civil Rights | | 1 | | | | 1 | | | | | | | 2 |
| Civil Rights - Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 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 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | 2 | | | | | | 3 |
| Screening - Lengthy Lines | | 1 | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SHD** | **1** | **1** | **1** | | | | **1** | | **1** | **1** | **2** | | **8** |
| **2018** | | | | | | | **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 |
| **2019** | | **1** | **1** | | | | | | **1** | **1** | | | **4** |
| Mishandling of Passenger Property | | 1 | | | | | | | 1 | 1 | | | 3 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | 1 | 1 | | | 3 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| **2020** | **1** | | | | | | | | | | **1** | | **2** |
| Property - Special Handling | 1 | | | | | | | | | | 1 | | 2 |
| Property - Special Handling - Damaged It | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SHR** | | **1** | | **1** | **2** | **1** | **1** | **1** | | | **3** | **1** | **11** |
| **2018** | | | | | | | **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 |
| **2019** | | | | **1** | | **1** | | | | | **3** | **1** | **6** |
| Civil Rights | | | | | | | | | | | 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-on or Checke | | | | 1 | | 1 | | | | | | | 2 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| **2020** | | **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 - Carry-C | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SHV** | **9** | **7** | **10** | **7** | **8** | **3** | **6** | **9** | **8** | **12** | **8** | **3** | **90** |
| **2018** | | | | **4** | **1** | **2** | **5** | **4** | **5** | **8** | **3** | **2** | **34** |
| 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 - Transgender Screening | | | | | | | | | | 1 | | | 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 | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | 1 | 2 | 1 | | | | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 9 |
| Screening - Inconsistency | | | | | | 1 | | | | | 1 | | 2 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | 1 | | | | 1 | 1 | 1 | 1 | 6 |
| **2019** | **4** | **5** | **4** | | **1** | | **1** | **4** | **3** | **4** | **3** | **1** | **30** |
| Civil Rights | | 2 | | | | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans( | | 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--C | | | 1 | | | | | 1 | | 2 | | | 4 |
| Mishandling of Passenger Property - Disarrayed Item | | 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 Ite | 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 |
| **2020** | **1** | **2** | **5** | **3** | **2** | **1** | | **1** | | | **2** | | **17** |
| 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--C | | | 1 | | 1 | 1 | | | | | | | 3 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | 2 | | | | | | | 1 | | 5 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **4** | | **1** | | **4** | | | | | | | | **9** |
| 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 Ite | 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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SIT** | **2** | **3** | **1** | **1** | **1** | **3** | | | **5** | **7** | **4** | | **27** |
| **2018** | | | | | | **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 |
| **2019** | | **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-on | | | 1 | | | | | | 1 | | | | 2 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| **2020** | **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 |
| **2021** | **1** | | | | | **2** | | | | | | | **3** |
| 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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SJC** | **72** | **47** | **75** | **88** | **86** | **80** | **80** | **75** | **71** | **81** | **73** | **68** | **896** |
| **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 Lug | | | | 1 | | | 1 | | | | 2 | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 7 | 6 | 3 | 5 | 5 | 10 | 4 | 6 | 4 | 50 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 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 |
| 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 - Dam | 8 | 5 | 4 | 12 | 2 | 7 | 7 | 1 | 6 | 8 | 5 | 6 | 71 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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) - Medically | 1 | | | | | | 1 | | | | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | | | | 1 | 1 | | 1 | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | 2 | | 2 | | 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 It | 2 | | | | 1 | 1 | | 1 | | 2 | | 2 | 9 |
| Property - Special Handling - Damaged It | 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 Item | 4 | 2 | 4 | 5 | 4 | 3 | 3 | 3 | 5 | 7 | 2 | 4 | 46 |
| Request for Assistance | 1 | | | | 1 | | | | | | | | 2 |
| Request for Assistance - Other | 1 | | | | 1 | | | | | | | | 2 |
| Screening | 3 | 2 | 7 | 1 | 2 | 2 | 5 | 3 | 8 | 6 | 5 | 6 | 50 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Screening - Children | | | | | | | | | 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 |
| **2020** | **29** | **24** | **43** | **25** | **21** | **19** | **4** | **1** | **5** | **7** | **6** | **11** | **195** |
| Civil Rights | 3 | 1 | 3 | | 1 | | | | 1 | | 1 | 1 | 11 |
| Civil Rights - Racial Profiling or Discrimina | 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 - Dam | 1 | 1 | | | | 1 | | | | | 1 | 1 | 5 |
| Mishandling of Passenger Property - Dam | 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 /Developm | | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | 2 | | 1 | 1 | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 6 | 6 | 13 | 7 | 5 | 6 | 2 | 1 | 2 | 1 | 1 | 4 | 54 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | 1 | 1 | | | | | | | 1 | 5 |
| Property - Special Handling - Damaged Ite | 3 | 1 | 1 | 2 | 1 | 2 | | 1 | 1 | | | | 12 |
| Property - Special Handling - Missing Items - Carry-C | | 2 | 4 | 1 | 1 | 2 | | | | | 1 | 1 | 12 |
| Property - Special Handling - Missing Item | 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 | | 1 | 20 |
| **2021** | **9** | **4** | **6** | **3** | **8** | **8** | **11** | | | | | | **49** |
| Civil Rights | 1 | | 1 | | 4 | | 2 | | | | | | 8 |
| Civil Rights - Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Headwear | | | | | 2 | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | 2 | | 1 | | | | | | 4 |
| Civil Rights - Sexual Harassment (TSA Employee) | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | 1 | 2 | 1 | 1 | 2 | | | | | | 8 |
| Customer Service - CSM | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | 1 | 1 | 2 | 1 | | 2 | | | | | | 7 |
| Expedited Passenger Screening Program | | | | | | 3 | 2 | | | | | | 5 |
| 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 | | | | | | 3 |
| 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 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | 2 | | | | | | | | | | 3 |
| No Jurisdiction | | | | | 1 | 1 | | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | | | 1 | 1 | | | | | | | 2 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | 2 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | 2 | | | | | | 2 |
| Property - Special Handling | 5 | 1 | | 1 | | 2 | 1 | | | | | | 10 |
| Property - Special Handling - Damaged Ite | 1 | | | 1 | | | 1 | | | | | | 3 |
| Property - Special Handling - Damaged Ite | 1 | 1 | | | | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Item | 3 | | | | | 1 | | | | | | | 4 |
| Screening | 1 | 1 | 1 | | 2 | | | | | | | | 5 |
| Screening - Procedures/Process | 1 | | 1 | | 2 | | | | | | | | 4 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SJT** | **1** | **1** | **4** | **5** | | **1** | **1** | **1** | | | **3** | **3** | **20** |
| **2018** | | | | **1** | | | | **1** | | | **2** | | **4** |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Screening | | | | 1 | | | | 1 | | | 1 | | 3 |
| Screening - Procedures/Process | | | | 1 | | | | 1 | | | 1 | | 3 |
| **2019** | **1** | **1** | **1** | **3** | | **1** | **1** | | | | | **1** | **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 | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | 1 | | | 1 | | | | | | 3 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 1 | 1 | | | | | | | | | | | 2 |
| **2020** | | | **2** | | | | | | | | **1** | **2** | **5** |
| 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 |
| **2021** | | | **1** | **1** | | | | | | | | | **2** |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SJU** | **46** | **58** | **47** | **87** | **65** | **70** | **67** | **42** | **61** | **85** | **60** | **53** | **741** |
| **2018** | | | | **20** | **15** | **19** | **24** | **20** | **31** | **39** | **32** | **19** | **219** |
| Civil Rights | | | | | 1 | | | | | 2 | 3 | 1 | 7 |
| Civil Rights - Constitutional Rights | | | | | 1 | | | | | | | 1 | 2 |
| Civil Rights - National Origin | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or 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 | 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 |
| 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 Bag | | | | 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 Scoot | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | | | 3 | | 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 |
| **2019** | **15** | **29** | **19** | **26** | **20** | **24** | **21** | **21** | **23** | **36** | **13** | **23** | **270** |
| 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--C | | | 1 | | | | | 1 | | 1 | | 1 | 4 |
| Mishandling of Passenger Property - Dam | 8 | 7 | 3 | 10 | 7 | 8 | 2 | 4 | 5 | 6 | 2 | 7 | 69 |
| Mishandling of Passenger Property - Dam | 1 | | | | | 1 | | 1 | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Item | | 2 | 1 | | 1 | | 1 | 1 | 2 | 1 | | | 9 |
| Patdown | | 1 | | | 1 | | 1 | 2 | 1 | 1 | | 1 | 8 |
| Patdown - Flyer | | 1 | | | 1 | | 1 | 1 | | 1 | | 1 | 6 |
| Patdown - Flyer as Observer | | | | | | | | | 1 | | | | 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) - Wheelcha | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 3 | 11 | 4 | 7 | 3 | 5 | 7 | 6 | 6 | 13 | 4 | 10 | 79 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | 1 | 1 | 1 | | | 4 |
| Property - Special Handling - Damaged Items - Checl | | 5 | | 1 | | 3 | | 2 | | 3 | 2 | 2 | 18 |
| Property - Special Handling - Missing Item | 1 | | 3 | | | | 3 | 1 | 2 | 3 | | 3 | 16 |
| Property - Special Handling - Missing Item | 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 |
| **2020** | **20** | **20** | **27** | **35** | **23** | **13** | **2** | **1** | **7** | **10** | **15** | **11** | **184** |
| Civil Rights | | | 1 | 2 | | | | | | 1 | 1 | 3 | 8 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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--C | | | 1 | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 5 | 5 | 7 | 8 | 5 | 1 | | | 4 | | 3 | 3 | 41 |
| Mishandling of Passenger Property - Disarrayed Item | | 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) - Medically | 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 It | 2 | | 3 | 1 | 1 | 2 | | | | 2 | 3 | | 14 |
| Property - Special Handling - Missing Item | 2 | 1 | | 2 | 1 | 1 | | | 1 | | 2 | | 10 |
| Property - Special Handling - Missing Item | 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 | | 20 |
| **2021** | **11** | **9** | **1** | **6** | **7** | **14** | **20** | | | | | | **68** |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | 7 | 2 | 1 | 3 | 4 | 4 | 3 | | | | | | 24 |
| Customer Service - Others | 2 | | | | | 1 | | | | | | | 3 |
| Customer Service - TSO | 5 | 2 | 1 | 3 | 4 | 3 | 3 | | | | | | 21 |
| Expedited Passenger Screening Program | | | | 1 | 1 | 4 | 4 | | | | | | 10 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | 1 | 4 | 3 | | | | | | 9 |
| Expedited Passenger Screening Program - TSA/DHS Employees - Opt In | | | | | | | 1 | | | | | | 1 |
| Hazardous Materials Safety | | | | | | | 1 | | | | | | 1 |
| Hazardous Materials Safety - General | | | | | | | 1 | | | | | | 1 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | 1 | 2 | | | | | | 5 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | | | 1 | 2 | | | | | | 5 |
| No Jurisdiction | | | | | | | 1 | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | | | | 1 | | | | | | 1 |
| 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 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | | | | 3 | 5 | | | | | | 11 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 2 | | | | | 2 | | | | | | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 2 | 2 | | | | | | 4 |
| Property - Special Handling - Missing Item | 1 | | | | | 1 | | | | | | | 2 |
| Screening | 1 | 3 | | 1 | 1 | 2 | 3 | | | | | | 11 |
| Screening - Inconsistency | | | | | 1 | | 1 | | | | | | 2 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 3 | | 1 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SLC** | **95** | **78** | **81** | **125** | **135** | **148** | **115** | **80** | **72** | **120** | **91** | **77** | **1,217** |
| **2018** | | | | **37** | **40** | **44** | **41** | **38** | **36** | **50** | **38** | **25** | **349** |
| 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 | | 1 | | | | | 4 |
| Lost and Found - Airport/TSA | | | | | 1 | 2 | | 1 | | | | | 4 |
| Mishandling of Passenger Property | | | | 13 | 14 | 9 | 12 | 12 | 10 | 11 | 11 | 7 | 99 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | 2 | 2 | 1 | 1 | | 1 | 1 | | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 11 | 11 | 6 | 9 | 7 | 6 | 9 | 8 | 5 | 72 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 |
| **2019** | **34** | **32** | **31** | **39** | **33** | **40** | **38** | **36** | **30** | **48** | **36** | **33** | **430** |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | 1 | | | | | | 1 |
| Civil Rights | | | 1 | 4 | 1 | 5 | | 4 | | 2 | 1 | 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 | 7 | 8 | 2 | 60 |
| Customer Service - Others | | | | | | 1 | | 1 | 1 | 2 | | | 5 |
| Customer Service - TSO | 4 | 3 | 4 | 5 | 6 | 6 | 8 | 3 | 1 | 5 | 8 | 2 | 55 |
| Locks | 5 | 1 | | 1 | 2 | 2 | 4 | 1 | 3 | 4 | 5 | 2 | 30 |
| Locks - Missing or Damaged Lock | 5 | 1 | | 1 | 2 | 2 | 4 | 1 | 3 | 4 | 5 | 2 | 30 |
| Lost and Found | | | 1 | 1 | | | 1 | | 1 | 1 | | | 5 |
| Lost and Found - Airport/TSA | | | 1 | 1 | | | 1 | | 1 | 1 | | | 5 |
| Mishandling of Passenger Property | 14 | 15 | 12 | 9 | 7 | 8 | 4 | 8 | 10 | 9 | 10 | 10 | 116 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | | 4 | | | | | | 1 | 2 | 1 | 10 |
| Mishandling of Passenger Property - Dam | 12 | 9 | 11 | 5 | 7 | 7 | 3 | 5 | 8 | 6 | 6 | 7 | 86 |
| Mishandling of Passenger Property - Disa | 2 | 4 | 1 | | | 1 | 1 | 3 | 2 | 2 | 2 | 2 | 20 |
| Patdown | 1 | 1 | | 2 | 1 | 2 | 3 | 1 | 2 | 3 | 2 | 3 | 21 |
| Patdown - Flyer | 1 | 1 | | 2 | 1 | 2 | 3 | 1 | 2 | 3 | 2 | 3 | 21 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 3 | 4 | 4 | 1 | 4 | | 2 | 1 | 2 | | 24 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma | | | 1 | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - General | | 1 | 1 | | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | 1 | | 3 | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | 2 | | 1 | | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesi | 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 | 5 | 8 | 107 |
| Property - Special Handling - Damaged It | 1 | 1 | 3 | 1 | | 2 | 2 | | | 3 | 1 | 1 | 15 |
| Property - Special Handling - Damaged It | 1 | 7 | 3 | 3 | 4 | 2 | 4 | 3 | 1 | 3 | 2 | | 33 |
| Property - Special Handling - Missing Items - Carry-On | | | | 3 | 1 | 1 | | 5 | 1 | 2 | | 1 | 14 |
| Property - Special Handling - Missing Item | 3 | 1 | 2 | 2 | 4 | 5 | 4 | 5 | 4 | 7 | 2 | 6 | 45 |
| Screening | 4 | 1 | 2 | 4 | 3 | 5 | 3 | 5 | 4 | 6 | 3 | 7 | 47 |
| Screening - Children | | | | | | | 1 | | | | | | 1 |
| Screening - Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | | | | | 1 | 2 | | | 4 |

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 |
| **2020** | **38** | **24** | **39** | **32** | **33** | **35** | **5** | **6** | **6** | **22** | **17** | **19** | **276** |
| 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 - Dam | 3 | | | | 1 | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 7 | 4 | 4 | 7 | 8 | 9 | | 2 | 1 | 4 | 6 | 5 | 57 |
| Mishandling of Passenger Property - Disa | 1 | 2 | 2 | 2 | | 4 | | | | | 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 th | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 2 | | | 2 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 - Carry | | 1 | 1 | | 1 | | 1 | | | 1 | 1 | 2 | 8 |
| Property - Special Handling - Damaged It | 5 | 4 | 2 | 1 | 3 | 2 | | | 1 | 3 | 2 | 2 | 25 |
| Property - Special Handling - Missing Item | 1 | 2 | 2 | 3 | 1 | 1 | 1 | | | | | | 11 |
| Property - Special Handling - Missing Item | 5 | 1 | 6 | 4 | 2 | 4 | | 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 |
| **2021** | **23** | **22** | **11** | **17** | **29** | **29** | **31** | | | | | | **162** |
| Civil Rights | 1 | | | 2 | | | | | | | | | 3 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | 1 | | | | | | | | | 2 |
| Claims | | | | | 1 | | | | | | | | 1 |
| Claims - General | | | | | 1 | | | | | | | | 1 |
| Customer Service | 2 | 4 | 7 | 6 | 9 | 4 | 4 | | | | | | 36 |
| 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 | | | | | | 31 |
| Expedited Passenger Screening Program | | | 1 | | 6 | 6 | 10 | | | | | | 23 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 2 | 1 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | 6 | 4 | 9 | | | | | | 20 |
| 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 | | | | | | 21 |
| Mishandling of Passenger Property - Dam | 1 | 2 | | | 2 | 1 | 1 | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 6 | 1 | | | 1 | 1 | 1 | | | | | | 10 |
| Mishandling of Passenger Property - Disa | 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 | | | | | | | 5 |
| Patdown - Children | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | 3 | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | 3 | | | | | | 5 |
| 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 (N | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 | | | | | | 25 |
| Property - Special Handling - Damaged It | 3 | 1 | 1 | | 1 | | | | | | | | 6 |
| Property - Special Handling - Damaged It | 1 | 3 | | 1 | 1 | 2 | | | | | | | 8 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Property - Special Handling - Missing Item | 1 | 1 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | | | | | 3 | 4 | | | | | | 8 |
| Screening | 3 | 7 | 2 | 2 | 5 | 8 | 4 | | | | | | 31 |
| Screening - Children | | | | | | 1 | | | | | | | 1 |
| Screening - Inconsistency | | | | | 2 | 1 | | | | | | | 3 |
| Screening - Lengthy Lines | | | 1 | | 1 | 1 | | | | | | | 3 |
| Screening - Procedures/Process | 3 | 6 | 1 | 1 | 2 | 5 | 4 | | | | | | 22 |
| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SLN** | **1** | | | | | | **1** | | **1** | **1** | **1** | **1** | **6** |
| **2018** | | | | | | | | | **1** | **1** | | | **2** |
| Mishandling of Passenger Property | | | | | | | | | 1 | 1 | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | 1 | | | 2 |
| **2019** | | | | | | | | | | | **1** | **1** | **2** |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| **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 Item | 1 | | | | | | | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SMF** | **92** | **76** | **78** | **78** | **74** | **87** | **88** | **79** | **91** | **76** | **92** | **72** | **983** |
| **2018** | | | | **27** | **27** | **31** | **32** | **39** | **38** | **29** | **35** | **31** | **289** |
| 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 Lug | | | | 1 | | 1 | | 2 | | 1 | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 8 | 8 | 5 | 7 | 10 | 3 | 8 | 11 | 6 | 66 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 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 | 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 |
| **2019** | **38** | **40** | **38** | **19** | **21** | **30** | **30** | **33** | **39** | **35** | **37** | **28** | **388** |
| 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 | 1 |
| Civil Rights - Headwear | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | 2 | | | | 1 | 1 | | 1 | 1 | | 7 |
| Civil Rights - Screening of Religious Cultural and Cer | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | 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 | | 1 | | | | | | | 1 | | | | 2 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | 8 | 13 | 8 | 5 | 10 | 5 | 5 | 6 | 9 | 6 | 13 | 12 | 100 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | | | | | | | | | 2 | | 4 |
| Mishandling of Passenger Property - Dam | 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 - Disa | 2 | 2 | 2 | 1 | 3 | | 2 | 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 | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic | | | | 1 | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 1 | | | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | | | 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 |
| Prohibited & Permitted Items | | | | | | | | | | | | 1 | 1 |
| Prohibited & Permitted Items - Marijuana | | | | | | | | | | | | 1 | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 7 | 6 | 7 | 6 | 3 | 11 | 9 | 10 | 4 | 2 | 5 | 5 | 75 |
| Property - Special Handling - Damaged Items - Carry | | 1 | 1 | 1 | | 1 | 2 | 1 | | 1 | | | 8 |
| Property - Special Handling - Damaged Ite | 1 | 2 | | | 1 | 3 | 2 | 3 | | | 2 | 1 | 15 |
| Property - Special Handling - Missing Item | 1 | 1 | | | 1 | 3 | 1 | | 1 | | 1 | 1 | 10 |
| Property - Special Handling - Missing Item | 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 | | | 1 | | | | | | | 2 |
| **2020** | **36** | **30** | **31** | **27** | **15** | **18** | **3** | **7** | **14** | **12** | **20** | **13** | **226** |
| Civil Rights | 1 | 2 | | | | 1 | | | 1 | 1 | | | 6 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 2 | | | | 1 | | | | 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--C | | | 2 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 6 | 6 | 11 | 4 | 3 | 4 | 1 | | 5 | 1 | 3 | 1 | 45 |
| Mishandling of Passenger Property - Disa | 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 | | 3 | | 20 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | 2 | | | | | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/C | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 2 | | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 1 | | 1 | | | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | | | 2 | | | | | | | | | 4 |
| Property - Special Handling | 8 | 8 | 10 | 8 | 4 | 2 | 1 | 3 | 4 | 2 | 6 | 4 | 60 |
| Property - Special Handling - Damaged Items - Carry | | 2 | | | | 1 | | | | | | | 3 |
| Property - Special Handling - Damaged Ite | 3 | 2 | 2 | 1 | | 1 | | 2 | 1 | 1 | 2 | 2 | 17 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 4 | 1 | 1 | | | | 2 | | | 1 | 10 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **18** | **6** | **9** | **5** | **11** | **8** | **23** | | | | | | **80** |
| Airline | | | | | | | 1 | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | 1 |
| Animals | | | | | | | 1 | | | | | | 1 |
| Animals - Carry-On | | | | | | | 1 | | | | | | 1 |
| Civil Rights | | | 2 | | 1 | | | | | | | | 3 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | 1 | | | | | | | | 2 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 3 | | 2 | 2 | 5 | | 1 | | | | | | 13 |
| Customer Service - TSO | 3 | | 2 | 2 | 5 | | 1 | | | | | | 13 |
| DHS TRIP | | | | | | | 1 | | | | | | 1 |
| DHS TRIP - General | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program | | | | | 1 | 3 | 4 | | | | | | 8 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | 1 | 1 | 1 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 2 | 3 | | | | | | 5 |
| 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 | 3 | | | | | | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | | | 1 | 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 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 |

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

| Categories | 10-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 Animals | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 7 | 4 | 1 | 1 | 1 | 2 | 7 | | | | | | 23 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | 1 | | | 2 | | | | | | 4 |
| Property - Special Handling - Damaged Ite | 2 | 1 | | | 1 | 2 | 4 | | | | | | 10 |
| Property - Special Handling - Missing Item | 2 | | 1 | | | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 3 | 2 | | | | | 1 | | | | | | 6 |
| Screening | 5 | | 1 | 2 | 2 | 1 | 3 | | | | | | 14 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | | 1 | | 2 | 1 | 3 | | | | | | 10 |
| Screening - Retrieving Abandoned/Confis | 2 | | | | | | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SMX** | | | | | | | **1** | **1** | | | **1** | | **3** |
| **2018** | | | | | | | | **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 |
| **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SNA** | **37** | **45** | **45** | **41** | **45** | **57** | **46** | **38** | **40** | **46** | **34** | **33** | **507** |
| **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 Bag | | | | 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 | | | | | | 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--C | | | 1 | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Dam | 3 | 6 | 1 | 1 | 3 | 1 | 1 | 1 | 1 | 3 | 2 | 4 | 27 |
| Mishandling of Passenger Property - Disa | 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) - Diabetes | 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) - 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 | 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 It | 2 | 1 | | 2 | 1 | 3 | | 1 | 1 | 2 | 1 | 2 | 16 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | 1 | | | | 1 | 1 | 1 | | 5 |
| Property - Special Handling - Missing Items - Checke | | 3 | 1 | 2 | 1 | 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 - Domest | 1 | | 1 | | | | | | | | | | 2 |
| Locks | 3 | 1 | 2 | | | 2 | | | 1 | | | | 9 |
| Locks - Missing or Damaged Lock | 3 | 1 | 2 | | | 2 | | | 1 | | | | 9 |
| Mishandling of Passenger Property | 1 | 2 | 11 | 6 | 6 | 2 | | | 1 | 2 | | 1 | 32 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | 10 | 4 | 3 | 2 | | | 1 | 1 | | 1 | 24 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | 2 | 3 | | | | | 1 | | | 7 |
| 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/Ma | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 2 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling | 3 | 4 | 2 | 1 | 2 | 2 | | 1 | 1 | 2 | 4 | 4 | 26 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | 1 | | | | | | 1 | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | 1 | | | | | | 2 | | 4 |
| Property - Special Handling - Missing Item | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 2 | 3 | 1 | 1 | 1 | 1 | | 1 | 1 | 2 | 2 | 3 | 18 |
| Screening | | 4 | 3 | 1 | 4 | 4 | 1 | | 1 | | | 2 | 20 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | 4 | 3 | 1 | 3 | 4 | | | 1 | | | 2 | 18 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 |
| **2021** | **8** | **9** | **5** | **5** | **1** | **9** | **16** | | | | | | **53** |
| Airline | | | | | | | 1 | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | | | | 1 | | | | | | 1 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 |
| Customer Service | 1 | 2 | 2 | 5 | 1 | 1 | 3 | | | | | | 15 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | 1 | 2 | 2 | 5 | 1 | 1 | 2 | | | | | | 14 |
| Expedited Passenger Screening Program | | | | | | 5 | 6 | | | | | | 11 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 1 | 1 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 4 | 5 | | | | | | 9 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 4 | 2 | | | | 1 | | | | | | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 3 | 4 | 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 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 3 | | 1 | | | 2 | 2 | | | | | | 8 |
| Property - Special Handling - Damaged It | 1 | | | | | 1 | 1 | | | | | | 3 |
| Property - Special Handling - Damaged It | 1 | | | | | 1 | 1 | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | | 1 | | | | | | | | | | 2 |
| Request for Assistance | | 1 | | | | | | | | | | | 1 |
| Request for Assistance - Other | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | 1 | 2 | | | | | | 3 |
| Screening - Inconsistency | | | | | | 1 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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** | | **13** |
| **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 It | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| **2021** | | **1** | | | | | | | | | | | **1** |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SPS** | | **1** | | **1** | | **2** | **3** | | | **2** | **2** | **1** | **12** |
| **2018** | | | | | | | | | | **1** | **2** | | **3** |
| 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 |
| **2019** | | | | | | **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 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| **2020** | | **1** | | **1** | | **1** | **1** | | | | | | **4** |
| Property - Special Handling | | 1 | | 1 | | | 1 | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Items - Checke | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SRQ** | **11** | **13** | **13** | **12** | **10** | **20** | **23** | **1** | **6** | **4** | **9** | **4** | **126** |
| **2018** | | | | **3** | **1** | **7** | **8** | | **3** | **1** | **1** | **3** | **27** |
| 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 | | | | 2 | | | 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 | | 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 |
| Patdown | | | | | | 3 | 2 | | 1 | 1 | | | 7 |
| Patdown - Flyer | | | | | | 3 | | | 1 | 1 | | | 5 |
| Patdown - Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Patdown - General | | | | | | | 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 |
| Screening | | | | 1 | | 2 | 3 | | | | | 2 | 8 |
| Screening - Procedures/Process | | | | | | 2 | 3 | | | | | 1 | 6 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | 1 | 2 |
| **2019** | **5** | **7** | **4** | **1** | **1** | **5** | **2** | **1** | **3** | **1** | **6** | **1** | **37** |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | 1 | | | | | | | | | | | | 1 |
| Civil Rights | | | | | | 1 | 1 | 1 | | 1 | 1 | | 5 |
| Civil Rights - Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 1 | 1 | | 1 | 1 | | 4 |
| Customer Service | 1 | | | 1 | 1 | | | | | | | | 3 |
| Customer Service - TSO | 1 | | | 1 | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property | | 2 | 1 | | | | | | 1 | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items Pr | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | | | | | | | 1 | | | | 3 |
| Patdown | | 1 | | | | 1 | 1 | | | | 3 | 1 | 7 |
| Patdown - Flyer | | 1 | | | | 1 | 1 | | | | 3 | 1 | 7 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | 1 | | | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 2 | | | | | 1 | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | | | | 1 | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | 2 | 3 | 3 | | | | | | 1 | | 1 | | 10 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 3 | 2 | | | | | | 1 | | 1 | | 9 |
| **2020** | **3** | **5** | **6** | **8** | **5** | **1** | | | | **2** | **2** | | **32** |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Customer Service | | 2 | | 2 | | | | | | 1 | 1 | | 6 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | 2 | | | | | | 1 | 1 | | 5 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | | | 2 |
| Patdown | 2 | 1 | 1 | 1 | 2 | | | | | 1 | | | 8 |
| Patdown - Flyer | 2 | 1 | 1 | 1 | 2 | | | | | 1 | | | 8 |
| Persons w/ Disabilities (PWD) | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 2 | 1 | 1 | | | | | | 1 | | 5 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | 2 | | | | | | | | 1 | | 3 |
| Screening | | 2 | | 3 | 2 | 1 | | | | | | | 8 |
| Screening - Procedures/Process | | 2 | | 3 | 2 | 1 | | | | | | | 8 |
| **2021** | **3** | **1** | **3** | | **3** | **7** | **13** | | | | | | **30** |
| Civil Rights | | | | | | | 2 | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | 2 | | | | | | 2 |
| Customer Service | 1 | | 1 | | 1 | 2 | 3 | | | | | | 8 |
| Customer Service - TSO | 1 | | 1 | | 1 | 2 | 3 | | | | | | 8 |
| Expedited Passenger Screening Program | | | | | | 4 | 4 | | | | | | 8 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 2 | 1 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 2 | 3 | | | | | | 5 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - General | 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/Missi | | 1 | | | | | | | | | | | 1 |
| Patdown | | | 2 | | | 1 | | | | | | | 3 |
| Patdown - Flyer | | | 2 | | | | | | | | | | 2 |
| Patdown - General | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | 1 | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | 2 | | 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 - Inconsistency | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **STC** | | | | **1** | **2** | | | | | | | | **3** |
| **2018** | | | | **1** | **1** | | | | | | | | **2** |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **STL** | **101** | **46** | **63** | **94** | **74** | **95** | **76** | **66** | **71** | **76** | **83** | **74** | **919** |
| **2018** | | | | **29** | **30** | **34** | **26** | **33** | **28** | **41** | **36** | **33** | **290** |
| 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 | | | 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 Bag | | | | 6 | 7 | 5 | 2 | 7 | 3 | 4 | 6 | 3 | 43 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 | 1 | | 5 |
| Screening - Procedures/Process | | | | 2 | 4 | 4 | 6 | 4 | 5 | 3 | 4 | 6 | 38 |
| Screening - Security Breach | | | | | | | | | | | 1 | 1 | 2 |
| **2019** | **37** | **23** | **35** | **26** | **18** | **34** | **29** | **29** | **35** | **23** | **30** | **26** | **345** |
| Civil Rights | 2 | 1 | 1 | 2 | 1 | 1 | 3 | 1 | 3 | | | 1 | 16 |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | 1 | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 1 | | 1 | 1 | 1 | 2 | 1 | 2 | | | 1 | 11 |
| Civil Rights - Sex/Gender/Gender Identity- | 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 |
| Customer Service - TSO | 6 | 4 | 5 | 3 | 2 | 10 | 2 | 3 | 5 | 5 | 3 | 2 | 50 |
| Locks | | | | | | 1 | 1 | 3 | 2 | | 1 | 2 | 10 |
| Locks - General | | | | | | | | 1 | 1 | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | 1 | 1 | 2 | 1 | | 1 | 2 | 8 |
| Lost and Found | | | | | | | 2 | | 1 | | | | 3 |
| Lost and Found - Airport/TSA | | | | | | | 2 | | 1 | | | | 3 |
| Mishandling of Passenger Property | 13 | 2 | 8 | 6 | 5 | 6 | 6 | 9 | 8 | 6 | 7 | 9 | 85 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 8 | 1 | 7 | 6 | 3 | 3 | 5 | 8 | 4 | 6 | 6 | 7 | 64 |
| Mishandling of Passenger Property - Disa | 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 M | 1 | | | | 1 | | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to th | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | 2 | 1 | | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 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/ | | 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 It | 1 | 2 | 3 | 2 | 1 | 2 | 4 | | 4 | 1 | 4 | 2 | 26 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | 2 | 1 | | 10 |
| Property - Special Handling - Missing Item | 2 | 4 | 4 | 3 | 3 | 1 | 3 | 4 | 3 | 6 | 4 | 2 | 39 |
| Request for Assistance | | | | | | | | | | | | 1 | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 |
| **2020** | **40** | **17** | **21** | **30** | **20** | **15** | | **4** | **8** | **12** | **17** | **15** | **199** |
| 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 - Dam | 1 | | | 2 | 1 | | | | | | 1 | | 5 |
| Mishandling of Passenger Property - Dam | 11 | 3 | 4 | 2 | 5 | 6 | | 1 | 2 | 4 | 6 | 4 | 48 |
| Mishandling of Passenger Property - Disa | 1 | 1 | | | 2 | | | | | 1 | | 1 | 6 |
| Patdown | 2 | | 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) - Medically | 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 It | 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 |
| **2021** | **24** | **6** | **7** | **9** | **6** | **12** | **21** | | | | | | **85** |
| 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 | | | | | | 18 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | 2 | 1 | 6 | 1 | 4 | 3 | | | | | | 17 |
| Expedited Passenger Screening Program | | | 1 | | 2 | 3 | 10 | | | | | | 16 |
| 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 | | | | | | 14 |
| 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 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 4 | | | 1 | | | | | | | | | 5 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 3 | | | | 1 | 3 | | | | | | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | 1 | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inha | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 1 | | | | | 1 | | | | | | 2 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Firearm/Ammunition | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 6 | | | | 1 | 2 | 4 | | | | | | 13 |
| Property - Special Handling - Damaged It | 1 | | | | | | 2 | | | | | | 3 |
| Property - Special Handling - Damaged It | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Item | 2 | | | | | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Item | 2 | | | | 1 | | 2 | | | | | | 5 |
| Screening | 5 | 1 | 1 | 2 | 2 | 1 | 1 | | | | | | 13 |
| Screening - Inconsistency | 1 | | | | | 1 | | | | | | | 2 |
| Screening - Procedures/Process | 4 | 1 | 1 | 2 | 2 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **STS** | **2** | **2** | **2** | **4** | **2** | **2** | **3** | | | **2** | **1** | **5** | **25** |
| **2018** | | | | **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 |
| **2019** | **1** | **1** | | | | **1** | | | | **1** | **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 | | | 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 |
| **2020** | | **1** | **1** | **2** | **2** | **1** | | | | | | **1** | **8** |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 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 |
| **2021** | **1** | | **1** | | | | **3** | | | | | | **5** |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **STT** | **1** | **7** | **8** | **6** | **8** | **11** | **15** | **7** | **4** | **10** | **15** | **6** | **98** |
| **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 Bag | | | | 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 |
| 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 | 1 | 9 |
| Customer Service - Others | 1 | 1 | | | | | | | | | | | 2 |
| Customer Service - TSO | | | | | 1 | 1 | 2 | | 1 | | 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/Missi | | 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/Missi | | 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 |
| 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** | | | | | | **15** |
| Customer Service | | 1 | 1 | 1 | | 1 | | | | | | | 4 |
| Customer Service - TSO | | 1 | 1 | 1 | | 1 | | | | | | | 4 |
| Expedited Passenger Screening Program | | | 1 | | | 1 | 3 | | | | | | 5 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | 1 | 3 | | | | | | 5 |
| Mishandling of Passenger Property | | | | | 1 | | 2 | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | | 2 | | | | | | 3 |
| 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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **STX** | **2** | **2** | **3** | **5** | **8** | | | **2** | **3** | **2** | **1** | **1** | **29** |
| **2018** | | | | **1** | **2** | | | **1** | **1** | **2** | **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 |
| **2019** | **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 Item | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | 1 | 1 | | | | 3 |
| Property - Special Handling - Damaged It | 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 |
| **2020** | **1** | **1** | **1** | | **3** | | | | | | | | **6** |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | 3 | | | | | | | | 3 |
| Screening - Lengthy Lines | | | | | 2 | | | | | | | | 2 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| **2021** | | | **1** | **3** | **2** | | | | | | | | **6** |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SUN** | | **1** | **1** | | **1** | **4** | | **1** | **1** | **5** | **6** | **2** | **22** |
| **2018** | | | | | **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 |
| **2019** | | | **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 |
| **2020** | | **1** | | | | | | | | | | **1** | **2** |
| Locks | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SUX** | **1** | **5** | **2** | **3** | **1** | **2** | **1** | **2** | **1** | **3** | **5** | **3** | **29** |
| **2018** | | | | | | **1** | | **1** | | **1** | **3** | **2** | **8** |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | 1 | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | 1 | 2 |
| Property - Special Handling | | | | | | 1 | | 1 | | 1 | 2 | 1 | 6 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | 1 | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | 1 | | 1 | | 1 | 1 | | 4 |
| **2019** | | **1** | **1** | **2** | | **1** | **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 Bag | | | | 1 | | 1 | | 1 | | 1 | | 1 | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | 1 | | | 1 | | | 1 | 1 | | 5 |
| Property - Special Handling | | | | | | | | | 1 | | 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/Missi | | 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** |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SWF** | **4** | **8** | **7** | **5** | **6** | **4** | **10** | **8** | **3** | **6** | **8** | **4** | **73** |
| **2018** | | | | **1** | **2** | **3** | **3** | **1** | **2** | **2** | **6** | **3** | **23** |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Age | | | | | | | | | | | | 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 | | | | 1 | | | 1 | 1 | | | 1 | 1 | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | 1 | | | | 1 | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | 1 | 1 | | | | 2 | | 4 |
| Patdown - Flyer | | | | | | 1 | 1 | | | | 2 | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | 1 | 1 | 1 | 4 |
| Property - Special Handling - Missing Items - Checked | | | | | | 1 | | | | 1 | 1 | 1 | 4 |
| Screening | | | | | | 1 | | | | | 1 | | 2 |
| Screening - Procedures/Process | | | | | | 1 | | | | | 1 | | 2 |
| **2019** | **4** | **3** | **1** | **3** | **1** | **1** | **5** | **6** | **1** | **4** | **2** | **1** | **32** |
| Civil Rights | | | | | | | | 2 | 1 | 1 | | | 4 |
| Civil Rights - Age | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | 2 | | | | | 2 |
| Customer Service | | | | | | | 2 | 3 | | | 1 | 1 | 7 |
| Customer Service - TSO | | | | | | | 2 | 3 | | | 1 | 1 | 7 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 3 | | | 3 | | 1 | 1 | | | | 1 | | 9 |
| Mishandling of Passenger Property - Dam | 2 | | | 2 | | 1 | | | | | 1 | | 6 |
| Mishandling of Passenger Property - Disa | 1 | | | 1 | | | 1 | | | | | | 3 |
| Patdown | | 1 | | | 1 | | 2 | 1 | | 1 | | | 6 |
| Patdown - Flyer | | 1 | | | 1 | | 2 | 1 | | 1 | | | 6 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | | | 1 | | | | | | | 1 | | | 2 |
| **2020** | | **4** | **6** | **1** | **3** | | | **1** | | | | | **15** |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 2 | 1 | | 1 | | | 1 | | | | | 5 |
| Customer Service - TSO | | 2 | 1 | | 1 | | | 1 | | | | | 5 |
| Mishandling of Passenger Property | | | 1 | 1 | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | 1 | 1 | | | | | | | | 3 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 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 | | | 2 | | | | | | | | | | 2 |
| Screening - Procedures/Process | | | 2 | | | | | | | | | | 2 |
| **2021** | | **1** | | | | | **2** | | | | | | **3** |
| Mishandling of Passenger Property | | 1 | | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items - Remains | | | | | | | 1 | | | | | | 1 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SWO** | **1** | | **3** | **1** | **1** | **1** | **2** | | | **2** | **3** | | **14** |
| **2019** | | | **1** | **1** | | **1** | **2** | | | | **1** | | **6** |
| Mishandling of Passenger Property | | | | 1 | | | 2 | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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) - Wheelchair/ Scooter/ Segway | | | | | | | | | | | 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** | | | | | **2** | **2** | | **7** |
| Mishandling of Passenger Property | 1 | | 1 | | 1 | | | | | 1 | 2 | | 6 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | 1 | | | | | | 2 | | 5 |
| 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 |
| **2021** | | | **1** | | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **SYR** | **20** | **19** | **14** | **23** | **9** | **21** | **23** | **15** | **8** | **20** | **18** | **14** | **204** |
| **2018** | | | | **5** | **4** | **3** | **8** | **6** | **6** | **8** | **3** | **8** | **51** |
| 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 Bag | | | | 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) - Prosthesis/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 | | 1 | 6 |
| Screening | | | | | | | 1 | 1 | 1 | | 1 | | 4 |
| Screening - Procedures/Process | | | | | | | 1 | 1 | | | 1 | | 3 |
| Screening - Security Breach | | | | | | | | | 1 | | | | 1 |
| **2019** | **7** | **14** | **7** | **3** | **4** | **8** | **10** | **5** | **2** | **10** | **10** | **5** | **85** |
| 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 | | 1 | | | 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/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 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 Wheelch | | | 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 - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | 2 | | | | | | 1 | | | 1 | | 5 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | | | 2 | | 3 |
| Property - Special Handling - Missing Items - Checke | | 2 | 1 | | | 3 | 2 | 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 |
| **2020** | **9** | **3** | **6** | **11** | **1** | **6** | | **4** | | **2** | **5** | **1** | **48** |
| Civil Rights | 1 | | | | | | | 1 | | | 1 | | 3 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | 1 | | | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- | 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 TSA | | 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--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 2 | 1 | 1 | | 1 | | | | | 1 | | 6 |
| Mishandling of Passenger Property - Disa | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | 2 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 3 | | 1 | 6 | | 2 | | | | 1 | 1 | 1 | 15 |
| Property - Special Handling - Damaged It | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 2 | | 1 | | | | | | | 1 | | | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 4 | | 2 | | | | | 1 | 1 | 8 |
| Screening | | | 1 | 1 | | 2 | | 1 | | | | | 5 |
| Screening - Procedures/Process | | | 1 | 1 | | 1 | | | | | | | 3 |
| Screening - Security Breach | | | | | | 1 | | 1 | | | | | 2 |

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **2021** | **4** | **2** | **1** | **4** | | **4** | **5** | | | | | | **20** |
| Civil Rights | | | | 1 | | | 1 | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | | | 1 | | | | | | 2 |
| Customer Service | 1 | 1 | 1 | 2 | | | 1 | | | | | | 6 |
| Customer Service - CSM | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | 1 | 1 | 1 | 2 | | | | | | | | | 5 |
| Expedited Passenger Screening Program | | | | | | 1 | 2 | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | 1 | 2 | | | | | | 3 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties | | | | | | 1 | | | | | | | 1 |
| Notice of Violation/Civil Penalties - General | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TBN** | | | **1** | | | | | | **1** | | | | **2** |
| **2018** | | | | | | | | | **1** | | | | **1** |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| **2021** | | | **1** | | | | | | | | | | **1** |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TEX** | | | | | | **2** | | | | | | | **2** |
| **2019** | | | | | | **1** | | | | | | | **1** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TLH** | **12** | **15** | **18** | **12** | **14** | **10** | **10** | **14** | **12** | **10** | **10** | **9** | **146** |
| **2018** | | | | **1** | **7** | **4** | **4** | **6** | **7** | **5** | **3** | **3** | **40** |
| 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 Bag | | | | 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 |
| **2019** | **4** | **10** | **12** | **4** | **3** | **2** | **5** | **6** | **5** | **4** | **6** | **4** | **65** |
| Advanced Imaging Technology (AIT) | 1 | | 1 | | | | | | | | | | 2 |
| Advanced Imaging Technology (AIT) - Fly | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights | | 3 | | | 1 | | | | | | | | 4 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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/Missi | | 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 (N | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 | | 2 | 13 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | 3 | | 1 | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Item | 1 | 1 | 1 | | | | 1 | 1 | 2 | | | 1 | 8 |
| Screening | 1 | 1 | 7 | 2 | | | 2 | 3 | | | 1 | 1 | 18 |
| Screening - Lengthy Lines | | | 5 | | | | 1 | | | | | | 6 |
| Screening - Procedures/Process | 1 | 1 | 2 | 2 | | | 1 | 3 | | | 1 | 1 | 12 |
| **2020** | **5** | **5** | **4** | **6** | **3** | | | **2** | | **1** | **1** | **2** | **29** |
| 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 - Dam | 2 | 1 | | | | | | 1 | | 1 | | | 5 |
| Mishandling of Passenger Property - Disa | 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 - Checl | | 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 |
| **2021** | **3** | | **2** | **1** | **1** | **4** | **1** | | | | | | **12** |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties | 1 | | | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - Gener | 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 Items - Carry-On | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TOL** | **2** | **1** | | **2** | **2** | **4** | **4** | **3** | **3** | **4** | **2** | **2** | **29** |
| **2018** | | | | | | **1** | **2** | **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 |
| Patdown | | | | | | 1 | 1 | | 1 | 1 | | | 4 |
| Patdown - Children | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | 1 | | | 2 |
| Patdown - Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| **2019** | | **1** | | **2** | **1** | **2** | **1** | **2** | **1** | **2** | **2** | **2** | **16** |
| Customer Service | | | | | | | | 2 | | | | 2 | 4 |
| Customer Service - Others | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | 2 | 3 |
| Mishandling of Passenger Property | | 1 | | 1 | | 1 | | | 1 | | 1 | | 5 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | 1 | | 1 | | | 1 | | 1 | | 5 |
| Patdown | | | | 1 | 1 | | | | | 1 | | | 3 |
| Patdown - Flyer | | | | 1 | 1 | | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | | | | | 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 |
| **2020** | **2** | | | | **1** | **1** | **1** | | | | | | **5** |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **152** | **126** | **142** | **133** | **118** | **1,862** |
| **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 |
| 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 Lug | | | | 1 | | 2 | | 3 | 2 | | 1 | | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic | | | | 1 | | | 1 | | | 2 | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 2 | | 2 | 2 | 2 | 8 |
| Persons w/ Disabilities (PWD) - Prosthesis/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 | 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 | | 1 | 1 | | | | 4 |
| 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 | 2 | 3 | 1 | 3 | | 2 | | 2 | 15 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- | 2 | 2 | 1 | 1 | | 1 | | | | | | | 7 |
| Civil Rights - Transgender Screening | | | | | | | | | | | 1 | | 1 |
| Customer Service | 4 | 16 | 10 | 8 | 7 | 15 | 12 | 5 | 11 | 15 | 13 | 4 | 120 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | | 2 | | | | | 1 | | 1 | | 1 | | 5 |
| Customer Service - TSO | 4 | 14 | 9 | 8 | 7 | 15 | 11 | 5 | 10 | 15 | 12 | 4 | 114 |
| Locks | 5 | 4 | 3 | 1 | 3 | 2 | 3 | 1 | 4 | 4 | 4 | 1 | 35 |
| Locks - General | | | | | | | | | 1 | | | | 1 |
| Locks - Missing or Damaged Lock | 5 | 4 | 3 | 1 | 3 | 2 | 3 | 1 | 3 | 4 | 4 | 1 | 34 |
| Lost and Found | 2 | 1 | | | | 1 | 1 | 1 | | 1 | | | 7 |
| Lost and Found - Airport/TSA | 2 | 1 | | | | 1 | 1 | 1 | | 1 | | | 7 |
| Mishandling of Passenger Property | 12 | 8 | 18 | 12 | 17 | 16 | 26 | 21 | 14 | 19 | 9 | 11 | 183 |
| Mishandling of Passenger Property - Dam | 3 | 2 | 1 | | 4 | 1 | 1 | 2 | | 2 | 1 | | 17 |
| Mishandling of Passenger Property - Dam | 7 | 5 | 17 | 11 | 9 | 14 | 22 | 13 | 12 | 14 | 7 | 9 | 140 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 |
| Patdown - Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | 6 | 5 | 1 | 3 | 7 | 2 | 2 | 4 | 7 | 6 | 4 | 47 |

| Categories | 10-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) - 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/Ma | | | 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 Devi | | 1 | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to th | | | 1 | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | 1 | | | 1 | | 2 | 1 | 6 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 2 | 1 | | 1 | | | | 1 | 1 | 1 | | 7 |
| Persons w/ Disabilities (PWD) - Prosthesis/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/ Scooter/ | | 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 - Carry | | 2 | 1 | 2 | 2 | 1 | 3 | 4 | | 3 | 2 | 2 | 22 |
| Property - Special Handling - Damaged Ite | 3 | 3 | 6 | 4 | 4 | 4 | 4 | 6 | 4 | 7 | 5 | 4 | 54 |
| Property - Special Handling - Missing Item | 1 | 3 | 2 | 5 | | 3 | 4 | 1 | 1 | 2 | 1 | 1 | 24 |
| Property - Special Handling - Missing Item | 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 |
| **2020** | **47** | **63** | **62** | **58** | **57** | **36** | **6** | **13** | **24** | **19** | **25** | **27** | **437** |
| 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 Trans | | 1 | | 4 | | | | | | 1 | | | 6 |
| Civil Rights - Sexual Orientation - Not Transgender | | 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/Missi | | 2 | | | | 1 | | | 1 | 2 | | 1 | 7 |
| Mishandling of Passenger Property - Dam | 17 | 9 | 12 | 11 | 8 | 7 | | 3 | 4 | 4 | 3 | 5 | 83 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 6 | 1 | 1 | 1 | | 1 | | | 2 | 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 /Ment | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | 1 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/D | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devi | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | 1 | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | | 1 | 1 | 2 | | | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 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 - Carry | | 5 | 2 | 2 | 1 | 4 | | | 2 | 1 | 2 | 1 | 20 |
| Property - Special Handling - Damaged Ite | 2 | 4 | 5 | 5 | | | | 1 | 2 | 2 | 4 | 1 | 26 |
| Property - Special Handling - Missing Item | 2 | 1 | 1 | 2 | 2 | 3 | | | | | 3 | | 14 |
| Property - Special Handling - Missing Item | 2 | 9 | 7 | 5 | 6 | 3 | 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 | 2 | | | 4 |
| **2021** | **31** | **20** | **14** | **27** | **21** | **25** | **49** | | | | | | **187** |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | 1 | | | | | | | | | | | | 1 |
| Airline | | | | | 1 | | | | | | | | 1 |
| Airline - Wheelchair Assistance | | | | | 1 | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| 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 | | | | | | 52 |
| 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 | | | | | | 47 |
| 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 | | | | | | 35 |
| Expedited Passenger Screening Program - DoD | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreC | | 1 | 1 | 4 | 2 | 12 | 14 | | | | | | 34 |
| 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 | | | | | | 16 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 7 | 2 | | 2 | | | 3 | | | | | | 14 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| Patdown | 2 | | | | 1 | 1 | | | | | | | 4 |
| Patdown - Flyer | 1 | | | | 1 | 1 | | | | | | | 3 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 2 | 1 | | | 1 | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | 1 | | 1 | 1 | | | | | | | | 3 |
| Prohibited & Permitted Items - Breast Milk/Baby Forn | | 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 | | | | | | 25 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged It | 2 | 2 | 1 | 1 | | | 3 | | | | | | 9 |
| Property - Special Handling - Missing Iten | 2 | 1 | | 1 | | 1 | | | | | | | 5 |
| Property - Special Handling - Missing Iten | 2 | 3 | | | 1 | 1 | 3 | | | | | | 10 |
| Screening | 3 | 5 | 2 | 1 | 6 | 6 | 8 | | | | | | 31 |
| Screening - Crew Member or Airline Employee | | | | | | | 1 | | | | | | 1 |
| Screening - Inconsistency | | | 2 | | 1 | 3 | 1 | | | | | | 7 |
| Screening - Military | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | 4 | | 1 | 5 | 3 | 6 | | | | | | 22 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **3** | **5** | **8** | **9** | **3** | **82** |
| **2018** | | | | **3** | **1** | **2** | **3** | **2** | **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 Bag | | | | 1 | | | 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 | 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 - Dam | 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 - Checl | | 1 | 1 | | | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 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** | **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/Missi | | 1 | 1 | | 1 | 1 | | | | 2 | | | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | | | | | | | | 1 |
| Patdown | | | 2 | | | | | | | 1 | | | 3 |
| Patdown - Flyer | | | 2 | | | | | | | 1 | | | 3 |
| Property - Special Handling | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | 1 | | | | | | | | | 2 |
| Screening | | | | | | | | | | 1 | 1 | | 2 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| **2021** | **6** | | | **1** | **1** | | | | | | | | **8** |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | | 1 | | | | | | | | 1 |
| Screening | 2 | | | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | 2 | | | 1 | | | | | | | | | 3 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TTN** | **8** | **3** | **2** | **5** | **10** | **3** | **10** | **4** | **8** | **5** | **7** | **8** | **73** |
| **2018** | | | | **2** | **1** | | **6** | **1** | **3** | **3** | **4** | **3** | **23** |
| Customer Service | | | | | | | 1 | 1 | 1 | 2 | | 1 | 6 |
| Customer Service - TSO | | | | | | | 1 | 1 | 1 | 2 | | 1 | 6 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | 1 | | | | | | 1 |
| 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 | | | | | | | 2 | | | 1 | | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | 1 | | | | | | | | 1 | 2 |
| Patdown - Children | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | 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 | | | | | | | | | | | 1 | | 1 |
| Screening | | | | 1 | | | | | | | 1 | 1 | 3 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | 1 | 2 |
| **2019** | **3** | | **1** | | **4** | **3** | **2** | **3** | **5** | **2** | **3** | **5** | **31** |
| Civil Rights | 1 | | | | | | | | | 1 | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | 1 | | 2 | | 2 | | 1 | 3 | 10 |
| Customer Service - TSO | 1 | | | | 1 | | 2 | | 2 | | 1 | 3 | 10 |
| Lost and Found | 1 | | | | | 1 | | | 1 | 1 | | | 4 |
| Lost and Found - Airport/TSA | 1 | | | | | 1 | | | 1 | 1 | | | 4 |
| Mishandling of Passenger Property | | | | | 1 | | | 2 | 2 | | | 1 | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | 2 | | | 1 | 4 |
| 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 |
| 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 | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 1 | | | | | | 1 | | 2 |
| Screening | | | 1 | | | 1 | | 1 | | | 1 | 1 | 5 |
| Screening - Procedures/Process | | | 1 | | | 1 | | 1 | | | 1 | 1 | 5 |
| **2020** | **5** | **3** | **1** | **1** | **4** | | | | | | | | **14** |
| Customer Service | 3 | 2 | | | | | | | | | | | 5 |
| Customer Service - TSO | 3 | 2 | | | | | | | | | | | 5 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 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 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | 1 | | | | | | | | | | | 2 |
| Screening | 1 | | | | 1 | | | | | | | | 2 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| **2021** | | | | **2** | **1** | | **2** | | | | | | **5** |
| Expedited Passenger Screening Program | | | | | 1 | | 1 | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 1 | | 1 | | | | | | 2 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TUL** | **25** | **19** | **21** | **22** | **21** | **21** | **29** | **15** | **18** | **21** | **14** | **21** | **247** |
| **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 Trans | | 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 | 2 | 19 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Dam | 2 | | | | | 2 | 2 | 2 | | 1 | 2 | 1 | 12 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 1 | | | | 2 | | | 1 | | | 5 |
| Patdown | | | | | | | 1 | 1 | | | | 1 | 3 |
| Patdown - Flyer | | | | | | | 1 | 1 | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | 1 | 1 | 1 | 4 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | 2 | 2 | 1 | 1 | 2 | 3 | 1 | 1 | 1 | 2 | 3 | 2 | 21 |
| 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 Item | 1 | | 1 | | | | | | | | 1 | | 3 |
| Property - Special Handling - Missing Item | 1 | 2 | | | | 3 | 1 | | 1 | 1 | 1 | 1 | 11 |
| Screening | 1 | 1 | 2 | 1 | | | | 2 | 2 | | | 2 | 11 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | 1 | 1 | | | | 1 | 2 | | | 2 | 9 |
| **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 | 8 | 17 |
| Customer Service - Others | | | | | | | | | | | | 6 | 6 |
| Customer Service - TSO | 1 | | 2 | 2 | 1 | 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 1 | 2 | 1 | 2 | | | | 2 | | 2 | 12 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 Medic | | | | 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 - Checl | | 1 | 1 | | 3 | | | | | 1 | | | 6 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Item | 1 | | 2 | 1 | 2 | | | | | | 1 | 1 | 8 |
| Screening | 1 | 1 | 1 | 2 | 2 | 1 | | | | 2 | 2 | 1 | 13 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | 1 | 1 | 2 | 1 | | | | 2 | 2 | 1 | 11 |
| Screening - Security Breach | | | | 1 | | | | | | | | | 1 |
| **2021** | **12** | **7** | **5** | **5** | **3** | **4** | **9** | | | | | | **45** |
| Civil Rights | | | | | | 2 | 1 | | | | | | 3 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 2 | 1 | | | | | | 3 |
| Customer Service | 4 | 4 | 2 | 2 | | 1 | 1 | | | | | | 14 |
| Customer Service - Others | 2 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Service - TSO | 2 | 1 | 2 | 2 | | 1 | 1 | | | | | | 9 |
| Expedited Passenger Screening Program | | | 2 | | | | 4 | | | | | | 6 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | | | | 3 | | | | | | 5 |
| Mishandling of Passenger Property | 1 | 2 | 1 | 1 | | | 1 | | | | | | 6 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 1 | 1 | | | 1 | | | | | | 6 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Electronic Devices | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 4 | | | | 1 | | | | | | | | 5 |
| Property - Special Handling - Damaged Ite | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 2 | | | | 1 | | | | | | | | 3 |
| Screening | 3 | 1 | | | 2 | 1 | 2 | | | | | | 9 |
| Screening - Inconsistency | 1 | | | | 1 | | 1 | | | | | | 3 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | 2 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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** | **24** | **22** | **17** | **22** | **20** | **356** |
| **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 Lug | | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 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 Checke | | | | 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) - Prosthesis/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 Discrimina | 2 | | | | 1 | 1 | 1 | | | | | | 5 |
| Customer Service | 2 | 1 | 1 | 1 | 2 | | | 1 | | | 2 | | 10 |
| Customer Service - Others | 1 | 1 | | | 1 | | | | | | | | 3 |
| Customer Service - TSO | 1 | | 1 | 1 | 1 | | | 1 | | | 2 | | 7 |
| Locks | 1 | 2 | | 1 | | 1 | | 2 | | 3 | | | 10 |
| Locks - Missing or Damaged Lock | 1 | 2 | | 1 | | 1 | | 2 | | 3 | | | 10 |
| Mishandling of Passenger Property | 7 | 3 | 4 | 2 | 3 | 4 | 2 | 3 | 3 | 1 | 4 | 3 | 39 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Dam | 5 | 2 | 3 | 2 | 1 | 3 | 2 | 1 | 2 | | 3 | 2 | 26 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | 1 | | | 2 |
| Mishandling of Passenger Property - Disa | 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 | 7 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Dev | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 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 Ite | 1 | | | | | | | 1 | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | 2 | 2 | | 1 | | 2 | 1 | | 9 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | 1 | 2 | 5 | 4 | 1 | 2 | 1 | 1 | 1 | 2 | 21 |
| Screening | 2 | 2 | 1 | 1 | 1 | 2 | 4 | | 1 | | 1 | 1 | 16 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | 2 | | | | | | | 2 |
| Screening - Procedures/Process | 1 | 2 | 1 | 1 | 1 | | 3 | | 1 | | 1 | 1 | 12 |
| Screening - Security Breach | | | | | | | 1 | | | | | | 1 |
| **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 Trans | | 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 - Dam | 2 | 2 | 1 | | 3 | 2 | | | 3 | 2 | | 3 | 18 |
| Mishandling of Passenger Property - Disa | 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 (joint) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | 1 | 2 | 4 | 1 | | | | 1 | 1 | 1 | 14 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 2 | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 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 |
| **2021** | **7** | **5** | **1** | **1** | **9** | **7** | **13** | | | | | | **43** |
| 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 | | | | | | 7 |
| Customer Service - TSO | 1 | 1 | | | 2 | 1 | 2 | | | | | | 7 |
| Expedited Passenger Screening Program | | | | | 2 | 3 | 5 | | | | | | 10 |
| Expedited Passenger Screening Program - Known Crew Member | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | | | 1 | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | 2 | 2 | 4 | | | | | | 8 |
| Locks | | 1 | | | | 1 | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | 1 | | | 1 | | 1 | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 1 | | | | 1 | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 4 | | 1 | | | 1 | 2 | | | | | | 8 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | | | | | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | | 1 | | | | 1 | | | | | | 3 |
| Screening | 1 | | | 1 | 4 | 1 | 2 | | | | | | 9 |
| Screening - Inconsistency | | | | 1 | 2 | 1 | | | | | | | 4 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TVC** | **4** | **4** | | **3** | **2** | **2** | **2** | **5** | **5** | **8** | **9** | **9** | **53** |
| **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 | 1 | 6 |
| Mishandling of Passenger Property - Dam | 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 - Dam | 2 | 3 | | | | | | | | | 1 | 1 | 7 |
| **2021** | **1** | | | **1** | | **1** | **1** | | | | | | **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 Baggage | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TVF** | | | | | | **1** | | | | | **1** | | **2** |
| **2018** | | | | | | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TWF** | **2** | **1** | **1** | **2** | **1** | | | **2** | **2** | **1** | **2** | **1** | **15** |
| **2018** | | | | | **1** | | | **1** | | | **1** | **1** | **4** |
| 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 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| **2019** | | **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 - Checl | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| **2020** | **2** | | | **2** | | | | | | | | | **4** |
| Mishandling of Passenger Property | 1 | | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TXK** | **2** | **3** | **2** | **1** | **1** | **4** | **1** | **1** | **3** | | **1** | | **19** |
| **2018** | | | | | | **1** | | **1** | **1** | | | | **3** |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| **2019** | **1** | **1** | **2** | | | **2** | **1** | | **2** | | **1** | | **10** |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not 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/Missi | | 1 | | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 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 |
| **2020** | **1** | **2** | | **1** | **1** | | | | | | | | **5** |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Age | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | 1 | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | | | 1 | | | | | | | | 2 |
| **2021** | | | | | | **1** | | | | | | | **1** |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - General | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TYR** | **3** | **2** | **6** | **3** | **3** | **2** | **2** | **2** | **3** | **4** | **2** | **3** | **35** |
| **2018** | | | | | | **1** | | **2** | | **2** | **2** | **1** | **8** |
| 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 | | 2 | | | 2 | | 5 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Inconsistency | | | | | | | | | | 1 | | | 1 |
| **2019** | **1** | | **3** | | | | **2** | | **3** | **2** | | **1** | **12** |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | 2 | | 1 | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | 1 | | | | 2 |
| Property - Special Handling | | | 2 | | | | | | 2 | | | | 4 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | | | | | 1 | | | | 2 |
| Screening | 1 | | | | | | | | | 2 | | | 3 |
| Screening - Procedures/Process | 1 | | | | | | | | | 2 | | | 3 |
| **2020** | **2** | | **1** | **1** | **2** | | | | | | | **1** | **7** |
| 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 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | | | | | | | 2 |
| **2021** | | **2** | **2** | **2** | **1** | **1** | | | | | | | **8** |
| Customer Service | | | 2 | 2 | | | | | | | | | 4 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | 2 | 1 | | | | | | | | | 3 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | 1 | 1 | | | | | | | 3 |
| Screening - Lengthy Lines | | | | | 1 | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **TYS** | **10** | **19** | **13** | **17** | **9** | **11** | **12** | **23** | **12** | **11** | **10** | **11** | **158** |
| **2018** | | | | **6** | **2** | **5** | **4** | **12** | **4** | **5** | **4** | **2** | **44** |
| 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 | 8 |
| **2019** | **4** | **8** | **5** | **3** | **1** | **5** | **3** | **11** | **5** | **5** | **5** | **7** | **62** |
| 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 | | | | 1 | 5 |
| Locks - Missing or Damaged Lock | 1 | 1 | | 1 | | | | 1 | | | | 1 | 5 |
| Mishandling of Passenger Property | 1 | 1 | | 1 | | | 1 | 1 | | 1 | 3 | | 9 |
| Mishandling of Passenger Property - Dam | 1 | 1 | | 1 | | | 1 | 1 | | 1 | 3 | | 9 |
| 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) - Wheelchair/ Scooter/ Segway | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 1 | 3 | | | | | 1 | 3 | | 1 | | 1 | 10 |
| Property - Special Handling - Damaged It | 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 - Checke | | 3 | | | | | | 2 | | 1 | | | 6 |
| Request for Assistance | | 1 | | | | | | | | | | | 1 |
| Request for Assistance - Other | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | 3 | | 1 | 2 | | 5 | 3 | 2 | 1 | 2 | 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 |
| **2020** | **3** | **4** | **2** | **7** | **5** | | | | **3** | **1** | **1** | **2** | **28** |
| 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 | | 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 Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 Iten | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | 1 | 1 | 2 | | | | 2 | 1 | | | 8 |
| Screening - Procedures/Process | 1 | | 1 | 1 | 2 | | | | 2 | 1 | | | 8 |
| **2021** | **3** | **7** | **6** | **1** | **1** | **1** | **5** | | | | | | **24** |
| Civil Rights | | | 2 | | | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | 2 | | | | | | | | | | 2 |
| Customer Service | | 2 | 2 | 1 | | | 1 | | | | | | 6 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | 2 | 1 | | | 1 | | | | | | 5 |
| Expedited Passenger Screening Program | | | | | | | 1 | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 4 | | | 1 | | | | | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missi | | 3 | | | 1 | | | | | | | | 4 |
| Mishandling of Passenger Property - Disa | 1 | 1 | | | | | | | | | | | 2 |
| Prohibited & Permitted Items | | | 1 | | | | 1 | | | | | | 2 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Prohibited & Permitted Items - Alcohol and Tobacco | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | 1 | 2 | | | | | | 6 |
| Property - Special Handling - Damaged It | 1 | 1 | | | | | 1 | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Iten | 1 | | | | | | 1 | | | | | | 2 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **UIN** | | | | | | **1** | **3** | | | | | | **4** |
| **2019** | | | | | | | **1** | | | | | | **1** |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| **2021** | | | | | | **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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **UNV** | **1** | **5** | **2** | **3** | **2** | **2** | **1** | **5** | **2** | **1** | **3** | **2** | **29** |
| **2018** | | | | **2** | | **1** | **1** | **2** | **1** | | **2** | | **9** |
| 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 |
| **2019** | | **3** | **1** | **1** | **1** | **1** | | **2** | **1** | | **1** | **2** | **13** |
| 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 - Carry-C | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | 2 | | | | 1 | | 1 | 1 | | | | 5 |
| Screening - Inconsistency | | 1 | | | | | | 1 | | | | | 2 |
| Screening - Procedures/Process | | 1 | | | | 1 | | | 1 | | | | 3 |
| **2020** | **1** | **2** | **1** | | **1** | | | **1** | | **1** | | | **7** |
| 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 Iten | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **VCT** | | | | | **1** | **1** | | | | | | **1** | **3** |
| **2019** | | | | | | **1** | | | | | | **1** | **2** |
| Locks | | | | | | 1 | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Security Breach | | | | | | | | | | | | 1 | 1 |
| **2020** | | | | | **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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | **4** | **7** | **3** | **6** | **4** | **61** |
| **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 Bag | | | | 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 - Dam | 1 | 1 | 2 | | 1 | | | | | | 3 | | 8 |
| Mishandling of Passenger Property - Disa | 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** | **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--C | | | 1 | 2 | | 1 | | | | | | | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 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 - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 1 | | | 1 | | | | | | 2 |
| Screening - Procedures/Process | | | | 1 | | | 1 | | | | | | 2 |
| **2021** | | | **2** | | **1** | | **2** | | | | | | **5** |
| Customer Service | | | | | 1 | | 1 | | | | | | 2 |
| Customer Service - TSO | | | | | 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** | **14** | **14** | **23** | **16** | **16** | **170** |
| **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 | | 2 | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | 2 | | | 1 | 2 | | 2 | 8 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Patdown | | | 1 | 1 | | | | | 1 | | | 1 | 4 |
| Patdown - Flyer | | | | 1 | | | | | 1 | | | 1 | 3 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | 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 It | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 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--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 Item | 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** | | | | | | **18** |
| Civil Rights | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights - Age | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 2 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Service - TSO | 1 | 2 | | 2 | | | 1 | | | | | | 6 |
| 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 | | | | | 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 - Disa | 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **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

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **WRG** | | | | | | | | | **3** | **1** | | | **4** |
| **2018** | | | | | | | | | **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 |
| **2020** | | | | | | | | | **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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **WYS** | **1** | | | | | | | | **1** | | | **3** | **5** |
| **2018** | | | | | | | | | | | | **1** | **1** |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| **2019** | | | | | | | | | | | | **2** | **2** |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | | | | | | | | | | | 1 | 1 |
| **2020** | **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 Imp | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

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|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **XNA** | **9** | **15** | **6** | **10** | **4** | **7** | **5** | **6** | **13** | **6** | **11** | **9** | **101** |
| **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 | 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | 1 | | | | 1 | | 1 | 1 | 2 | 1 | 8 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Patdown | | 2 | | | | | | | | | 2 | | 4 |
| Patdown - Flyer | | 2 | | | | | | | | | 1 | | 3 |
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 1 | | 1 | | | | | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 1 | | | | 1 | 1 | | | 1 | 6 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Item | 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** | **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 - Dam | 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) - Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 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** | | | | | | **6** |
| Customer Service | | | 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 - Dam | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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** | | | | **1** | **2** | **2** | | **1** | **1** | **1** | **2** | | **10** |
| 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--Checked Baggage | | | | | 1 | 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 - Dam | 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 | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **YAK** | **2** | **2** | | | | | **2** | | | | **1** | **5** | **12** |
| **2018** | | | | | | | | | | | **1** | **1** | **2** |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| **2019** | **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 |
| **2020** | **1** | **1** | | | | | | | | | | **1** | **3** |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Iten | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **YKM** | **2** | **2** | **3** | **2** | **5** | **3** | **2** | **2** | **1** | **4** | **2** | **2** | **30** |
| **2018** | | | | | | **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 |
| **2019** | **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 - Dam | 2 | | 1 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 1 | | | 1 | | | 1 | | | | | 3 |
| Property - Special Handling - Damaged Items - Checl | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | 1 | | | 1 | | | | | 2 |
| **2020** | | | **2** | **1** | **3** | | | **1** | | **1** | | **1** | **9** |
| 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 | | 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 | | | 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 |
| **2021** | | **1** | | | | | **2** | | | | | | **3** |
| Mishandling of Passenger Property | | 1 | | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missi | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **z None z** | **14,087** | **12,064** | **10,824** | **15,093** | **14,577** | **14,554** | **13,484** | **11,445** | **11,482** | **12,316** | **13,887** | **11,823** | **155,636** |
| **2018** | | | | **4,740** | **4,511** | **5,007** | **5,147** | **5,461** | **5,303** | **5,486** | **6,604** | **4,780** | **47,039** |
| 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 |
| 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 | | | 2 | 1 | | 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 Patdowns | | | | 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 | 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 | | 1 | | | 4 |
| Freedom of Information Act (FOIA) - General | | | | | 1 | 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 Iss | | | | 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 |
| 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 |

| Categories | 10-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 Lug | | | | 13 | 5 | 8 | 2 | 7 | 5 | 7 | 5 | 6 | 58 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 201 | 140 | 159 | 147 | 168 | 161 | 171 | 167 | 141 | 1,455 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 9 | 7 | 10 | 5 | 5 | 10 | 10 | 6 | 10 | 72 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 16 | 19 | 18 | 31 | 20 | 39 | 32 | 31 | 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 |
| 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 | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | 1 | 1 | 1 | | | | | 1 | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | 1 | | 1 | | 2 | | 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 | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic | | | | 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) - Prosthesis/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 | | 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **2019** | **5,842** | **5,163** | **4,727** | **4,343** | **4,749** | **5,414** | **5,850** | **5,364** | **5,103** | **5,420** | **5,655** | **5,096** | **62,726** |
| Additional Information Required/Insufficient Inf | 8 | 4 | 8 | 5 | 1 | 16 | 4 | 8 | 4 | 25 | 22 | 20 | 125 |
| Additional Information Required/Insufficier | 8 | 4 | 8 | 5 | 1 | 16 | 4 | 8 | 4 | 25 | 22 | 20 | 125 |
| Advanced Imaging Technology (AIT) | 1 | 2 | 2 | 2 | 1 | 2 | 2 | | 1 | 2 | 1 | | 16 |
| Advanced Imaging Technology (AIT) - Fly | 1 | 1 | 2 | 2 | 1 | 2 | 2 | | | 2 | 1 | | 14 |
| Advanced Imaging Technology (AIT) - Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Advanced Imaging Technology (AIT) - General | | 1 | | | | | | | | | | | 1 |
| Airline | 171 | 110 | 155 | 131 | 106 | 123 | 147 | 162 | 192 | 190 | 180 | 135 | 1,802 |
| Airline - Baggage Requirements | 4 | 2 | 3 | 4 | 2 | 4 | 3 | 3 | 4 | 2 | 2 | 5 | 38 |
| Airline - Lost Baggage | 47 | 44 | 79 | 56 | 53 | 53 | 51 | 84 | 97 | 89 | 99 | 63 | 815 |
| Airline - Oxygen Regulations | | | | | | | | | 1 | | | | 1 |
| Airline - Policy/Regulations/Service | 114 | 63 | 70 | 69 | 49 | 62 | 89 | 65 | 83 | 96 | 76 | 64 | 900 |
| Airline - Positive Bag Match Program | 2 | 1 | | 1 | | 1 | 2 | 2 | 4 | 1 | | | 14 |
| Airline - Wheelchair Assistance | 4 | | 3 | 1 | 2 | 3 | 2 | 8 | 3 | 2 | 3 | 3 | 34 |
| Animals | | | | | | | | | | 1 | | | 1 |
| Animals - Carry-On | | | | | | | | | | 1 | | | 1 |
| Business, Suggestions, and Ideas | | | | | | | | | 1 | | 1 | | 2 |
| Business, Suggestions, and Ideas - General | | | | | | | | | 1 | | 1 | | 2 |
| Cargo | 4 | 3 | 1 | 2 | 1 | 1 | | | 2 | | 1 | 2 | 17 |
| Cargo - Indirect Air Carrier (IAC) | 3 | 2 | 1 | 1 | | 1 | | | 1 | | 1 | | 10 |
| Cargo - Known Shipper | 1 | 1 | | 1 | 1 | | | | 1 | | | 2 | 7 |
| Civil Rights | 6 | 8 | 8 | 8 | 12 | 4 | 10 | 7 | 7 | 16 | 7 | 8 | 101 |
| Civil Rights - Age | | | | | | | | 1 | | 1 | | | 2 |
| Civil Rights - Civil Rights Violation (TSA E | 2 | 2 | | 2 | 2 | | 2 | 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 Discrimina | 2 | 3 | 4 | 3 | 3 | 1 | 3 | 1 | 2 | 6 | 3 | 6 | 37 |
| Civil Rights - Screening of Religious Cultural and Cer | | 1 | 1 | | | | 1 | | 1 | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | 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 Military | | | 1 | 2 | | 2 | 2 | | 4 | 2 | 1 | | 14 |
| Expedited Passenger Screening Program - Children Under 12 | | | | | | | | | | | 1 | | 1 |
| Expedited Passenger Screening Program | 18 | 20 | 20 | 14 | 12 | 14 | 19 | 10 | 20 | 17 | 23 | 22 | 209 |
| Expedited Passenger Screening Program | 3 | 5 | 1 | | | 1 | | | 2 | 1 | 17 | 9 | 39 |
| Expedited Passenger Screening Program | 1 | 1 | | | | | | 1 | | | 1 | 2 | 6 |
| Expedited Passenger Screening Program | 67 | 94 | 71 | 93 | 89 | 90 | 121 | 86 | 92 | 116 | 109 | 103 | 1,131 |
| Expedited Passenger Screening Program | 4,588 | 4,055 | 3,586 | 3,253 | 3,761 | 4,229 | 4,580 | 3,990 | 3,696 | 3,847 | 4,118 | 3,861 | 47,564 |
| Expedited Passenger Screening Program | 8 | 2 | 5 | 5 | 8 | 8 | 9 | 8 | 7 | 4 | 10 | 13 | 87 |
| Federal Flight Deck Officer (FFDO) Program | | | | | | | 1 | | | | | | 1 |
| Federal Flight Deck Officer (FFDO) Program - General | | | | | | | 1 | | | | | | 1 |
| Freedom of Information Act (FOIA) | 2 | | | 1 | 1 | 2 | 1 | 2 | | | 1 | 1 | 11 |
| Freedom of Information Act (FOIA) - Gene | 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 (AFSI | | 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 | 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 Employment | 1 | 4 | 5 | 7 | 9 | 6 | 5 | 4 | 5 | 7 | 1 | 5 | 59 |
| Human Capital - Wage Garnishment | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements | 6 | 4 | 3 | 4 | | 6 | 5 | 2 | 4 | 2 | 6 | 4 | 46 |
| Identification (ID) Requirements - Domest | 5 | 2 | 3 | 3 | | 3 | 5 | 2 | 3 | 2 | 6 | 4 | 38 |
| Identification (ID) Requirements - ID Matching Ticket | | 1 | | 1 | | 2 | | | | | | | 4 |
| Identification (ID) Requirements - Internati | 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 198 | 135 | 185 | 160 | 132 | 148 | 145 | 189 | 182 | 220 | 266 | 195 | 2,155 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | 1 | | | 1 | 3 |
| Mishandling of Passenger Property - Dam | 7 | 3 | 2 | 2 | 2 | 4 | 5 | 5 | 7 | 8 | 6 | 8 | 59 |
| Mishandling of Passenger Property - Dam | 147 | 110 | 153 | 125 | 111 | 111 | 106 | 153 | 130 | 174 | 222 | 152 | 1,694 |
| Mishandling of Passenger Property - Dam | 4 | 7 | 10 | 7 | 2 | 10 | 5 | 2 | 9 | 7 | 8 | 8 | 79 |
| Mishandling of Passenger Property - Disa | 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 S | 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 - Gener | 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 | 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 S | 1 | | | | | | | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Breast Ca | 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/D | | 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 Dev | | 1 | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | 3 | 1 | 1 | | | 1 | | | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Metal Imp | 1 | 1 | 2 | 2 | 2 | | | | 1 | | | | 9 |
| Persons w/ Disabilities (PWD) - Mobility D | 2 | 1 | | | | 1 | 2 | | 1 | | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | 1 | | | | | | 1 | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | 1 | | | 1 | | | 1 | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | 2 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair | | 2 | | | | 2 | 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 & G | 2 | | | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast | | | 1 | | | | | | 1 | | | 1 | 3 |
| Prohibited & Permitted Items - Chemical/Household F | | 1 | | | 2 | | 1 | | | | | | 4 |
| Prohibited & Permitted Items - Electronic | 1 | 1 | | | 1 | 1 | | | | 1 | | | 5 |
| Prohibited & Permitted Items - Firearm/Ar | 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 | | | | 3 |
| Prohibited & Permitted Items - Lighters/Matches | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Ge | 1 | | | | | | | | | | 1 | | 2 |
| Prohibited & Permitted Items - Marijuana | 1 | | | | | | 1 | 2 | 2 | | | | 6 |
| Prohibited & Permitted Items - Medication/Prescription/Medically | | | 1 | 1 | | | | | | 1 | | | 3 |
| Prohibited & Permitted Items - Remains | | | | | | 1 | | | | | | | 1 |
| Prohibited & Permitted Items - Sporting G | 1 | | | | 1 | | | 1 | | 1 | | | 4 |
| Property - Special Handling | 57 | 47 | 55 | 49 | 40 | 65 | 60 | 64 | 73 | 71 | 82 | 61 | 724 |
| Property - Special Handling - Damaged It | 3 | 4 | 1 | 4 | 1 | 5 | 3 | 5 | 3 | 3 | 3 | 2 | 37 |
| Property - Special Handling - Damaged It | 21 | 18 | 16 | 22 | 16 | 19 | 19 | 26 | 23 | 31 | 35 | 26 | 272 |
| Property - Special Handling - Missing Item | 7 | 2 | 5 | 3 | 5 | 5 | 4 | | 4 | 2 | 3 | 1 | 41 |
| Property - Special Handling - Missing Item | 26 | 23 | 33 | 20 | 18 | 36 | 34 | 33 | 43 | 35 | 41 | 32 | 374 |
| Request for Assistance | | | 2 | | 2 | | | | 2 | | 1 | | 7 |
| Request for Assistance - Other | | | 2 | | 2 | | | | 2 | | 1 | | 7 |
| Screening | 118 | 99 | 99 | 77 | 95 | 116 | 99 | 126 | 130 | 149 | 131 | 108 | 1,347 |
| Screening - Children | | | 1 | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Employee | | 1 | | | | | | 1 | 1 | | 2 | 2 | 7 |
| Screening - Cruise Ships | | | 1 | | 1 | 1 | | 1 | 1 | | 1 | | 6 |
| Screening - Gate Pass | | | 1 | | | 1 | 1 | 1 | 1 | 1 | | | 6 |
| Screening - Inconsistency | 3 | 2 | 4 | | 3 | 4 | 3 | | 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 | | | | | 1 | | | | | | 2 |
| Screening - Procedures/Process | 56 | 55 | 45 | 28 | 43 | 50 | 48 | 60 | 67 | 79 | 57 | 54 | 642 |
| Screening - Rail | | | | | | | | | 1 | | | | 1 |
| Screening - Retrieving Abandoned/Confis | 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 Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | 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 |
| **2020** | **5,897** | **5,097** | **5,165** | **5,178** | **4,816** | **2,337** | **385** | **620** | **1,076** | **1,410** | **1,628** | **1,947** | **35,556** |
| Additional Information Required/Insufficient Inf | 17 | 4 | 5 | 5 | 6 | 15 | 2 | | 2 | 4 | 1 | 6 | 67 |
| Additional Information Required/Insufficier | 17 | 4 | 5 | 5 | 6 | 15 | 2 | | 2 | 4 | 1 | 6 | 67 |
| Advanced Imaging Technology (AIT) | 1 | 1 | 1 | | | 1 | | | | | 1 | | 5 |
| Advanced Imaging Technology (AIT) - Flyer | | 1 | 1 | | | 1 | | | | | | | 3 |
| Advanced Imaging Technology (AIT) - Ge | 1 | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Non-Flyer | | | | | | | | | | | 1 | | 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 | | | | | | 1 | | | | | 2 |
| Animals - Carry-On | | 1 | | | | | | | | | | | 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 | | | 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 (TSA E | 4 | 1 | 2 | 2 | | | 1 | | | | | 1 | 11 |
| Civil Rights - Constitutional Rights | | 1 | | 1 | | | | | | | | | 2 |
| Civil Rights - Hair Patdowns | | 1 | | 1 | | | | | | | | | 2 |
| Civil Rights - National Origin | | | | | 1 | | | | | 1 | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 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 Identity | 1 | 1 | | 2 | 2 | 1 | | 1 | | 1 | | | 9 |
| Civil Rights - Sexual Harassment (TSA Er | 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 Military | | | 1 | | | | | | | 1 | 1 | | 3 |
| Expedited Passenger Screening Program - Children Under 12 | | | | | | | | 1 | | | | | 1 |
| Expedited Passenger Screening Program | 24 | 25 | 20 | 13 | 8 | 2 | | 1 | 3 | 3 | 8 | 8 | 115 |
| Expedited Passenger Screening Program | 7 | | 1 | 2 | 5 | 1 | 2 | | 1 | 2 | 2 | | 23 |
| Expedited Passenger Screening Program | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 110 | 77 | 127 | 154 | 101 | 54 | 14 | 22 | 15 | 29 | 21 | 28 | 752 |
| Expedited Passenger Screening Program | 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 Program | 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 Pro | 2 | | 1 | | | 1 | | | | 1 | | | 5 |
| General Aviation - General | | | | | 1 | | | | | 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 |
| 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 - Domest | 8 | 3 | 4 | 5 | 4 | 1 | | | 3 | 1 | 4 | 3 | 36 |
| Identification (ID) Requirements - ID Matc | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 - General | 2 | 1 | 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 - Dam | 8 | 5 | 8 | 7 | 4 | 5 | 2 | 1 | 1 | 1 | 1 | 11 | 54 |
| Mishandling of Passenger Property - Dam | 153 | 163 | 156 | 150 | 116 | 105 | 18 | 21 | 31 | 56 | 54 | 49 | 1,072 |
| Mishandling of Passenger Property - Dam | 5 | 6 | 7 | 6 | 5 | 7 | 1 | 2 | 3 | 1 | 3 | 4 | 50 |
| Mishandling of Passenger Property - Disa | 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 S | 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 - Gener | 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 Ca | 1 | | | | 1 | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Car | | | 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 I | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical D | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | 1 | 4 | | | | 1 | | | | 7 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | 2 | | 1 | | | | | | 1 | 2 | | 7 |
| Persons w/ Disabilities (PWD) - Prosthesi | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inha | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelcha | 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 Form | | 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/Too | 1 | | 1 | | | | | | | | | 1 | 3 |
| Prohibited & Permitted Items - Lighters/Matches | | 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 Ite | 5 | 7 | 4 | 4 | 7 | 2 | | | | 2 | | 3 | 34 |
| Property - Special Handling - Damaged Ite | 23 | 28 | 25 | 31 | 21 | 19 | 3 | 7 | 7 | 13 | 14 | 18 | 209 |
| Property - Special Handling - Missing Item | 2 | 6 | 6 | 3 | 3 | 3 | | 1 | 3 | 2 | 1 | 3 | 33 |
| Property - Special Handling - Missing Item | 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 | | | | | | 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 |
| Screening - Procedures/Process | 69 | 59 | 77 | 63 | 69 | 49 | 8 | 23 | 16 | 27 | 35 | 28 | 523 |
| Screening - Rail | | | | 1 | | | | 2 | | | | | 3 |
| Screening - Retrieving Abandoned/Confis | 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 Area | 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 |

| Categories | 10-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 - Status | 1 | 3 | 4 | 3 | 2 | | 1 | 1 | 1 | 2 | 2 | 3 | 23 |
| **2021** | **2,348** | **1,804** | **932** | **832** | **501** | **1,796** | **2,102** | | | | | | **10,315** |
| Additional Information Required/Insufficient Inf | 8 | 8 | 10 | 4 | 7 | 5 | 6 | | | | | | 48 |
| Additional Information Required/Insufficier | 8 | 8 | 10 | 4 | 7 | 5 | 6 | | | | | | 48 |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | 1 | | | | | | | | | | 1 |
| Airline | 90 | 52 | 14 | 7 | 4 | 11 | 8 | | | | | | 186 |
| Airline - Baggage Requirements | 2 | | 1 | | | 1 | 1 | | | | | | 5 |
| Airline - Lost Baggage | 31 | 26 | 5 | 1 | 1 | 3 | 1 | | | | | | 68 |
| Airline - Policy/Regulations/Service | 54 | 25 | 8 | 6 | 2 | 7 | 6 | | | | | | 108 |
| 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 | | | | | | 11 |
| Call Disconnect/Dropped/Wrong Number - General | | | 2 | | 4 | 1 | 4 | | | | | | 11 |
| Cargo | 1 | | | | | | 1 | | | | | | 2 |
| Cargo - Known Shipper | 1 | | | | | | 1 | | | | | | 2 |
| Civil Rights | 2 | 1 | 8 | 3 | | 4 | 2 | | | | | | 20 |
| Civil Rights - Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Headwear | | | | | | | 1 | | | | | | 1 |
| Civil Rights - National Origin | | | 1 | 1 | | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimina | 2 | 1 | 6 | 2 | | 3 | | | | | | | 14 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Claims | 35 | 31 | 48 | 35 | 13 | 6 | 15 | | | | | | 183 |
| Claims - General | 3 | 10 | 44 | 32 | 11 | 5 | 13 | | | | | | 118 |
| Claims - Status | 32 | 21 | 4 | 3 | 2 | 1 | 2 | | | | | | 65 |
| Current Topic | | | | 1 | | | | | | | | | 1 |
| Current Topic - Current Topic | | | | 1 | | | | | | | | | 1 |
| Customer Service | 15 | 22 | 44 | 17 | 18 | 9 | 12 | | | | | | 137 |
| Customer Service - CSM | | 4 | 2 | | | | 1 | | | | | | 7 |
| Customer Service - Others | 8 | 3 | 4 | 3 | 3 | 1 | 4 | | | | | | 26 |
| Customer Service - TCC | 1 | 1 | 8 | 3 | 5 | 1 | 2 | | | | | | 21 |
| Customer Service - TSO | 6 | 14 | 30 | 11 | 10 | 7 | 5 | | | | | | 83 |
| DHS TRIP | 6 | 1 | 1 | 2 | 1 | 1 | 2 | | | | | | 14 |
| DHS TRIP - General | 4 | | 1 | 2 | 1 | 1 | 1 | | | | | | 10 |
| DHS TRIP - Status | 2 | 1 | | | | | 1 | | | | | | 4 |
| Duplicate E-mail | | 1 | 6 | 6 | 4 | 1 | | | | | | | 18 |
| Duplicate E-mail - General | | 1 | 6 | 6 | 4 | 1 | | | | | | | 18 |
| Expedited Passenger Screening Program | 1,817 | 1,324 | 487 | 589 | 336 | 1,638 | 1,874 | | | | | | 8,065 |
| Expedited Passenger Screening Program | 2 | 2 | 1 | | | 3 | 1 | | | | | | 9 |
| Expedited Passenger Screening Program | 7 | 4 | 2 | 4 | 4 | 11 | 17 | | | | | | 49 |
| Expedited Passenger Screening Program | 1 | 1 | 1 | | 1 | | | | | | | | 4 |
| Expedited Passenger Screening Program - Over 75 | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 33 | 36 | 34 | 24 | 28 | 100 | 233 | | | | | | 488 |
| Expedited Passenger Screening Program | 1,772 | 1,278 | 447 | 561 | 302 | 1,518 | 1,620 | | | | | | 7,498 |
| Expedited Passenger Screening Program | 2 | 2 | 2 | | 1 | 6 | 3 | | | | | | 16 |
| 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) - Gene | 1 | | 3 | | | | | | | | | | 4 |
| General Aviation | 1 | 1 | 4 | 3 | | | 2 | | | | | | 11 |
| General Aviation - Alien Flight School Pro | 1 | | | | | | | | | | | | 1 |
| General Aviation - General | | 1 | 4 | 3 | | | 2 | | | | | | 10 |
| Hazardous Materials Safety | 122 | 108 | 8 | 7 | 3 | 6 | 2 | | | | | | 256 |
| Hazardous Materials Safety - General | 122 | 108 | 8 | 7 | 3 | 6 | 2 | | | | | | 256 |
| HAZMAT Endorsement | 6 | 5 | 1 | 3 | 1 | 4 | 3 | | | | | | 23 |
| HAZMAT Endorsement - General | 2 | 3 | | 1 | 1 | 3 | 2 | | | | | | 12 |
| HAZMAT Endorsement - Status | 4 | 2 | 1 | 2 | | 1 | 1 | | | | | | 11 |
| Human Capital | 1 | 1 | 2 | | 1 | 2 | 1 | | | | | | 8 |
| Human Capital - Current Employee | | | 1 | | 1 | | | | | | | | 2 |
| Human Capital - Employment Verification | | | 1 | | | | | | | | | | 1 |
| Human Capital - Prospective Employment | 1 | 1 | | | | 2 | 1 | | | | | | 5 |
| Identification (ID) Requirements | 2 | 6 | 6 | 1 | 3 | 9 | 14 | | | | | | 41 |
| Identification (ID) Requirements - Domest | 2 | 6 | 6 | 1 | 3 | 8 | 13 | | | | | | 39 |
| Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues | | | | | | 1 | 1 | | | | | | 2 |
| Intranet/Internet Inquiries | 1 | | | 1 | | | | | | | | | 2 |
| Intranet/Internet Inquiries - General | 1 | | | 1 | | | | | | | | | 2 |
| Locks | 21 | 17 | 13 | 11 | 6 | 6 | 7 | | | | | | 81 |
| Locks - General | 1 | | 2 | 1 | | | | | | | | | 4 |
| Locks - Missing or Damaged Lock | 20 | 17 | 11 | 10 | 6 | 6 | 7 | | | | | | 77 |
| Lost and Found | 2 | 6 | 12 | 4 | 1 | 6 | 2 | | | | | | 33 |
| Lost and Found - Airport/TSA | 2 | 6 | 12 | 4 | 1 | 6 | 2 | | | | | | 33 |
| Mishandling of Passenger Property | 82 | 79 | 155 | 83 | 52 | 39 | 59 | | | | | | 549 |
| Mishandling of Passenger Property - Dam | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 3 | 5 | 20 | 8 | 6 | 10 | 8 | | | | | | 60 |
| Mishandling of Passenger Property - Dam | 65 | 63 | 106 | 66 | 38 | 23 | 49 | | | | | | 410 |
| Mishandling of Passenger Property - Dam | 1 | 5 | 13 | 5 | 2 | | | | | | | | 26 |
| Mishandling of Passenger Property - Disa | 12 | 6 | 16 | 4 | 5 | 6 | 2 | | | | | | 51 |
| No Jurisdiction | 54 | 53 | 22 | 16 | 8 | 16 | 25 | | | | | | 194 |
| No Jurisdiction - No Referral | 18 | 19 | 3 | 1 | | 1 | 4 | | | | | | 46 |
| No Jurisdiction - Refer to CBP | 36 | 32 | 7 | 7 | 4 | 7 | 5 | | | | | | 98 |
| No Jurisdiction - Refer to FAA | | 1 | 1 | 3 | | 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| No Jurisdiction - Refer to Other | | 1 | 11 | 5 | 4 | 7 | 15 | | | | | | 43 |
| No Subject | | 2 | 7 | 3 | 1 | 2 | 6 | | | | | | 21 |
| No Subject - General | | 2 | 7 | 3 | 1 | 2 | 6 | | | | | | 21 |
| Notice of Violation/Civil Penalties | 2 | | 1 | 2 | | | | | | | | | 5 |
| Notice of Violation/Civil Penalties - Gener | 2 | | 1 | 2 | | | | | | | | | 5 |
| Patdown | | 2 | 2 | 1 | 2 | | 1 | | | | | | 8 |
| Patdown - Children | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | 2 | 2 | 1 | 2 | | | | | | | | 7 |
| Persons w/ Disabilities (PWD) | | | 2 | | 3 | 3 | 5 | | | | | | 13 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | | | | | | | | 1 |
| 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) - Prosthesis/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 | 1 | | | | | | 3 |
| Prohibited & Permitted Items | 3 | 10 | 17 | 8 | 5 | 10 | 10 | | | | | | 63 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Beauty & Grooming Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Chemical/H | 1 | 1 | 1 | | | | | | | | | | 3 |
| Prohibited & Permitted Items - Electronic Devices | | 1 | 2 | | | 2 | 2 | | | | | | 7 |
| Prohibited & Permitted Items - Firearm/Ammunition | | 1 | | 2 | 1 | 1 | | | | | | | 5 |
| Prohibited & Permitted Items - Food/Beverages | | 1 | 2 | 1 | | | | | | | | | 4 |
| Prohibited & Permitted Items - General | 1 | 1 | 3 | 1 | 1 | 3 | 5 | | | | | | 15 |
| Prohibited & Permitted Items - Knives/Tools/Razors/S | | 2 | 2 | 1 | 1 | 2 | | | | | | | 8 |
| Prohibited & Permitted Items - Lighters/Matches | | 3 | 1 | | | | | | | | | | 4 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | 2 | | 1 | | 2 | | | | | | 5 |
| Prohibited & Permitted Items - Marijuana | 1 | | 1 | 1 | 1 | 1 | 1 | | | | | | 6 |
| Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items | | | | | | 1 | | | | | | | 1 |
| Prohibited & Permitted Items - Sporting Goods | | | 1 | 2 | | | | | | | | | 3 |
| Property - Special Handling | 23 | 27 | 11 | | 6 | 3 | 10 | | | | | | 80 |
| Property - Special Handling - Damaged Ite | 3 | 2 | | | 2 | 1 | 1 | | | | | | 9 |
| Property - Special Handling - Damaged Ite | 6 | 9 | 3 | | 3 | 1 | 5 | | | | | | 27 |
| Property - Special Handling - Missing Item | 1 | 2 | 1 | | | | 1 | | | | | | 5 |
| Property - Special Handling - Missing Item | 13 | 14 | 7 | | 1 | 1 | 3 | | | | | | 39 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |
| Request for Assistance - Other | | | | | | | 1 | | | | | | 1 |
| Screening | 51 | 42 | 37 | 21 | 15 | 13 | 24 | | | | | | 203 |
| Screening - Children | | | | 2 | | | 1 | | | | | | 3 |
| Screening - Classified Materials | | | 1 | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Empl | 1 | 2 | 1 | | | | | | | | | | 4 |
| Screening - Gate Pass | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | 3 | 5 | 3 | | 1 | | | | | | 13 |
| Screening - International Screening | 12 | 5 | 1 | | | 1 | 2 | | | | | | 21 |
| Screening - Lengthy Lines | 1 | | 3 | | | 1 | | | | | | | 5 |
| Screening - Military | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 29 | 30 | 26 | 14 | 12 | 11 | 18 | | | | | | 140 |
| Screening - Retrieving Abandoned/Confis | 5 | 3 | 1 | | | | 1 | | | | | | 10 |
| Screening - Security Breach | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Traveling with Cash | | | | | | | 1 | | | | | | 1 |
| SIDA (Security Identification Display Area) | 1 | | | | | | | | | | | | 1 |
| SIDA (Security Identification Display Area | 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 | | | | | | | | | 2 |
| Transfer to Security Specialist - Reportable Communication | | | 1 | 1 | | | | | | | | | 2 |
| TSA Contact Information | | 1 | 2 | 1 | 1 | | | | | | | | 5 |
| TSA Contact Information - General | | 1 | 2 | 1 | 1 | | | | | | | | 5 |
| TWIC | 1 | 4 | 2 | 1 | 5 | 1 | 3 | | | | | | 17 |
| TWIC - General | | 2 | | | 4 | 1 | 1 | | | | | | 8 |
| TWIC - Status | 1 | 2 | 2 | 1 | 1 | | 2 | | | | | | 9 |
| **Total** | **24,578** | **21,318** | **21,066** | **28,010** | **26,445** | **27,233** | **24,980** | **21,343** | **21,583** | **23,343** | **24,800** | **20,732** | **285,431** |