

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	23	14	19	21	10	13	17	10	22	8	14	18	189
2020				3	3	4			1	1	1		13
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 Bag				1	1					1			3
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							4
Screening - Procedures/Process				1	1	2							4
2021		2	1	2	1		2		3	3	3	1	18
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program									1	1	3		5
Expedited Passenger Screening Program - TSA PreCheck									1	1	3		5
Mishandling of Passenger Property			1	1			1						3
Mishandling of Passenger Property - Damaged/Missin			1	1									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)									1	1			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
Property - Special Handling						1	1						2
Property - Special Handling - Damaged Items - Checked						1	1						2
Screening				1	1					1		1	4
Screening - Lengthy Lines				1						1			2
Screening - Procedures/Process					1							1	2
2022	7	3	6	5	6	9	15	10	18	4	10	17	110
Civil Rights	1		2				1				1	1	6
Civil Rights - Hair Patdowns	1											1	2
Civil Rights - Race							1				1		2
Civil Rights - Racial Profiling or Discrimination			2										2
Customer Service	1	1	1					1			2		6
Customer Service - Others											1		1
Customer Service - TSO	1	1	1					1			1		5
Expedited Passenger Screening Program	2	2	2	5	4	8	14	8	16	4	6	13	84
Expedited Passenger Screening Program - TSA Application Proc			1		1				2	1			5
Expedited Passenger Screening Program	2	2	1	5	3	8	14	8	14	3	6	13	79
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Patdown					2						1		3
Patdown - Flyer					2						1		3
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		1			1		1	1			1	7
Screening - Inconsistency	1											1	2
Screening - Procedures/Process	1		1			1		1	1				5
2023	16	9	12	11									48
Expedited Passenger Screening Program	15	9	12	10									46
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	13	9	12	10									44
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				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
ABI	3	1	4	4	1	3	2	6	6	1	6	3	40
2020				1		2		1			1	1	6
Customer Service				1		1		1					3
Customer Service - TSO				1		1		1					3
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening							1						1
Screening - Procedures/Process							1						1
2021	2		1	1		1		3	2	1	2		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		2		3
Expedited Passenger Screening Program - TSA PreCheck									1		2		3
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged	1												1
Screening	1			1		1		1	1				5
Screening - Inconsistency	1												1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1				1	1				3
2022			2		1		2	2	4		3	2	16
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	2	2	3		2	1	11
Expedited Passenger Screening Program - TSA PreCheck						1	2	2	3		2	1	11
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening												1	1
Screening - Inconsistency												1	1
2023	1	1	1	2									5
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	1	1	1									4
Expedited Passenger Screening Program - TSA PreC	1												1
Expedited Passenger Screening Program - TSA PreC		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
ABQ	100	75	67	101	55	82	71	52	71	70	54	70	868
2020				28	13	6	1			6	1	8	63
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service				1						1			2
Customer Service - TSO				1						1			2
Locks				4		1							5
Locks - Missing or Damaged Lock				4		1							5
Mishandling of Passenger Property				11	5	2				1			19
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	4	2							15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	1					1			4
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)					1		1					1	3
Persons w/ Disabilities (PWD) - Diabetes							1					1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Property - Special Handling				7	5	2				4		3	21
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked				1	3							1	5
Property - Special Handling - Missing Items - Checked				6	1	2				4		2	15
Screening				4	2							1	8
Screening - Procedures/Process				4	2							1	8
2021	6	4	2	3	4	11	12	15	18	21	24	27	147
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights										2	1		3
Civil Rights - Racial Profiling or Discrimination										2	1		3
Customer Service	1					1	2	2		1	3	2	12
Customer Service - TSO	1					1	2	2		1	3	2	12
Expedited Passenger Screening Program			1		2	6	3	8	11	12	14	17	74
Expedited Passenger Screening Program - TSA Application Program							2	1	1				4
Expedited Passenger Screening Program - TSA PreCheck			1		2	6	1	7	10	12	14	17	70
Identification (ID) Requirements							1					1	2
Identification (ID) Requirements - Domestic							1					1	2
Locks					1						1		2
Locks - Missing or Damaged Lock					1						1		2
Mishandling of Passenger Property	3	2		1		2	1			1			10
Mishandling of Passenger Property - Damaged/Missin		1				1				1			3
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		1	3
Patdown - Flyer							1			1		1	3
Persons w/ Disabilities (PWD)	1					1	2	1	1	1		1	7
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1	1	1				3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items									1			1	2
Prohibited & Permitted Items - General												1	1
Prohibited & Permitted Items - Sporting Goods									1				1
Property - Special Handling	1						1	3	3	2	4	1	15
Property - Special Handling - Damaged Items - Carry-On									1	1	3		5
Property - Special Handling - Damaged It	1											1	2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							1	2	2	1	1		7
Screening		2		2		1	3		2	1	1	3	15
Screening - Inconsistency							1						2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process		2		2		1	2		1		1	3	12
2022	36	37	28	38	38	65	58	37	53	43	29	35	497
Civil Rights		2					2	1		2			11
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin							1						1
Civil Rights - Race							2			1			3
Civil Rights - Racial Profiling or Discrimination		2			1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		1						2
Civil Rights - Transgender Screening								1					1
Customer Service	3	3	4	3	2	3	4	3	1	1	1	2	30
Customer Service - TCC						1							1
Customer Service - TSO	3	3	4	3	2	2	4	3	1	1	1	2	29
Expedited Passenger Screening Program	27	20	17	30	27	51	44	27	44	38	24	22	371
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD			2							1		1	4
Expedited Passenger Screening Program	3	4	1		1	1	1	1	4	3	1	2	22
Expedited Passenger Screening Program	24	15	14	30	26	50	43	26	39	34	23	18	342
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1			1	2
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domest	1												1
Locks					1		1					1	3
Locks - General							1						1
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property	2	1	2		1	2		1	2	1		4	16
Mishandling of Passenger Property - Damaged/Missii		1							1			1	3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	1		2		1	2		1	1			3	11
Mishandling of Passenger Property - Disa	1									1			2
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown	1	2	1	1	2						2	1	10
Patdown - Children											1		1
Patdown - Flyer	1	2	1	1	2						1		8
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	1	2				2		1	1				7
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) - Medically	1								1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling	1	5	1		3	4	3	1	2	1	1	2	24
Property - Special Handling - Damaged It	1		1		1	1	2			1		2	9
Property - Special Handling - Damaged Items - Check		1			1	1			1		1		5
Property - Special Handling - Missing Items - Carry-C		1			1	2		1	1				6
Property - Special Handling - Missing Items - Checke		3					1						4
Screening		2	2	4		1	4	2	3		1	3	22
Screening - Inconsistency			1	2			2	1	1			2	9
Screening - Procedures/Process		2		2		1	1	1	2		1	1	11
Screening - Retrieving Abandoned/Confiscated Items			1				1						2
2023	58	34	37	32									161
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	4	3	2	2									11
Customer Service - TSO	4	3	2	2									11
Expedited Passenger Screening Program	48	27	27	26									128
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	1	3	1									6
Expedited Passenger Screening Program	47	25	24	25									121
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
Mishandling of Passenger Property - Disa	1		1	1									3
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	1	1	2	1									5
Property - Special Handling - Damaged It	1			1									2
Property - Special Handling - Damaged Items - Check		1	1										2
Property - Special Handling - Missing Items - Checked			1										1
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	2	1	3	1									7
Screening - Inconsistency	1												1
Screening - Procedures/Process	1	1	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
ABR	3	2	4	4		2	2	2	2	3	1	2	27
2021			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
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		2
Property - Special Handling - Missing Items - Checked										1			1
Screening								1	1				2
Screening - Procedures/Process								1	1				2
2022	3	1	1			2	2	1		2		1	13
Expedited Passenger Screening Program	1					1	2	1		1		1	7
Expedited Passenger Screening Program	1					1	2	1		1		1	7
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	2					1							3
Property - Special Handling - Damaged Items - Checked	1					1							2
Property - Special Handling - Missing Items - Checked	1												1
Screening				1									1
Screening - Procedures/Process				1									1
2023		1	2	4									7
Civil Rights			1	1									2
Civil Rights - Race			1	1									2
Expedited Passenger Screening Program			1	3									4
Expedited Passenger Screening Program - TSA PreCheck			1	3									4
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
ABY		3		3	1	3		3	3	3	3	3	25
2020					1							1	2
Customer Service													1
Customer Service - TSO												1	1
Screening					1								1
Screening - Procedures/Process					1								1
2021		1		1		1		1	1	1			6
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 Bag				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Check		1											1
2022		2				2		2	2	2	3	2	15
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Expedited Passenger Screening Program		2				2				1	2	1	8
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreC		2				2				1	1	1	7
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
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											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								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
2023				2									2
Expedited Passenger Screening Program				2									2
Expedited Passenger Screening Program - TSA Application 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
ACK	1							1	1	6	10	3	22
2021								1		4	1	2	8
Civil Rights													1
Civil Rights - National Origin													1
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program											3	1	4
Expedited Passenger Screening Program - TSA PreCheck											3	1	4
Property - Special Handling								1			1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked								1					1
2022									1	2	9	1	13
Customer Service										1	2		3
Customer Service - TSO										1	2		3
Expedited Passenger Screening Program									1	1	6		8
Expedited Passenger Screening Program - TSA PreCheck									1	1	6		8
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling													1
Property - Special Handling - Missing Items - Carry-On												1	1
2023	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
ACT	1	3	3	1	5	2	2	2	4	2		3	28
2020									1			3	1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
2021				1	2	1		1				1	6
DHS TRIP					1								1
DHS TRIP - General					1								1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Property - Special Handling							1		1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1	1								2
Screening - Procedures/Process				1	1								2
2022		1	3		3	1	2	1	3	2		2	18
Expedited Passenger Screening Program		1	3		3	1	2	1	2	1		2	16
Expedited Passenger Screening Program - TSA Application Pro			1		1								2
Expedited Passenger Screening Program - TSA PreC		1	2		2	1	2	1	2	1		2	14
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Screening											1		1
Screening - Procedures/Process											1		1
2023	1	2											3
Expedited Passenger Screening Program	1	2											3
Expedited Passenger Screening Program	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
ACV	1	4	1	4		3	2		3	3	3	2	26
2020				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
2021	1			1					3	1	1		7
Civil Rights									2				2
Civil Rights - Transgender Screening									2				2
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
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
2022		2	1			2	2			2	2	2	13
Expedited Passenger Screening Program		1	1			2	2			2	2	2	12
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	1			1	2			2	2	2	11
Screening		1											1
Screening - Procedures/Process		1											1
2023		2		2									4
Expedited Passenger Screening Program		2		2									4
Expedited Passenger Screening Program - TSA PreC		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
ACY	15	10	17	11	11	8	10	10	10	10	8	6	126
2020				2	4						1	6	7
Customer Service				1	2						1		4
Customer Service - TSO				1	2						1		4
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contra					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Screening				1									1
Screening - Procedures/Process				1									1
2021				1	2	3	2	1	3	3	2	1	18
Expedited Passenger Screening Program						1	1	1	3	3	1	1	11
Expedited Passenger Screening Program - TSA Application Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck						1	1		2	3	1	1	9
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
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1	1							2
Screening - Procedures/Process					1	1							2
2022	5	6	6	3	5	5	8	9	7	7	5	5	71
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 - TSO	2	1				1			1		1	1	7
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	1	4	3	3	5	3	6	7	5	2	3	4	46
Expedited Passenger Screening Program - TSA Application Program							1	1					2
Expedited Passenger Screening Program	1	4	3	3	5	3	5	6	5	2	3	4	44
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
Patdown						1				2	1		4
Patdown - Children										1			1
Patdown - Flyer										1			1
Patdown - Flyer as Observer						1					1		2
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 - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening	1		1				2			2			6
Screening - Inconsistency	1									1			2
Screening - Procedures/Process							2			1			3
Screening - Shoe Screening			1										1
2023	10	4	11	5									30
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	8	4	9	4									25
Expedited Passenger Screening Program	1		2										3
Expedited Passenger Screening Program	7	4	7	4									22
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Screening	1		1	1									3
Screening - Procedures/Process	1		1	1									3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ADK								2			1		3
2022								2			1		3
Expedited Passenger Screening Program								2			1		3
Expedited Passenger Screening Program - TSA PreCheck								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
ADQ			2	3	2	1		1	1		1	6	17
2020				1								4	5
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening													1
Screening - Procedures/Process													1
2021			1			1							2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
2022			1	1				1	1		1	2	7
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
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Screening			1										1
Screening - Procedures/Process			1										1
2023				2	1								3
Expedited Passenger Screening Program				2	1								3
Expedited Passenger Screening Program - TSA Application Proç				1									1
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
AEX	5	1	3	4	5	3	3	8	1	5	1	1	40
2020				1	3							1	5
Customer Service					1								1
Customer Service - TSO						1							1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening				1	1								2
Screening - Inconsistency						1							1
Screening - Procedures/Process				1									1
2021	1		1				3	2		3			10
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1		1					1					3
Customer Service - Others								1					1
Customer Service - TSO	1		1										2
Expedited Passenger Screening Program								1		2			3
Expedited Passenger Screening Program - TSA PreCheck								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 - Lengthy Lines										1			1
2022	4	1	1	1	2	3		6	1	2	1		22
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Customer Service						1		2					3
Customer Service - TSO						1		2					3
Expedited Passenger Screening Program	1			1	1	2		3		2	1		11
Expedited Passenger Screening Program	1			1	1	2		3		2	1		11
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Property - Special Handling			1					1					2
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening	2		1										3
Screening - Gate Pass	1												1
Screening - Inconsistency			1										1
Screening - Procedures/Process	1												1
2023			1	2									3
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Patdown			1	1									2
Patdown - Flyer			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
AGS	7	7	16	12	5	8	4	9	6	6	11	15	106
2020				2	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
Property - Special Handling				2	1								3
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On				2									2
Screening												1	1
Screening - Procedures/Process												1	1
2021		1	2	3	1			3	2	4	4	3	23
Civil Rights										1	1		2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Claims		1											1
Claims - General		1											1
Customer Service				2				2				1	5
Customer Service - TCC				1									1
Customer Service - TSO				1				2				1	4
Expedited Passenger Screening Program										2	3		5
Expedited Passenger Screening Program - TSA PreCheck										2	3		5
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown			1							1			2
Patdown - Children										1			1
Patdown - Flyer			1										1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Lighters/Matches				1									1
Property - Special Handling								1				1	2
Property - Special Handling - Missing Items - Checked								1				1	2
Screening					1				1			1	3
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1							1	2
2022	2	1	11	3	3	7	4	6	4	2	6	11	60
Customer Service	1		1	1		1			1	1			6
Customer Service - TSO	1		1	1		1			1	1			6
Expedited Passenger Screening Program	1	1	5	2	2	4	2	5	3		5	8	38
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	1		5	2	2	4	2	5	2		5	8	36
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 Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
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) - Autism Spectrum			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening			2		1	2	1	1				1	8
Screening - Inconsistency			1										1
Screening - Procedures/Process			1		1	2	1	1				1	7
2023	5	5	3	4									17
Civil Rights		1											1
Civil Rights - Race		1											1
Expedited Passenger Screening Program	5	4	3	2									14
Expedited Passenger Screening Program	5	4	3	2									14
Patdown				1									1
Patdown - Flyer				1									1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AKN				1				1	1	3	7	2	15
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		2	3		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	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 - 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
2022											2	2	4
Mishandling of Passenger Property											1	1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Screening											1	1	2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALB	51	46	36	49	27	32	29	34	34	32	47	30	447
2020				9	3	7		4	3	2	7	2	37
Civil Rights				1	1						2		4
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				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				3		1				1	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3		1				1	2	1	8
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				3		2		1	2		1	1	10
Property - Special Handling - Damaged Items - Checked				2		1		1			1		5
Property - Special Handling - Missing Items - Checked				1		1			2			1	5
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening				1	2	2		2		1	1		9
Screening - Inconsistency											1		1
Screening - Procedures/Process				1	2	2		2		1			8
2021	2	5	2	3	2	4	3	5	8	9	7	3	53
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1	1				1			1		1		5
Customer Service - TSO	1	1				1			1		1		5
Expedited Passenger Screening Program				1		1	2	1	5	5	4	2	21
Expedited Passenger Screening Program - TSA Application Program						1			1	1		1	4
Expedited Passenger Screening Program - TSA PreCheck				1			2	1	4	4	4	1	17
Mishandling of Passenger Property	1	3	1			1	1	1	1	1			9
Mishandling of Passenger Property - Dam	1	2	1			1	1		1				7
Mishandling of Passenger Property - Disarrayed Item		1								1			2
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)			1	2				2		1			6
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1		1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1	2									3
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Lighters/Matches								1					1
Property - Special Handling		1			1	2		1		1	2	1	9
Property - Special Handling - Damaged Items - Carry-On					1			1					2
Property - Special Handling - Damaged Items - Checked						2				1			4
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checke		1										1	2
2022	19	11	12	16	22	21	26	25	23	21	33	25	254
Civil Rights	1						2	1			2		6
Civil Rights - Race							1	1			1		3
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1				1		2
Customer Service				1			1	2	2	2	2		10
Customer Service - TSO				1			1	2	2	2	2		10
Expedited Passenger Screening Program	9	8	9	13	19	18	17	20	17	11	27	21	189
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	2		1			2		2			1	9
Expedited Passenger Screening Program	8	6	8	12	18	18	15	20	15	10	27	20	177
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Human Capital							2						2
Human Capital - Prospective Employment with TSA							2						2
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	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1	1		3
Patdown	2			1	1					1		1	6
Patdown - Flyer	2			1	1					1		1	6
Persons w/ Disabilities (PWD)		2			1				1	2			6
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 (N		2											2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	3	1				1	2	1	1	1	1	1	12
Property - Special Handling - Damaged It	1						2					1	4
Property - Special Handling - Damaged It	1							1		1			3
Property - Special Handling - Missing Items - Carry-C		1							1				2
Property - Special Handling - Missing Item	1					1					1		3
Screening	4		3	1	1	2	2		1	2		1	17
Screening - Inconsistency	1											1	2
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	3		2	1	1		2		1	2			12
Screening - Retrieving Abandoned/Confiscated Items			1										1
2023	30	30	22	21									103
Customer Service	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
Customer Service - TSO	2	1		1									4
Expedited Passenger Screening Program	22	27	16	15									80
Expedited Passenger Screening Program	2	2	1	1									6
Expedited Passenger Screening Program	20	25	15	14									74
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
Patdown	1		1										2
Patdown - Flyer	1		1										2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged It	1	1											2
Screening	2	1	4	3									10
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency			2	1									3
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
ALO	1			4	1	1					1	1	9
2020				2							1		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 - Missing Items - Checked				2									2
2021												1	1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022				2	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
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening						1							1
Screening - Procedures/Process						1							1
2023	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALS	1		2		1			1		1	2		8
2021								1			1		2
Claims											1		1
Claims - General											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2022			1		1					1	1		4
Expedited Passenger Screening Program					1						1		2
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck					1								1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Screening				1									1
Screening - Procedures/Process				1									1
2023	1		1										2
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Screening	1												1
Screening - Crew Member or Airline Empl	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	1	2		1	3		1	4	1	1	2	18
2020						1				1		2	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
2021	1		1			2			3				7
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening	1						1		1				3
Screening - Procedures/Process	1						1						2
Screening - Retrieving Abandoned/Confiscated Items									1				1
2022	1		1		1			1	1		1	2	8
Expedited Passenger Screening Program						1			1		1		3
Expedited Passenger Screening Program - TSA PreCheck						1			1		1		3
Property - Special Handling	1							1					2
Property - Special Handling - Missing Items	1							1					2
Screening				1									2
Screening - Procedures/Process				1									2
2023			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
AMA	9	6	6	4	5	7	5	4	4	3	5	8	66
2020				1	1			2		1	1		6
Civil Rights								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening										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							1
Screening - Procedures/Process						1							1
2021	1		2		2	1	1		1	1	2	1	12
Customer Service					2								2
Customer Service - TSO					2								2
Expedited Passenger Screening Program							1	1			2	1	5
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck							1				2	1	4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Beauty & Grooming Items									1				1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged Items	1		1										2
Screening													1
Screening - Procedures/Process													1
2022		3	2		2	6	4	2	3	1	2	7	32
Customer Service			1					1	1				3
Customer Service - TSO			1					1	1				3
Expedited Passenger Screening Program		3	1		2	4	2	1	2	1	2	6	24
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		3	1		2	4	1	1	2	1	2	6	23
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening						1	2					1	4
Screening - Procedures/Process						1	2						3
Screening - Traveling with Cash												1	1
2023	8	3	2	3									16
Expedited Passenger Screening Program	7	2		2									11
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	6	2		2									10
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Damaged	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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	40	49	36	58	45	30	28	28	50	76	76	54	570
2020				16	20	10	1	4	6	15	15	10	97
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				4	3	1				1	1	1	11
Customer Service - TSO				4	3	1				1	1	1	11
Locks				2		2	1			1		2	8
Locks - Missing or Damaged Lock				2		2	1			1		2	8
Mishandling of Passenger Property				2	8			2	2	4	4	2	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				2	6			2	2	4	3	1	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2							1		3
Persons w/ Disabilities (PWD)					2	1					2		5
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) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling				6	3	3		2	4	3	8	3	32
Property - Special Handling - Damaged Items - Carry-On				1						1			2
Property - Special Handling - Damaged Items - Checked				4	1	2			1		5	2	15
Property - Special Handling - Missing Items - Carry-On				1					1		1		3
Property - Special Handling - Missing Items - Checked				1	1	1		2	2	2	2	1	12
Screening				1	4	3				4		2	14
Screening - Lengthy Lines				1									1
Screening - Procedures/Process						4	3			4		2	13
2021	7	3	6	6	7	7	12	9	11	23	20	14	125
Civil Rights					1						1	1	3
Civil Rights - Racial Profiling or Discrimination					1						1	1	3
Customer Service	1	1	5	2	1	1	1		3	5	5	1	26
Customer Service - TCC			1	1									2
Customer Service - TSO	1	1	4	1	1	1	1		3	5	5	1	24
Expedited Passenger Screening Program					1	1	3	3	3	8	5	7	31
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					1		3	3	3	7	4	6	27
Identification (ID) Requirements							1		1		1		3
Identification (ID) Requirements - Domestic							1		1				2
Identification (ID) Requirements - Real ID											1		1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property	4			1	2	1	1		2	1	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	4					2			2				8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown						1				2			3
Patdown - Flyer						1				2			3
Persons w/ Disabilities (PWD)			1	1			1	2		1	1	2	9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes							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) - 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/ Segway												1	1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Property - Special Handling	2	1		2	1		2	3	3	2	3		19
Property - Special Handling - Damaged Items - Carry-On									2		1		3
Property - Special Handling - Damaged Items - Checked	1	1		2	1		2	1		2	1		11
Property - Special Handling - Missing Items - Carry-On	1							2	1		1		5
Screening		1			1	1	3	1	1	3	2	3	16
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency									1				1
Screening - Lengthy Lines							2			1			3
Screening - Procedures/Process							1			2	2	3	11
2022	13	23	13	21	18	13	15	15	33	38	41	30	273
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		1											1
Airline					1		1						2
Airline - Policy/Regulations/Service					1		1						2
Civil Rights			1		1		1	1	5	1	1	2	13
Civil Rights - Age										1			1
Civil Rights - National Origin								1	1				2
Civil Rights - Race									2			1	3
Civil Rights - Racial Profiling or Discrimination					1								1
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
Customer Service	1	3	2	2	1	2	2	1	1	3	6	5	29
Customer Service - TSO	1	3	2	2	1	2	2	1	1	3	6	5	29
Expedited Passenger Screening Program	6	17	9	12	8	9	9	10	23	25	24	17	169

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 - Active Duty Military					1								1
Expedited Passenger Screening Program - DoD					1						1		2
Expedited Passenger Screening Program - Known Crew Member				1									1
Expedited Passenger Screening Program	1	3							2	1	1	1	9
Expedited Passenger Screening Program	5	14	9	11	6	9	9	10	21	24	22	16	156
Locks	1				2						2		5
Locks - General											1		1
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				1				1	1	3	1	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										2		1	3
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					2
Patdown				1	1				1	2	1		6
Patdown - Flyer				1	1				1	2	1		6
Persons w/ Disabilities (PWD)	1		1		1			1	1			2	7
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
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Visual Imp	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling	2			2	2	1			1	1	1		10
Property - Special Handling - Damaged It	2			2					1	1	1		7
Property - Special Handling - Missing Items - Checked					2	1							3
Screening	2	2		3	1	1	2	1		3	4	1	20
Screening - Children											1		1
Screening - Inconsistency	1			2							2		5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1	2		1	1	1	1	1		2	1		11
Screening - Retrieving Abandoned/Confiscated Items										1		1	2
2023	20	23	17	15									75
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	2	1	2	2									7
Customer Service - TSO	2	1	2	2									7
Expedited Passenger Screening Program	14	16	11	7									48
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	11	14	11	7									43
Mishandling of Passenger Property	2	2	1										5
Mishandling of Passenger Property - Damaged/Missin		2											2
Mishandling of Passenger Property - Dam	2			1									3
Ombudsman				1									1
Ombudsman - General			1										1
Patdown				3									3
Patdown - Flyer				2									2
Patdown - Flyer as Observer				1									1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening	1	3	1	3									8
Screening - Inconsistency	1	1		2									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
AOO		1									1		2
2020											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
2023		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
APN	1	1		1		1	1				3	1	9
2020											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
2021			1				1				1	1	4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked												1	1
Screening											1		1
Screening - Procedures/Process											1		1
2022				1		1					1		3
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2
Patdown											1		1
Patdown - Flyer											1		1
2023		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ART	2	2	2	3	2	2			2	3	1	1	20
2020				1	2								3
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 Checked				1									1
2021		1	2			2			1	3	1		10
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property			1	2					1	2	1		7
Mishandling of Passenger Property - Damaged/Missing Items--C				1					1	2			4
Mishandling of Passenger Property - Disarrayed Item		1	1								1		3
Screening									2				2
Screening - Procedures/Process									2				2
2022	2	1		1					1			1	6
Customer Service	1			1					1				3
Customer Service - TSO	1			1					1				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
2023				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
ASE	9	4	7	17	10	16	5	1	11	10	13	10	113
2020				1	3				1		1	1	7
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
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
2021		2	1	1		3	2		1	5	8	1	24
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	4	7	1	14
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck						1			1	4	6	1	13
Mishandling of Passenger Property			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missi			1										1
Patdown		1									1		2
Patdown - Children											1		1
Patdown - Non-Flyer		1											1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
2022	6	2	1	4	7	13	3	1	9	5	4	8	63
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	4	2	1	4	6	11	3	1	7	4	4	8	55
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	4	2	1	4	6	11	3	1	7	3	4	8	54
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked						1							1
Screening	2					1							3
Screening - Procedures/Process	2					1							3
2023	3		5	11									19
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Expedited Passenger Screening Program	3		4	8									15
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	3		3	8									14
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
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
ATL	739	816	792	837	461	504	452	577	577	590	673	685	7,703
2020				142	145	94	22	34	46	52	66	50	651
Civil Rights				6	8	3	1	1	1		3	1	24
Civil Rights - Age					1		1						2
Civil Rights - Perceived Religion													1
Civil Rights - Racial Profiling or Discrimination				5	4	3			1		2		15
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2		1			1	1	5
Customer Service				40	45	18	3	9	14	17	11	13	170
Customer Service - Others				2	3	2			1	2			10
Customer Service - TSO				38	42	16	3	9	13	15	11	13	160
Locks				9	5	5					2	1	22
Locks - General					1								1
Locks - Missing or Damaged Lock				9	4	5					2	1	21
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				26	30	13	1	6	9	7	8	8	108
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1						2		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				24	26	13	1	5	8	4	8	6	95
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	3			1					5
Patdown				3	3	1	1			1	2		11
Patdown - Flyer				2	3	1	1			1	2		10
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)				3	6	6	1		2	2	2	3	25
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment					1				1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment				1	2	2					1	1	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1		1				1		1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - 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							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			1				2
Property - Special Handling				33	26	19	8	11	13	18	23	15	166
Property - Special Handling - Damaged Items - Carry-On				2	2	1	1	1	1		1	2	11
Property - Special Handling - Damaged Items - Checked				3	8	5	2	4	1	7	4	1	35
Property - Special Handling - Missing Items - Carry-On				9	6	5	1	3	1	4	6	3	38
Property - Special Handling - Missing Items - Checked				19	10	8	4	3	10	7	12	9	82
Screening				19	20	28	6	7	6	7	14	9	116
Screening - Crew Member or Airline Employee				1	1		1		1				4
Screening - Inconsistency					1	2				1	2		6
Screening - Lengthy Lines				5	8	1	2	1		1			18
Screening - Procedures/Process				10	9	24	3	6	4	5	12	9	82
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach				3	1	1							5
2021	74	73	49	58	61	74	76	119	150	176	187	192	1,289
Additional Information Required/Insufficient Information							1				1		2
Additional Information Required/Insufficient Information - EMAIL ONLY							1				1		2
Airline								1	4			1	6
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service								1	4				5
Civil Rights	3	4	1		4	3	4	6	3	1	3	1	33
Civil Rights - Civil Rights Violation (TSA Employee)			1				1						2
Civil Rights - Constitutional Rights		1										1	2
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination	3	1			3	1	2	5	2		3		20
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		2				1	1		1				5
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening						1				1			2
Claims			1			1	1	1					5
Claims - General			1			1	1						4
Claims - Status								1					1
Customer Service	22	33	24	22	24	21	14	25	40	42	41	52	360
Customer Service - CSM		1		1									2
Customer Service - Others		1	2		1	1			1	2			8
Customer Service - TCC			1							1			2
Customer Service - TSO	22	31	21	21	23	20	14	25	39	39	41	52	348
DHS TRIP										1			1
DHS TRIP - General										1			1
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program		1	4	5	7	11	26	41	50	83	98	95	421
Expedited Passenger Screening Program - DoD						1				2			3
Expedited Passenger Screening Program - Over 75											1		1
Expedited Passenger Screening Program - TSA Application Program				1			3	5	2	6	5	7	29
Expedited Passenger Screening Program - TSA PreC		1	4	4	7	10	22	36	48	75	92	88	387
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Hazardous Materials Safety				1		1							2
Hazardous Materials Safety - General				1		1							2
Identification (ID) Requirements							2	1	1	1		1	6
Identification (ID) Requirements - Domestic							1	1	1	1		1	4
Identification (ID) Requirements - International Travel							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	4	2		1	5		1	1					14
Locks - Missing or Damaged Lock	4	2		1	5		1	1					14
Lost and Found	1						1	2	2	1	1	1	9
Lost and Found - Airport/TSA	1						1	2	2	1	1	1	9
Mishandling of Passenger Property	4	10	9	6	7	3	6	6	8	7	5	1	72
Mishandling of Passenger Property - Damaged	1	2	4			1	1	2	1	2			14
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	2	8	5	6	7	2	4	3	7	5	4		53
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disposition	1							1			1	1	4
No Jurisdiction				2	2	1	1	2	2	4	1		15
No Jurisdiction - No Referral					1					1			2
No Jurisdiction - Refer to CBP					1	1	1	2	2	2	1		10
No Jurisdiction - Refer to Other				2						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
Persons w/ Disabilities (PWD)	1	2		3		2	2	1	4	7	2	3	27
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			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) - Medical Devices - Attached to the Body									1			1	2
Persons w/ Disabilities (PWD) - Medically Necessary		1						1	1				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals									1	4			5
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		4
Prohibited & Permitted Items			2	3	1		2		1		2	2	13
Prohibited & Permitted Items - Alcohol and Tobacco							2				1	1	4
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump												1	1
Prohibited & Permitted Items - Firearm/Ammunition									1				1
Prohibited & Permitted Items - Food/Beverages			2	1	1								4
Prohibited & Permitted Items - General				2									2
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Property - Special Handling	23	12	3	5	4	16	6	14	21	11	13	8	136
Property - Special Handling - Damaged Items	3					2		1	2	1	1	2	12
Property - Special Handling - Damaged Items - Missing Items	4	4	1	2		6		2	8	4	2	3	36
Property - Special Handling - Missing Items	5	5		1	3	4	3	6	5	3	7	2	44
Property - Special Handling - Missing Items - Damaged Items	11	3	2	2	1	4	3	5	6	3	3	1	44
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	16	9	5	7	6	15	9	18	12	18	18	25	158
Screening - Children						1							1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				3		1	1	1	2				8
Screening - Lengthy Lines	1	1			1		2	6	3	6	6	4	30
Screening - Procedures/Process	13	8	4	4	5	11	6	10	7	12	11	21	112
Screening - Retrieving Abandoned/Confiscated	2					2		1					5
Screening - Shoe Screening				1									1
2022	213	284	292	197	255	336	354	424	381	362	420	443	3,961
Additional Information Required/Insufficient Information													2
Additional Information Required/Insufficient Information - EMAIL ONLY													2
Airline		1	1	1	1		1			1	2	1	9
Airline - Lost Baggage										1		1	2
Airline - Policy/Regulations/Service		1	1	1	1		1				1		6
Airline - Wheelchair Assistance											1		1
Civil Rights	3	2	2	4	4	2	7	2	2	5	2	4	39
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights							1						1
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion		1										1	2
Civil Rights - Profiling						1	2						3
Civil Rights - Race						1	3	1	1	2	1	3	12
Civil Rights - Racial Profiling or Discrimination	3		2	3	3								11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1			1		1		1	1	1		6
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening										1			1
Claims				1				2					3
Claims - General								2					2
Claims - Status				1									1
Current Topic		1											1
Current Topic - Current Topic		1											1
Customer Service	36	50	30	19	29	40	28	49	30	39	29	40	419
Customer Service - CSM		1	1				1						3
Customer Service - Others			1		1				1	1			4
Customer Service - TCC												1	1
Customer Service - TSO	36	49	28	19	28	40	27	49	29	38	29	39	411
DHS TRIP			1		1				1			1	4
DHS TRIP - General			1		1							1	3
DHS TRIP - Status									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Duplicate E-mail				1	1								2
Duplicate E-mail - General				1	1								2
Expedited Passenger Screening Program	123	182	203	141	185	254	261	320	314	277	355	335	2,950
Expedited Passenger Screening Program - Active Duty Military					1				1	2	1		5
Expedited Passenger Screening Program	1	3	3		1	1	1	4	4	1			19
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	9	25	17	8	6	9	9	15	10	13	9	13	143
Expedited Passenger Screening Program	112	154	183	133	176	242	247	298	299	259	345	321	2,769
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1	2	4	3		2		1	13
Identification (ID) Requirements	1												3
Identification (ID) Requirements - Domestic						1							1
Identification (ID) Requirements - International Travel						1							1
Identification (ID) Requirements - Minors	1												1
Locks		1	1		1	1	1	2				4	11
Locks - Missing or Damaged Lock		1	1		1	1	1	2				4	11
Lost and Found		4				1			2	2		1	10
Lost and Found - Airport/TSA		4				1			2	2		1	10
Mishandling of Passenger Property		6	7	5	5	1	11	9	6	7	4	10	71
Mishandling of Passenger Property - Damaged/Missile		1	5			1	4	3	2	3	3	3	25
Mishandling of Passenger Property - Damaged/Missile		4	2	4	4		6	6	4	4	1	7	42
Mishandling of Passenger Property - Disarrayed Item		1		1	1		1						4
No Jurisdiction	2	4	1	1	1	4	3	4	1	2	3	3	29
No Jurisdiction - No Referral				1				3		1	1		6
No Jurisdiction - Refer to CBP	1	2			1	3	1	1				1	10
No Jurisdiction - Refer to Department of State											1		1
No Jurisdiction - Refer to Other	1	2	1			1	2		1	1	1	2	12
Patdown			2		1					2	4	4	13
Patdown - Flyer			2		1					2	4	4	13
Persons w/ Disabilities (PWD)	7	5	4		4	4	3	2	4	1	1	5	40
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1						1					1	3
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		1	1			1						1	4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medications			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1				1	1	2	1		1	7
Persons w/ Disabilities (PWD) - Medically Necessary	2					1					1	1	5
Persons w/ Disabilities (PWD) - Mobility Devices	1				2		1	1					5
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals			1		1	1							3
Persons w/ Disabilities (PWD) - Wheelchairs	1	3										1	5
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1
Prohibited & Permitted Items	3	3	1										7
Prohibited & Permitted Items - Alcohol and Beverages	1												1
Prohibited & Permitted Items - Beauty & Grooming Items		1											1
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Food/Beverages	2	1	1										4
Property - Special Handling	25	13	13	14	8	13	13	13	5	9	11	7	144
Property - Special Handling - Damaged Items	4	1	1		2	2	1	3	1	2	5	1	23
Property - Special Handling - Damaged Items	1	2	3	5	1	2	2	4			1	1	22
Property - Special Handling - Missing Items	14	8	7	6	4	2	4	3	1	2	3	3	57
Property - Special Handling - Missing Items	6	2	2	3	1	7	6	3	3	5	2	2	42
Screening	13	12	23	10	13	16	26	21	16	17	9	26	202
Screening - Crew Member or Airline Employee					1	1				1			3
Screening - Gate Pass							1		1				2
Screening - Inconsistency	2	2	4	1	1	2	6	2	2	1	3	7	33
Screening - Lengthy Lines	1	3	6	4	3	1	4	5	1	1	2	5	36
Screening - Procedures/Process	10	7	13	5	8	10	12	13	11	14	2	14	119
Screening - Retrieving Abandoned/Confiscated Items						1	3	1	1		2		8
Screening - Shoe Screening						1							1
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Communication			1										1
TWIC			1										1
TWIC - General			1										1
2023	452	459	451	440									1,802
Additional Information Required/Insufficient Information		1		1									2
Additional Information Required/Insufficient Information		1		1									2
Airline	1	1	1	2									5
Airline - Lost Baggage		1	1										2
Airline - Policy/Regulations/Service	1			1									2
Airline - Wheelchair Assistance				1									1
Civil Rights	4	6	8	2									20
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - National Origin			1										1
Civil Rights - Race	2	2	4	2									10
Civil Rights - Sex/Gender/Gender Identity	2	1	1										4
Civil Rights - Transgender Screening		2	2										4
Customer Service	48	37	27	45									157
Customer Service - Others	1	1	1										3
Customer Service - TCC	1												1
Customer Service - TSO	46	36	26	45									153
Expedited Passenger Screening Program	332	353	357	329									1,371
Expedited Passenger Screening Program	1		2	2									5
Expedited Passenger Screening Program	12	15	8	6									41
Expedited Passenger Screening Program	318	338	346	321									1,323

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	1		1										2
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Lost and Found		1	1	1									3
Lost and Found - Airport/TSA		1	1	1									3
Mishandling of Passenger Property	5	13	6	9									33
Mishandling of Passenger Property - Dam	2	5	4	5									16
Mishandling of Passenger Property - Dam	3	7	2	4									16
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction	3	1	2	4									10
No Jurisdiction - Refer to CBP	2			1									3
No Jurisdiction - Refer to FAA				1									1
No Jurisdiction - Refer to Other	1	1	2	2									6
Patdown	2	2	2	4									10
Patdown - Flyer	2	2	2	4									10
Persons w/ Disabilities (PWD)	5	5	4	2									16
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1										2
Persons w/ Disabilities (PWD) - 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		2											2
Persons w/ Disabilities (PWD) - Medically	2												2
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1		2	1									4
Property - Special Handling	7	15	11	15									48
Property - Special Handling - Damaged It	2	5	4	3									14
Property - Special Handling - Damaged Items - Check	2	2	2	3									7
Property - Special Handling - Missing Item	2	7	3	4									16
Property - Special Handling - Missing Item	3	1	2	5									11
Screening	43	24	32	26									125
Screening - Crew Member or Airline Empl	1	1	4	3									9
Screening - Inconsistency	6	4	4	1									15
Screening - Lengthy Lines	17	5	8	6									36
Screening - Procedures/Process	19	13	16	15									63
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
ATW	19	13	5	10	6	8	8	3	6	7	9	8	102
2020				2	1	1		1		1	1		7
Customer Service													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
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
Screening - Procedures/Process				1									1
2021	1		1		3	1		1	1	1	3	3	15
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Expedited Passenger Screening Program								1		1	2	2	6
Expedited Passenger Screening Program - TSA PreCheck								1		1	2	2	6
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
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 - Carry-On					1								1
Property - Special Handling - Missing Items	1											1	2
Screening					1	1			1				3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1			1				2
2022	4	5		2	2	6	8	1	5	5	5	5	48
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
Expedited Passenger Screening Program	3	4		1	2	3	7		4	5	3	5	37
Expedited Passenger Screening Program - TSA Application Program							1		1			1	3
Expedited Passenger Screening Program	3	4		1	2	3	6		3	5	3	4	34
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening						2	1	1			1		5
Screening - Inconsistency						1	1	1					3
Screening - Procedures/Process						1					1		2
2023	14	8	4	6									32
Expedited Passenger Screening Program	13	8	4	6									31
Expedited Passenger Screening Program	13	8	4	6									31
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
ATY													5
2021													1
Customer Service													1
Customer Service - TSO													1
2022													4
Civil Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transq													1
Expedited Passenger Screening Program													2
Expedited Passenger Screening Program - TSA PreC													2
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUG					1	1	3	1	1	1		1	9
2021						1	3		1			1	6
Customer Service						1	2						3
Customer Service - TSO						1	2						3
Expedited Passenger Screening Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck							1		1				2
Screening												1	1
Screening - Procedures/Process												1	1
2022					1			1		1			3
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	213	230	243	225	100	163	198	173	189	176	198	214	2,322
2020				35	33	18	6	5	9	17	12	18	153
Civil Rights				1	2	1		1		1	1	1	8
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination					1	1				1	1	1	5
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				2	3				2		2	3	12
Customer Service - Others				1	1								2
Customer Service - TSO				1	2				2		2	3	10
Locks				3	1						1	1	6
Locks - Missing or Damaged Lock				3	1					1	1		6
Mishandling of Passenger Property				10	8	7	3	3	3	9	4	6	53
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	2			1	1	2			7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	4	5	2	2	2	7	3	5	39
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	2			1		1	1	7
Patdown				3	1							1	5
Patdown - Flyer				3	1							1	5
Persons w/ Disabilities (PWD)					3	1							4
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling				11	6	8	2	1	3	5	4	5	45
Property - Special Handling - Damaged Items - Carry-On				2	1	1			1				5
Property - Special Handling - Damaged Items - Checked				5	1	4	1	1		3			15
Property - Special Handling - Missing Items - Carry-On				1	2						1	1	5
Property - Special Handling - Missing Items - Checked				3	2	3	1		2	2	3	4	20
Screening				5	9	1	1		1	1		2	20
Screening - Inconsistency										1			1
Screening - Lengthy Lines									1				2
Screening - Procedures/Process				5	8	1	1					2	17
2021	11	11	18	13	8	15	25	32	43	48	50	59	333
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights			1		1			2	1		2	2	9
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination			1		1			1	1		2	1	7
Civil Rights - Sexual Orientation - Not Transgender												1	1
Claims							1						1
Claims - Status							1						1
Customer Service		2	6	4	4	4	7	5	3	8	4	4	51
Customer Service - TCC					1								1
Customer Service - TSO		2	6	4	3	4	7	5	3	8	4	4	50
Duplicate E-mail							1						1
Duplicate E-mail - General							1						1
Expedited Passenger Screening Program			1	3	1	4	7	15	21	25	31	37	145
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program						1	2	3	1		2	1	10
Expedited Passenger Screening Program - TSA PreCheck			1	3	1	3	5	11	20	25	29	36	134
Human Capital								1					1
Human Capital - Prospective Employment with TSA								1					1
Locks		2				1			1				4
Locks - Missing or Damaged Lock		2				1			1				4
Lost and Found			2					1					3
Lost and Found - Airport/TSA			2					1					3
Mishandling of Passenger Property		2	3	4	1	1		3		4			18
Mishandling of Passenger Property - Damaged/Missii		1	1	1						1			4
Mishandling of Passenger Property - Damaged/Missii		1	3		1		1			3			9
Mishandling of Passenger Property - Disa		2	1				2						5
No Jurisdiction										1		1	2
No Jurisdiction - Refer to Other										1		1	2
Patdown											1	2	3
Patdown - Children											1		1
Patdown - Flyer												2	2
Persons w/ Disabilities (PWD)		1		1		1		1	1	1		1	7
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
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) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1		1									2
Prohibited & Permitted Items			1						1		1	1	4
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		2
Property - Special Handling		3	5	2		1	1	2	7	4	3		30
Property - Special Handling - Damaged Items - Carry-On					1		1						2
Property - Special Handling - Damaged It		2	3						4	3	2		14
Property - Special Handling - Missing Items - Carry-On				1					1				2
Property - Special Handling - Missing Item		1	2	1		1	1	2	2	1	1		12
Screening		4	1	4		4	4	5	7	5	8	11	53
Screening - Children										2			2
Screening - Inconsistency				1				1					2
Screening - Lengthy Lines							2	2	5		2	3	14
Screening - Procedures/Process		4	1	3		4	2	2	2	3	6	8	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
2022	59	92	97	60	59	130	167	136	137	111	136	137	1,321
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	3		2	1		1	1		1	1	2	1	13
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns	1		1										2
Civil Rights - Race						1	1		1		1	1	5
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening	1		1										2
Customer Service	7	12	8	5	3	15	9	5	9	4	4	3	84
Customer Service - CSM			1										1
Customer Service - TSO	7	12	7	5	3	15	9	5	9	4	4	3	83
DHS TRIP											1		1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	36	69	70	41	41	88	128	118	116	92	122	117	1,038
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		1	2				1	1					5
Expedited Passenger Screening Program	3	9	8	2	2	2	1	4	3	2	4	5	45
Expedited Passenger Screening Program	33	59	59	39	39	86	125	113	113	90	117	112	985
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1				1		2
Locks						1	3					1	5
Locks - Missing or Damaged Lock						1	3					1	5
Mishandling of Passenger Property	1	1	3			3	2	1		2	1	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1		1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Luggage	1		3			3					1		8
Mishandling of Passenger Property - Disarrayed Item		1								1		1	3
No Jurisdiction			3	1			1	2					7
No Jurisdiction - No Referral			1				1	1					3
No Jurisdiction - Refer to Other			2	1				1					4
Patdown	2	1		1	1	1	4	1	2	3		3	19
Patdown - Flyer	2	1		1	1	1	3	1	2	3		3	18
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)	4	2	2	1		2	4	1	2	3		2	23
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	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General							1			1			2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Medically Necessary		2					1		1				4
Persons w/ Disabilities (PWD) - Metal Implants	1						1	1					3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1		1			1				4
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - Liquids/Gels	1												1
Property - Special Handling	3			4	2	8	6	2	2	3	1	3	34
Property - Special Handling - Damaged Items - Carry-On					1	5	4	1			1	1	13
Property - Special Handling - Damaged Items - Checked Luggage	1				1	1	1	1	1			1	7
Property - Special Handling - Missing Items - Carry-On	1			1		1	1		1			1	6
Property - Special Handling - Missing Items - Checked Luggage	1			3		1				3			8
Screening	2	7	8	6	8	15	9	6	5	3	4	5	78
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency			1	1		1	2		1			1	7
Screening - Lengthy Lines		2	1	1	5	8	1	2			1	1	22
Screening - Procedures/Process	2	4	6	3	3	6	4	4	4	3	2	2	43
Screening - Retrieving Abandoned/Confiscated Items							1				1	1	3
Screening - Shoe Screening				1									1
Screening - Traveling with Cash		1											1
2023	143	127	128	117									515
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights		2	2										4
Civil Rights - Age			1										1
Civil Rights - Race		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	8	4	8	10									30
Customer Service - TSO	8	4	8	10									30
Expedited Passenger Screening Program	122	101	103	83									409
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - DoD		1	1										2
Expedited Passenger Screening Program	5	4	3	3									15
Expedited Passenger Screening Program	117	95	99	79									390
Expedited Passenger Screening Program - TSA/DHS	1												1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property		4	3	6									13
Mishandling of Passenger Property - Damaged/Missing Items - Carry-On		1	2	4									7
Mishandling of Passenger Property - Damaged/Missing Items - Checked Luggage		3	1	2									6
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	3		2									6
Patdown - Flyer	1	3		1									5
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1	2	2	3									8
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1									2
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway		1	1										2
Property - Special Handling	4	5	5	1									15
Property - Special Handling - Damaged It	3	2	2	1									8
Property - Special Handling - Damaged Items - Check		1	1										2
Property - Special Handling - Missing Items - Carry-C		2											2
Property - Special Handling - Missing Item	1		2										3
Screening	7	4	5	11									27
Screening - Crew Member or Airline Empl	1		2	1									4
Screening - Inconsistency	1	1		4									6
Screening - Procedures/Process	4	3	3	6									16
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVL	27	20	28	17	7	13	12	9	24	17	30	22	226
2020				1	4					1	2	3	11
Customer Service				1									2
Customer Service - TSO				1									2
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													2
Patdown						1							1
Patdown - Flyer						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										1	1		2
Screening - Procedures/Process										1			1
Screening - Retrieving Abandoned/Confiscated Items											1		1
2021	2	1			2	4	3	3	7	9	6	8	45
Claims									1				1
Claims - General									1				1
Customer Service							1	1		1			3
Customer Service - TSO							1	1		1			3
Expedited Passenger Screening Program					2	1	1		3	5	6	6	24
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck					2	1	1		3	5	6	5	23
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
No Jurisdiction										1			1
No Jurisdiction - No Referral										1			1
Ombudsman							1						1
Ombudsman - General							1						1
Patdown								1	1			1	3
Patdown - Flyer								1	1			1	3
Property - Special Handling	2	1				1				1			5
Property - Special Handling - Damaged Items - Checked	1					1							2
Property - Special Handling - Missing Items - Checked	1	1											2
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
2022	10	8	14	7	1	9	9	6	17	7	22	11	121
Customer Service		1	1						1	1			4
Customer Service - TSO		1	1						1	1			4
Expedited Passenger Screening Program	9	6	9	4	1	7	8	5	14	6	15	10	94
Expedited Passenger Screening Program	2	3		2		1		1	1		3		13
Expedited Passenger Screening Program	7	3	9	2	1	6	8	4	13	6	12	10	81
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Mishandling of Passenger Property									1		2		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		2
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
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - General	1												1
Property - Special Handling			1	2		1		1	1			1	7
Property - Special Handling - Damaged Items - Carry-On						1		1	1				3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked			1	1									2
Screening			1	1		1	1				3		7
Screening - Inconsistency							1						1
Screening - Procedures/Process			1	1		1					3		6
2023	15	11	14	9									49
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	8	10	12	8									38
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	7	10	12	8									37
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--Checked Baggage				1									1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items - Checked	2												2
Screening	2		2										4
Screening - Crew Member or Airline Employee	2		1										3
Screening - Retrieving Abandoned/Confiscated Items			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVP	4	6	7	4	1	5	3	1	3	5	6	5	50
2020				2		1			1		2	5	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				2		1					1		4
Property - Special Handling - Damaged Items - Checked				2		1					1		4
2021					1		1	1				3	6
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	2
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Patdown													1
Patdown - Flyer													1
2022	2	2	5	2		4	2		2	5	4	2	30
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Expedited Passenger Screening Program	2	1	4	1		3	2		2	2	3	2	22
Expedited Passenger Screening Program - TSA Application Program										1	1	1	3
Expedited Passenger Screening Program	2	1	4	1		3	2		2	1	2	1	19
Mishandling of Passenger Property										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 - Damaged Items - Checked				1									1
Screening											1		1
Screening - Inconsistency											1		1
2023	2	4	2										8
Expedited Passenger Screening Program	1	4	1										6
Expedited Passenger Screening Program	1	4	1										6
Patdown			1										1
Patdown - Flyer			1										1
Screening	1												1
Screening - Inconsistency	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AZO			2	4	4	2	1	1	3	2	2	4	25
2020				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 - Checked				1									1
2021		1					1		1	1		3	7
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
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening		1										2	3
Screening - Inconsistency												1	1
Screening - Procedures/Process		1										1	2
2022			1	2		1		1	2	1	2	1	11
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program				2				1	2		2	1	8
Expedited Passenger Screening Program - TSA PreCheck				2				1	2		2	1	8
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Transfer to Security Specialist				1									1
Transfer to Security Specialist - Reportable Communication				1									1
2023		1	3	1									5
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program			1	2	1								4
Expedited Passenger Screening Program - TSA PreC			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
BBG	2									1	1	1	5
2021	2										1	1	4
Customer Service	1												1
Customer Service - TSO	1												1
Patdown												1	1
Patdown - Flyer												1	1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Sporting Goods											1		1
Screening	1												1
Screening - Procedures/Process	1												1
2022										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
Civil Rights - Transgender Screening								1		1			2
Claims									1				1
Claims - General									1				1
Customer Service	6	3	5	4	3	3	1	7	5	5	4	2	48
Customer Service - TSO	6	3	5	4	3	3	1	7	5	5	4	2	48
Expedited Passenger Screening Program	15	20	38	15	26	57	51	47	36	34	40	42	421
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Appl		3	2	2	2			1	3	2	1	5	21
Expedited Passenger Screening Program	15	17	36	13	24	57	51	46	33	30	39	37	398
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Mishandling of Passenger Property								1	3		1	1	6
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		4
Patdown							1		2				3
Patdown - Flyer							1		2				3
Persons w/ Disabilities (PWD)	2					1			1	2		1	7
Persons w/ Disabilities (PWD) - Diabetes	1									1			2
Persons w/ Disabilities (PWD) - Hearing I	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	2	2	1	1	1	1		1	3	1		1	14
Property - Special Handling - Damaged It	1			1		1			1				5
Property - Special Handling - Missing Item	1	1	1										3
Property - Special Handling - Missing Items - Checke	1				1			1	2	1			6
Screening	4	1	1		2	2	6	3	3	5	3	1	31
Screening - Children										1			1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1	1						1		1		1	5
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	3		1		2	2	6	2	2	3	2		23
2023	83	42	48	37									210
Civil Rights		1	1										2
Civil Rights - National Origin			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service	6	11	1	2									20
Customer Service - CSM		1											1
Customer Service - TSO	6	10	1	2									19
Expedited Passenger Screening Program	63	29	40	33									165
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	4		2	1									7
Expedited Passenger Screening Program	58	28	38	32									156
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 Bag				1									1
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other			1										1
Patdown	3			1									4
Patdown - Flyer	3			1									4
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling	4	1	1										6
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	2												2
Property - Special Handling - Missing Items - Checked	1			1									1
Screening	5		2										7
Screening - Lengthy Lines	2												2
Screening - Procedures/Process	2		2										4
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	1		6	2	4	1				1	1	3	19
2020					2	1							3
Patdown					1	1							2
Patdown - Flyer						1	1						2
Screening					1								1
Screening - Procedures/Process					1								1
2021					1					1	1	1	4
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Screening						1					1		2
Screening - Inconsistency						1					1		2
2022	1		1	1	1							2	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						2	4
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck			1			1						1	3
2023			5	1									6
Civil Rights			1										1
Civil Rights - Not Specified			1										1
Expedited Passenger Screening Program			4										4
Expedited Passenger Screening Program - TSA PreCheck			4										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
BFD			1	1	1								3
2022			1	1	1								3
Expedited Passenger Screening Program			1	1									2
Expedited Passenger Screening Program - TSA PreC			1	1									2
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
BFF			1					1	1		1	1	5
2022			1					1	1		1	1	5
Expedited Passenger Screening Program			1					1	1		1	1	5
Expedited Passenger Screening Program - TSA PreCheck			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
BFL	1	2	2	2		4	3	3	3	5	1	3	29
2020						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
2021	1		2			1	2	2	2	1			11
Customer Service			1										1
Customer Service - Others			1										1
Expedited Passenger Screening Program							2	1					3
Expedited Passenger Screening Program - TSA PreCheck							2	1					3
Mishandling of Passenger Property	1							1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Dam	1								1				2
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				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
2022		2		1		2	1	1	1	4		3	15
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program		1					1		1	1		2	6
Expedited Passenger Screening Program - TSA PreC		1					1		1	1		2	6
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)								2					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2					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
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023				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
BFM	2	1		1	1		1	1		1			8
2020										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2021	2				1		1	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
Mishandling of Passenger Property	2					1							3
Mishandling of Passenger Property - Dam	2					1							3
2023			1	1									2
Expedited Passenger Screening Program			1	1									2
Expedited Passenger Screening Program - TSA PreC			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
BGM	1							1				1	3
2020												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022								1					1
Screening								1					1
Screening - Procedures/Process								1					1
2023	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGR	11	3	4	1	8	4	6	5	11	5	10	6	74
2020							1	5	11	5	10	6	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	1	2	4	1	12
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
Expedited Passenger Screening Program - TSA PreCheck					1				1				2
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2
Patdown											1		1
Patdown - Flyer											1		1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Food/Beverages												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening										1	1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1		1
2022	5	1	2	1	6	4	5	3	10	2	6	5	50
Civil Rights	1												1
Civil Rights - Hair Patdowns	1												1
Customer Service	1		1			1		1			1		5
Customer Service - TSO	1		1			1		1			1		5
Expedited Passenger Screening Program	2	1		1	5	2	4		7		3	5	30
Expedited Passenger Screening Program - TSA Application Program				1					1				2
Expedited Passenger Screening Program	2	1			5	2	4		6		3	5	28
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Patdown	1				1								2
Patdown - Children					1								1
Patdown - Flyer	1												1
Property - Special Handling				1							1		2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening							1	2	3	1	1		8
Screening - Procedures/Process							1	2	3	1	1		8
2023	6	2	2										10
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	4	1	2										7
Expedited Passenger Screening Program	4	1	2										7
Patdown	1												1
Patdown - Flyer as Observer	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BHB	1												1
2022	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
Patdown - Flyer	1	1	1										3
Property - Special Handling	1			1									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Item	1												1
Screening			1	3	4								8
Screening - Inconsistency					1								1
Screening - Lengthy Lines			1		1								2
Screening - Procedures/Process				2	2								4
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
BIH				1		1		1			2		5
2022				1		1		1			2		5
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program - TSA PreCheck							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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	13	11	16	12	11	9	7	4	9	8	21	7	128
2020				2		4			1	2	4	1	14
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 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) - 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
Screening				1						2		1	4
Screening - Lengthy Lines				1									1
Screening - Procedures/Process										2		1	3
2021	2			1	3	3	2	2	2	1	4	2	22
Civil Rights				1					1				2
Civil Rights - Constitutional 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					3	1	6
Expedited Passenger Screening Program - TSA PreCheck					1	1					3	1	6
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1						2
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling	1					1			1			1	4
Property - Special Handling - Damaged Items - Carry-On	1					1			1				3
Property - Special Handling - Missing Items - Carry-On												1	1
Screening	1						1						2
Screening - Inconsistency	1												1
Screening - Procedures/Process							1						1
2022	6	4	7		8	2	5	2	6	5	13	4	62
Civil Rights			1			1	1						3
Civil Rights - National Origin							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Expedited Passenger Screening Program	5	2	5		7	1	4	2	6	5	8	4	49
Expedited Passenger Screening Program	1	1	1		1								4
Expedited Passenger Screening Program	4	1	4		6	1	4	2	6	5	8	4	45
Patdown											2		2
Patdown - Flyer											2		2
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General	1												1
Prohibited & Permitted Items			2										2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Screening				1							1		2
Screening - Procedures/Process				1							1		2
2023	5	7	9	9									30
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	4	4	6	8									22
Expedited Passenger Screening Program - TSA Appl	1	1	1										2
Expedited Passenger Screening Program	4	3	5	8									20
Locks		2											2
Locks - Missing or Damaged Lock		2											2
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 - Damaged Items - Carry-On	1												1
Property - Special Handling - Missing Items - Checked				1									1
Screening				1									1
Screening - Lengthy Lines				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIS	9	7	5	10	8	5	3	10	4	10	9	6	86
2020				1	3	1	1	1	1	2			10
Customer Service					2						1		3
Customer Service - Others										1			1
Customer Service - TSO					2								2
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
Patdown - Non-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	1			4	1	2	4	1	17
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
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		3
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
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 - Carry-C		1											1
Property - Special Handling - Missing Items - Checked									1				1
Screening									1				1
Screening - Procedures/Process												1	1
Screening - Retrieving Abandoned/Confiscated Items									1				1
2022	3	3	2	3	4	4	2	5	2	6	5	5	44
Customer Service										1	1		2
Customer Service - TSO										1	1		2
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4	2	2	3	5	32
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	3	2	1	3	4	2	1	4	2	1	3	5	31
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	1			3	1		7
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process			1				1			2	1		5
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	5	3	3	4									15
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program	4	1	2	4									11
Expedited Passenger Screening Program	4	1	2	4									11
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
BJI	2	3	1	3	6	3	1	2	1	1	4		27
2020				1	4	2			1		2		10
Mishandling of Passenger Property					4	2							8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						4	2					1	7
Screening				1					1				2
Screening - Procedures/Process				1					1				2
2021				1	1		1			1	1		5
Customer Service						1				1			2
Customer Service - TSO						1							2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Screening								1					1
Screening - Inconsistency								1					1
2022	1	2	1		1	1		2			1		9
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program			1					2					3
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program - TSA PreCheck								2					2
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown				1									1
Patdown - Non-Flyer				1									1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening	1												1
Screening - Procedures/Process	1												1
2023	1	1		1									3
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1
Screening	1				1								2
Screening - Crew Member or Airline Employee				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
BKW	1	3	2					1				1	8
2021		1						1				1	3
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program - TSA PreCheck								1				1	2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
2022		1		1									2
Expedited Passenger Screening Program		1		1									2
Expedited Passenger Screening Program		1		1									2
2023			2	1									3
Expedited Passenger Screening Program			2	1									3
Expedited Passenger Screening Program - TSA PreC			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
BLI	2	4	2	6	2	4	3	4	7	9	10	6	59
2020				3		2				1	1	6	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 - Disarranged 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									1
Property - Special Handling - Missing Items - Carry-On				1									1
2021			1						3	2	2	1	9
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	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--C				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
2022		1			2	2	3	4	4	6	7	5	34
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service		1					1	2		1			5
Customer Service - TSO		1					1	2		1			5
Expedited Passenger Screening Program					2	2	2	2	2	3	5	3	21
Expedited Passenger Screening Program - TSA PreCheck					1	2	2	2	2	3	5	3	20
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					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) - Wheelchair/ Scooter/ Segway											1		1
Screening									1	1	1	1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process									1		1	1	3
2023	2	3	1	3									9
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	3		2									6
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		3		2									5
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLV	1	1	2	4	1	1	1	3	8	2	6	4	34
2020				1				1	3		3	1	9
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
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
Screening								1			1	1	3
Screening - Procedures/Process								1			1	1	3
2021					1	1	1	1		2	2	3	11
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service						1		1		1	1	1	5
Customer Service - TSO						1		1		1	1	1	5
Expedited Passenger Screening Program							1			1		2	4
Expedited Passenger Screening Program - TSA PreCheck							1			1		2	4
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
2022	1			2				1	5		1		10
Customer Service									3				3
Customer Service - TSO									3				3
Expedited Passenger Screening Program				1					1				2
Expedited Passenger Screening Program - TSA PreCheck				1					1				2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening									1		1		2
Screening - Crew Member or Airline Employee									1		1		2
Screening - Inconsistency									1				1
2023		1	2	1									4
Expedited Passenger Screening Program		1	1	1									3
Expedited Passenger Screening Program - TSA Application Proç			1										1
Expedited Passenger Screening Program - TSA PreC		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
BMI	9	4	3		3	6	4	6	4	2	5	4	50
2020					2	2	4	2			1	1	8
Customer Service								2					2
Customer Service - Others								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property					1						1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1							1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling					1	1							2
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked									1				1
Screening								1					1
Screening - Procedures/Process								1					1
2021						1	2	1	3		2	2	11
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program								1	3		2	1	7
Expedited Passenger Screening Program - TSA PreCheck								1	3		2	1	7
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
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
2022	3	1	2		1	3	2	3	1	2	2	1	21
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights							1	1					2
Civil Rights - Race							1						1
Civil Rights - Transgender Screening							1						1
Customer Service			1						1				2
Customer Service - TSO			1						1				2
Expedited Passenger Screening Program	1		2		1	2	1	2	1	2	1	1	14
Expedited Passenger Screening Program - TSA Application Program					1				1				2
Expedited Passenger Screening Program	1		2			2	1	2		2	1	1	12
Patdown	1												1
Patdown - Flyer	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
2023	6	3	1										10
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	5	3	1										9
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	4	3											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
Property - Special Handling	2	6		4				6	9	9	1	2	39
Property - Special Handling - Damaged Items - Carry		1		1				1	4	4		1	12
Property - Special Handling - Damaged Items - Missing	1	4		2				2	3	1	1	1	15
Property - Special Handling - Missing Items	1	1		1				3	2	4			12
Screening	3	2	1		3	2	1	2	4	3	6		27
Screening - Inconsistency								1	1		2		4
Screening - Procedures/Process	3	2	1		3	2	1	1	3	3	4		23
2022	45	73	52	45	58	78	81	110	110	83	86	100	921
Additional Information Required/Insufficient Information									1			1	2
Additional Information Required/Insufficient Information - EMAIL ONLY									1			1	2
Airline		1				2	2	2			1		8
Airline - Lost Baggage						1		1					2
Airline - Policy/Regulations/Service		1				1	2				1		5
Airline - Wheelchair Assistance								1					1
Civil Rights	1	2				1		1				1	6
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion												1	1
Civil Rights - Race						1		1					2
Civil Rights - Racial Profiling or Discrimination		2											2
Customer Service	3	7	2	1	2	4	7	4	13	9	3	3	58
Customer Service - Others		1											1
Customer Service - TSO	3	6	2	1	2	4	7	4	13	9	3	3	57
Expedited Passenger Screening Program	33	49	35	37	47	61	54	88	78	65	71	85	703
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program	1			1					1				3
Expedited Passenger Screening Program	3	7	4	4	4	1	2		7	2	1		35
Expedited Passenger Screening Program	29	42	31	32	43	60	52	88	70	62	70	85	664
Hazardous Materials Safety										1			1
Hazardous Materials Safety - General										1			1
Locks			1				2		1		1	1	6
Locks - Missing or Damaged Lock			1				2		1		1	1	6
Lost and Found	2			1				1	2				6
Lost and Found - Airport/TSA	2			1				1	2				6
Mishandling of Passenger Property		1	1				3	1	4	6		1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1	1	1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked							1	1	3	4			10
Mishandling of Passenger Property - Disarrayed Item		1					1			1			3
No Jurisdiction					2		1						3
No Jurisdiction - No Referral					1			1					2
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		2	2	1		3		5	1	16
Patdown - Flyer		1	1		2	2	1		3		4	1	15
Patdown - General											1		1
Persons w/ Disabilities (PWD)	3		3				3	3	2	1			15
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) - Internal Medical Devices							2						2
Persons w/ Disabilities (PWD) - Medically	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) - Respirators	1												1
Persons w/ Disabilities (PWD) - Wheelchairs	1		1										2
Property - Special Handling	2	7	4	1	4	2	3	4	2		3	1	33
Property - Special Handling - Damaged Items - Carry		2	1			1		2			2	1	9
Property - Special Handling - Damaged Items - Missing	1	2	2			1		1			1		8
Property - Special Handling - Missing Items	1	1		1			1		1				5
Property - Special Handling - Missing Items - Checked	2	1			4		2	1	1				11
Screening	1	5	5	5	1	6	5	6	4	1	2	5	46
Screening - Inconsistency		1	1			2	1		2		1	3	11
Screening - Lengthy Lines		1	1								1		3
Screening - Procedures/Process	1	3	3	5		3	3	6	2	1		2	29
Screening - Retrieving Abandoned/Confiscated Items					1	1	1						3
2023	97	126	107	81									411
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - EMAIL ONLY	1												1
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1			1									2
Civil Rights - Race	1			1									2
Customer Service	7	4	7	6									24
Customer Service - Others			1										1
Customer Service - TSO	7	4	6	6									23
Expedited Passenger Screening Program	77	95	87	62									321
Expedited Passenger Screening Program	3	8	9										20
Expedited Passenger Screening Program	74	87	78	62									301
Locks	1		2										3
Locks - Missing or Damaged Lock	1		2										3
Mishandling of Passenger Property	2	7	1	4									14
Mishandling of Passenger Property - Damaged/Missing Items	1	3		2									6
Mishandling of Passenger Property - Damaged/Missing Items - Checked	1	4	1	1									7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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									4
Patdown - Children			1										1
Patdown - Flyer			2	1									3
Persons w/ Disabilities (PWD)		2	5	1									8
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N			2										2
Persons w/ Disabilities (PWD) - Visual Im		1											1
Persons w/ Disabilities (PWD) - Wheelcha		1	1										2
Property - Special Handling		5	4	6	5								20
Property - Special Handling - Damaged It		1	2	4	2								9
Property - Special Handling - Damaged It		1		1	1								3
Property - Special Handling - Missing Item		1	2	1	2								6
Property - Special Handling - Missing Item		2											2
Screening		1	6	3	2								12
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency				1	1								2
Screening - Procedures/Process		1	5	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
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Property - Special Handling	1		3		1	2		1	1	2			11
Property - Special Handling - Damaged Items - Carry-On			2										2
Property - Special Handling - Damaged Items - Checked			1		1								2
Property - Special Handling - Missing Item	1					1				1			3
Property - Special Handling - Missing Items - Checked						1		1	1	1			4
Screening	1	1			2	1				1	1	3	10
Screening - Inconsistency	1												1
Screening - Procedures/Process		1			2	1				1	1	3	9
2023	33	30	39	38									140
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights			1										1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Customer Service	1		3	2									6
Customer Service - TSO	1		3	2									6
Expedited Passenger Screening Program	24	22	27	24									97
Expedited Passenger Screening Program	3	2	1										6
Expedited Passenger Screening Program	21	20	26	24									91
Locks		1		1									2
Locks - General		1											1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		2	1	3									6
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missi		1		3									4
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	1	1	1										3
Patdown - Flyer	1	1	1										3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump				1									1
Property - Special Handling	2	1	1	2									6
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Check		1		1									2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Item	1			1									2
Screening	4	3	4	4									15
Screening - Inconsistency		1	2	2									5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3	2	2	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
Persons w/ Disabilities (PWD) - Diabetes			1						1		1		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment										1	1	1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1					1			1	2	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									2		1		3
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)										2	1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1				1			2
Prohibited & Permitted Items						1	1			2	3		7
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Prohibited & Permitted Items - Chemical/Household Products										1			1
Prohibited & Permitted Items - Electronic Devices											1		1
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - General							1				1		2
Prohibited & Permitted Items - Remains						1							1
Property - Special Handling	5	7	2	2		5	5	3	12	10	16	12	79
Property - Special Handling - Damaged Items	1	2	1	1		1	1		5	4	7	7	30
Property - Special Handling - Damaged Items - Carry-C	2	1		1			2	1	3	1	1	2	14
Property - Special Handling - Missing Items	2	2	1			2	1	2	1	3	3	1	16
Property - Special Handling - Missing Items - Carry-C	2	2				2	1		3	2	5	2	19
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	2	2	1		2	3	5	8	7	11	12	7	60
Screening - Inconsistency			1				2	2	1	1			7
Screening - Procedures/Process	2	2			2	3	3	6	6	9	9	7	49
Screening - Retrieving Abandoned/Confiscated Items										1	2		3
Screening - Traveling with Cash											1		1
2022	157	205	188	158	156	252	274	297	284	295	308	332	2,906
Additional Information Required/Insufficient Information				1					2			1	4
Additional Information Required/Insufficient Information - EMAIL ONLY				1					2			1	4
Airline	1		1										2
Airline - Policy/Regulations/Service	1		1										2
Civil Rights	3	4	2	4	1	3	5	4	7	4	4	3	44
Civil Rights - Headwear								2				1	3
Civil Rights - National Origin		1										1	2
Civil Rights - Not Specified								1					1
Civil Rights - Race						2	1		3	2	4	1	13
Civil Rights - Racial Profiling or Discrimination	2	2	2	2	1								9
Civil Rights - Screening of Religious Cultural and Ceremonial Items		1											1
Civil Rights - Sex/Gender/Gender Identity	1		1				3	1	4				10
Civil Rights - Transgender Screening				1		1	1			2			5
Customer Service	18	9	15	9	9	11	17	26	21	27	21	22	205
Customer Service - CSM						1							1
Customer Service - Others			1										1
Customer Service - TSO	18	9	14	9	9	10	17	26	21	27	21	22	203
DHS TRIP											1		1
DHS TRIP - General											1		1
Duplicate E-mail	2		1										3
Duplicate E-mail - General	2		1										3
Expedited Passenger Screening Program	91	149	137	109	126	205	215	235	216	230	241	271	2,225
Expedited Passenger Screening Program - Damaged Items	1	1	1		1	1	1	1	1	1	1		10
Expedited Passenger Screening Program - Damaged Items - Carry-C	2	16	16	8	6	3	8	8	5	11	8	2	93
Expedited Passenger Screening Program - Damaged Items - Carry-C	87	132	119	101	119	201	206	226	210	218	232	267	2,118
Expedited Passenger Screening Program - Damaged Items - Carry-C	1		1									2	4
Hazardous Materials Safety									1	1		1	3
Hazardous Materials Safety - General									1	1		1	3
Identification (ID) Requirements	1	1	1	1		1							5
Identification (ID) Requirements - Domestic	1	1	1	1									4
Identification (ID) Requirements - Real ID						1							1
Locks			1				3						4
Locks - Missing or Damaged Lock			1				3						4
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	3	1	3	4		2	1	4	9	3	8	5	43
Mishandling of Passenger Property - Damaged Items	1	1		1		1		2	4	2	6	3	21
Mishandling of Passenger Property - Damaged Items - Carry-C	2		3	3			1	2	3		1	1	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			2	1	1	1	6
No Jurisdiction	1			3	1	1		2			2	1	12
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to CBP				1	1			1			2		5
No Jurisdiction - Refer to Other	1			2		1		1				1	6
Patdown	5	5	3	1	2	3	4	5	1	3	6	3	41
Patdown - Children											1	1	2
Patdown - Flyer	4	5	3	1	2	3	4	5	1	3	4	2	37
Patdown - Flyer as Observer	1										1		2
Persons w/ Disabilities (PWD)	7	16	3	1		2	8	3	4	4	1	4	53
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1	1									1		3
Persons w/ Disabilities (PWD) - Diabetes				1			1		1				3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks		1	1										2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment	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 Necessary Medication	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
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1				1					2
Persons w/ Disabilities (PWD) - Mobility Disability (N		4				1	1	1		1		3	11
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2								1		1	4
Persons w/ Disabilities (PWD) - Respiratory and Inha		1					1						2
Persons w/ Disabilities (PWD) - Service A		1	2										3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2		1				3
Persons w/ Disabilities (PWD) - Wheelcha		1		1			2						4
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Property - Special Handling	11	13	8	16	8	10	6	5	7	10	7	7	108
Property - Special Handling - Damaged It	7	8	3	9	2	6	5	1	4	5	3	4	57
Property - Special Handling - Damaged It	2		1	1	1							1	6
Property - Special Handling - Missing Item	2	4	4	2	2	2	1	4	1	3	1	2	30
Property - Special Handling - Missing Items - Checke	1			2	3	2			2	2	3		15
Screening	13	5	14	8	8	12	14	12	14	13	17	13	143
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	4	2			2	1	3	1	4	1	2	5	25
Screening - Lengthy Lines			2	1		3	1	2		1			10
Screening - Procedures/Process	8	3	11	5	5	8	9	9	10	10	12	6	96
Screening - Retrieving Abandoned/Confis	1			2	1		1			1	2	2	10
Screening - Traveling with Cash											1		1
2023	359	337	340	263									1,299
Airline				1									1
Airline - Baggage Requirements				1									1
Civil Rights	2	6	5	3									16
Civil Rights - National Origin		1											1
Civil Rights - Not Specified				1									1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	2	2	3	2									9
Civil Rights - Sex/Gender/Gender Identity- Not Trans	1		2										3
Civil Rights - Transgender Screening	1												1
Claims			1										1
Claims - General			1										1
Customer Service	9	15	16	15									55
Customer Service - TSO	9	15	16	15									55
DHS TRIP				1									1
DHS TRIP - General				1									1
Expedited Passenger Screening Program	299	289	288	208									1,084
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program	1	1	4										6
Expedited Passenger Screening Program	16	12	2	5									35
Expedited Passenger Screening Program	282	275	281	203									1,041
Expedited Passenger Screening Program - TSA/DHS Employee				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	4	5	7	7									23
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Dam	2	2	3	5									12
Mishandling of Passenger Property - Dam	2	2	4	1									9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
No Jurisdiction	1			2									3
No Jurisdiction - Refer to CBP	1			2									3
Patdown	8	2	2	3									15
Patdown - Flyer	8	2	2	3									15
Persons w/ Disabilities (PWD)	3	3	3	4									13
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1	1										2
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility D	2	2	2	2									8
Property - Special Handling	8	6	8	6									28
Property - Special Handling - Damaged It	6	4	4	2									16
Property - Special Handling - Damaged It	2			1									3
Property - Special Handling - Missing Items - Carry-C		2	1	3									6
Property - Special Handling - Missing Items - Checked			3										3
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	25	9	9	11									54
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	8	2	2	3									15
Screening - Lengthy Lines	4	1		1									6
Screening - Procedures/Process	13	6	6	6									31
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BPT		1	4		2	1	2	1	1		1		13
2020					2								2
Customer Service					1								1
Customer Service - TSO					1								1
Screening					1								1
Screening - Procedures/Process					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
Mishandling of Passenger Property - Damaged/Missin		1											1
Screening						1			1				2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process									1				1
2022			1				2	1			1		5
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Expedited Passenger Screening Program							2				1		3
Expedited Passenger Screening Program - TSA PreCheck							2				1		3
2023			2										2
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
BQK	1		4	3		3		2		1	1	1	16
2021	1		2			1		1		1		1	7
Civil Rights			1										1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Patdown								1		1			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 - Checked												1	1
2022			1	3		2		1			1		8
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			1	1		2		1			1		6
Expedited Passenger Screening Program - TSA PreCheck			1	1		2		1			1		6
Screening				1									1
Screening - Procedures/Process				1									1
2023			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
BQN	1	3	3	4		6	1	5	3		3	4	33
2020				2		3						4	5
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening				1									1
Screening - Procedures/Process				1									1
2021							1	2	2		2		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 - Damaged/Missing Items--Checked Baggage								1					1
Patdown									1				1
Patdown - Flyer as Observer									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening							1	1			1		3
Screening - Procedures/Process								1			1		2
Screening - Traveling with Cash							1						1
2022		3	1			3		3	1		1	4	16
Civil Rights												2	2
Civil Rights - Race												2	2
Customer Service						1			1				2
Customer Service - Others						1							1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			1	1		2		1			1	2	8
Expedited Passenger Screening Program - TSA PreC			1	1		2		1			1	2	8
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown			1										1
Patdown - General			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Screening								1					1
Screening - Procedures/Process								1					1
2023	1		2	2									5
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1		2	1									4
Expedited Passenger Screening Program	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
BRD	1	1	1	1	1	1	2			1	2	3	14
2020				1							1	1	3
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	2			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 - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
2022			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
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
2023	1	1											2
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRL						1							1
2022						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
BRO	1	1	1	2	1	2	2	2	2	1	1		16
2020									1				1
Civil Rights									1				1
Civil Rights - Hair Patdowns									1				1
2021							2				1		3
Civil Rights											1		1
Civil Rights - Transgender Screening											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
2022	1	1	1	2	1	2		2	1	1			12
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	1		1	2	1				1	1			7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreCheck			1	2	1				1	1			6
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Screening		1											1
Screening - Procedures/Process		1											1
TWIC						1							1
TWIC - Status						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
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/Missing Items--Checked Baggage											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
2023			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTM	1	1		1						1	1		5
2021											1		1
Screening											1		1
Screening - Inconsistency											1		1
2022	1	1		1						1			4
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program			1							1			2
Expedited Passenger Screening Program - TSA PreC			1							1			2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wounded Warrior				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	6	10	10	9	5	8	8	3	8	13	12	13	105
2020				1	2						2		5
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		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1				1		2
Patdown							1						1
Patdown - Flyer							1						1
2021			1	1	1		1		1	4	1	3	13
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program							1		1	3	1	3	9
Expedited Passenger Screening Program - TSA PreCheck							1		1	3	1	3	9
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
2022	4	4	3	3	2	8	7	3	7	9	9	10	69
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Customer Service	1					1	1		1				4
Customer Service - TSO	1					1	1		1				4
Duplicate E-mail	1												1
Duplicate E-mail - General	1												1
Expedited Passenger Screening Program	2	3	3	3	1	7	4	3	6	9	5	10	56
Expedited Passenger Screening Program - TSA Application Program						1						1	2
Expedited Passenger Screening Program	2	3	3	3		7	4	3	6	9	5	9	54
Mishandling of Passenger Property											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											2		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 - Procedures/Process			1					1					2
TWIC											1		1
TWIC - Status											1		1
2023	2	6	6	4									18
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	5	6	3									16
Expedited Passenger Screening Program	2	5	6	3									16
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
Expedited Passenger Screening Program	15	21	13	27									76
Expedited Passenger Screening Program	2	1	1	2									6
Expedited Passenger Screening Program	13	20	12	25									70
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Dam	1		1										2
Persons w/ Disabilities (PWD)	1		1	1									3
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medical	1			1									2
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry			1										1
Screening	2	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	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1	1			2	
Persons w/ Disabilities (PWD) - Prosthesi		1											1	
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1	
Prohibited & Permitted Items		1											1	
Prohibited & Permitted Items - Liquids/Ge		1											1	
Property - Special Handling				3	2				1				6	
Property - Special Handling - Damaged Items - Carry-On				1	1				1				3	
Property - Special Handling - Damaged Items - Checked				1									1	
Property - Special Handling - Missing Items - Carry-On				1	1								2	
Screening		3	1	3			1	3	5	2	4	2	3	27
Screening - Inconsistency								1						1
Screening - Lengthy Lines				1					1					2
Screening - Procedures/Process		3	1	1				2	4	2	4	1	3	21
Screening - Retrieving Abandoned/Confiscated Items				1			1					1		3
2023		40	28	34	30									132
Airline				2	1									3
Airline - Lost Baggage					1									1
Airline - Policy/Regulations/Service				2										2
Civil Rights			1		1									2
Civil Rights - Race					1									1
Civil Rights - Transgender Screening			1											1
Customer Service		5	2	3	1									11
Customer Service - TSO		5	2	3	1									11
Expedited Passenger Screening Program		33	21	24	17									95
Expedited Passenger Screening Program		2		2										4
Expedited Passenger Screening Program		31	21	22	17									91
Mishandling of Passenger Property		1		1	2									4
Mishandling of Passenger Property - Dam		1			1									2
Mishandling of Passenger Property - Damaged/Missing Items--C				1	1									2
Patdown				2	2									4
Patdown - Flyer				2	2									4
Persons w/ Disabilities (PWD)					2									2
Persons w/ Disabilities (PWD) - Diabetes					1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot					1									1
Property - Special Handling			3	1										4
Property - Special Handling - Damaged Items - Carry			2	1										3
Property - Special Handling - Missing Items - Carry-C			1											1
Screening		1	1	1	4									7
Screening - Inconsistency			1		1									2
Screening - Procedures/Process		1		1	3									5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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			2
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		2			1	6
Prohibited & Permitted Items			2	2				2		1	1	1	9
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Prohibited & Permitted Items - Lighters/Matches												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1	1							1		3
Prohibited & Permitted Items - Sporting Goods								1					1
Property - Special Handling	5	5	2	1	3	2	1	5	7	6	7	1	45
Property - Special Handling - Damaged Items - Carry	1								4	1	1		7
Property - Special Handling - Damaged Items - Check	3	1		1	2			2	2	2		1	14
Property - Special Handling - Missing Items - Carry-On				1				1		1	5		8
Property - Special Handling - Missing Items	5	1	1		2		1	2	1	2	1		16
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening	3	3			3	7	2	7	12	4	4	3	48
Screening - Children					1								1
Screening - Inconsistency	1					2	1	2	4			1	11
Screening - International Screening												1	1
Screening - Lengthy Lines						2		1	1				4
Screening - Procedures/Process	2	3			2	3	1	4	7	4	4	1	31
2022	71	90	71	70	73	89	117	132	121	126	125	121	1,206
Airline				1					1	1	1	1	5
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service				1					1	1	1		4
Civil Rights	2		2			2	2	2				2	12
Civil Rights - Not Specified						1	1						2
Civil Rights - Race						1		1				2	4
Civil Rights - Racial Profiling or Discrimination	2		1										3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1	1					3
Claims				1									1
Claims - Status				1									1
Customer Service	15	8	5	4	6	7	10	14	14	10	14	6	113
Customer Service - Others							1						1
Customer Service - TSO	15	8	5	4	6	7	9	14	14	10	14	6	112
Expedited Passenger Screening Program	42	60	51	50	53	63	87	103	89	92	95	90	875
Expedited Passenger Screening Program - Active Duty Military						1	1					1	3
Expedited Passenger Screening Program - DoD		1	1	1		3	3	5	2		1	4	21
Expedited Passenger Screening Program - Over 75					1								1
Expedited Passenger Screening Program - 75 and Under	3	9	1	2	4	1	2	4	5	3	3	2	39
Expedited Passenger Screening Program - 18-74	38	50	47	47	46	58	81	86	82	89	91	82	797
Expedited Passenger Screening Program - 18-74	1		2		2			8				1	14
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks	1		1	2	1		1	2		1	1		10
Locks - General								1					1
Locks - Missing or Damaged Lock	1		1	2	1		1	1		1	1		9
Lost and Found		1	1	1		2		1	1	3			10
Lost and Found - Airport/TSA		1	1	1		2		1	1	3			10
Mishandling of Passenger Property	4		1		1	1	1	1	2	5	6		21
Mishandling of Passenger Property - Damaged/Missing	2									2	4		8
Mishandling of Passenger Property - Damaged/Missing	2					1	1	1		2	2	2	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1						1			2
No Jurisdiction			2	2	3	1			1		1		10
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP					3				1				4
No Jurisdiction - Refer to Other			2	2		1							5
Patdown	2	1				4	2		3		1	1	14
Patdown - Children							1						1
Patdown - Flyer	2	1				4	1		3		1	1	13
Persons w/ Disabilities (PWD)	3	2	1	1	1	1	3	1	1	2		1	17
Persons w/ Disabilities (PWD) - Cancer (general) Not		2	1										3
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	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	1	1				4
Persons w/ Disabilities (PWD) - Metal Implants		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter	1											1	2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication/Prescription		1											1
Property - Special Handling	1	6	1	3	4	7	3	2	2	5	2	5	41
Property - Special Handling - Damaged Items - Carry		1	1	2	1	2	1	1		1		2	12
Property - Special Handling - Damaged Items - Checked	1	1		1					1	2	1		7
Property - Special Handling - Missing Items - Carry-On	4				2		1		1		1		9
Property - Special Handling - Missing Items - Checked					1	5	1	1		2		3	13
Request for Assistance											1		1
Request for Assistance - Other											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	5	6	7	4	5	1	8	6	9	10	4	9	74
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1	1	1	2	1	2	1	2	2	1	1	16
Screening - Lengthy Lines			1				2	2	4		1	1	11
Screening - Procedures/Process	4	5	4	3	2		4	3	2	8	2	7	44
Screening - Retrieving Abandoned/Confiscated Items					1				1				2
2023	142	118	126	130									516
Civil Rights	1	3	1	1									6
Civil Rights - Age		1											1
Civil Rights - Race	1	2											3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening			1										1
Customer Service	11	9	16	10									46
Customer Service - TSO	11	9	16	10									46
Expedited Passenger Screening Program	111	92	97	100									400
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		3	6	2									11
Expedited Passenger Screening Program	4	4	3	4									15
Expedited Passenger Screening Program	107	85	87	94									373
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Intranet/Internet Inquiries		1											1
Intranet/Internet Inquiries - General		1											1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	5	3	2	2									12
Mishandling of Passenger Property - Damaged/Missing		2											2
Mishandling of Passenger Property - Damaged	4	1	2	2									9
Mishandling of Passenger Property - Disassembled	1												1
Patdown	2		3	1									6
Patdown - Flyer	2		3	1									6
Persons w/ Disabilities (PWD)	1	2	1	1									5
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1											1
Persons w/ Disabilities (PWD) - Diabetes	1		1										2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	5			4									9
Property - Special Handling - Damaged Items	1			1									2
Property - Special Handling - Damaged Items	1			1									2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items	3			1									4
Screening	5	8	6	10									29
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency				5									5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4	6	6	4									20
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
BZN	25	21	19	29	12	19	14	18	17	20	29	21	244
2020				5	3				1		1	3	13
Customer Service									1				4
Customer Service - TSO									1		1	2	4
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)				1	1							1	3
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	1								2
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
2021	1	1	1	2	3	2	4	3	5	7	10	7	46
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights					1					1			2
Civil Rights - Racial Profiling or Discrimination					1				1				2
Customer Service		1		1	1			1		3			7
Customer Service - Others										1			1
Customer Service - TSO		1		1	1			1		2			6
Expedited Passenger Screening Program			1		1	1		1	2	2	6	7	21
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck			1		1	1		1	1	2	6	6	19
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		2
Patdown - Flyer										1	1		2
Persons w/ Disabilities (PWD)								1	1				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Property - Special Handling	1						2				1		4
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
Screening						1	2			1			4
Screening - Procedures/Process						1	2			1			4
2022	5	6	7	6	6	17	10	15	11	13	18	11	125
Civil Rights			1	1								1	3
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Transgender Screening												1	1
Customer Service	1				2			1		2	1	1	8
Customer Service - TSO	1				2			1		2	1	1	8
Expedited Passenger Screening Program		5	5	4	3	15	9	12	8	11	12	7	91
Expedited Passenger Screening Program - TSA Application Program				1		1		1	1				4
Expedited Passenger Screening Program - TSA PreC		5	5	3	3	14	9	11	7	11	12	7	87
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
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
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - General					1	1							2
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening	1			1		1	1	1	1		5	1	12
Screening - Children						1					1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process	1			1			1	1	1		3	1	9
2023	19	14	11	16									60
Customer Service		4		2									6
Customer Service - TSO		4		2									6
Expedited Passenger Screening Program	15	9	7	14									45
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	15	9	7	13									44
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1											1
Patdown				3									3
Patdown - Children				1									1
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Wheelchairs	2												2
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
Patdown		1	1										2
Patdown - Flyer		1	1										2
Screening		1	2	2									5
Screening - Inconsistency			1										1
Screening - Procedures/Process		1	1	1									3
Screening - Retrieving Abandoned/Confiscated Items				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAK	11	8	6	5	4	9	6	9	4	3	8	6	79
2020					1	3		2				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	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening							1						1
Screening - Crew Member or Airline Employee								1					1
2021	2	2			1	1	2	1		3	2	2	16
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program							1			1	1	2	5
Expedited Passenger Screening Program - TSA PreCheck							1			1	1	2	5
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic										1			1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
No Jurisdiction								1					1
No Jurisdiction - No Referral								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	2							1				4
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	1												1
Screening - Traveling with Cash	1												1
2022	3	2	3	1	2	5	4	6	4		6	3	39
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
Expedited Passenger Screening Program	2	2	2		2	5	2	4	3		5	3	30
Expedited Passenger Screening Program - TSA Appl		2				1							3
Expedited Passenger Screening Program	2		2		2	4	2	4	3		5	3	27
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										1
Mishandling of Passenger Property							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		2
2023	6	4	3	4									17
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Expedited Passenger Screening Program	5	4	1	4									14
Expedited Passenger Screening Program	5	4	1	4									14
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
CDB			1										1
2022			1										1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDC	1	1	1	1		4	2	1		1		1	13
2021	1					1		1				1	4
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													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								1					1
Screening - Procedures/Process								1					1
2022			1	1		3	2			1			8
Expedited Passenger Screening Program				1		3	1			1			6
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck						3	1			1			5
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Screening							1						1
Screening - Procedures/Process							1						1
2023		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
2023			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
CDV			1			1						2	4
2021												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022						1						1	2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2023			1										1
Civil Rights			1										1
Civil Rights - Race			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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		3	1		1		1		1	1			8
2020					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
2022		3	1				1				1		6
Civil Rights		1								1			2
Civil Rights - Age		1											1
Civil Rights - Race										1			1
Persons w/ Disabilities (PWD)			2	1									3
Persons w/ Disabilities (PWD) - Mobility Disability (N			1	1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1										1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEZ	1			1		1							3
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
2022	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
CGI				1		1				1		1	4
2020										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										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 Bag				1									1
2022													1
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	13	11	18	9	6	6	13	9	10	14	9	11	129
2020					2		1	1	1	1	2		8
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
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
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
2021	1	1				3	2	3	3	6	1	4	24
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service		1											2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program						2		2	2	4	1	3	14
Expedited Passenger Screening Program - TSA PreCheck						2		2	2	4	1	3	14
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Property - Special Handling	1						1	1					3
Property - Special Handling - Damaged Items	1						1	1					3
Screening										1		1	2
Screening - Procedures/Process										1		1	2
2022	6	5	9	5	4	3	10	5	6	7	6	7	73
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service	1	1	2					1	1		1	1	8
Customer Service - TSO	1	1	2					1	1		1	1	8
Expedited Passenger Screening Program	2	4	6	3	4	2	7	4	4	6	5	6	53
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program								1			1		2
Expedited Passenger Screening Program	2	4	6	3	3	2	7	3	4	6	4	6	50
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) - Mobility D	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 - Carry-On				1									1
Screening	2		1				2						5
Screening - Inconsistency	1						1						2
Screening - Procedures/Process	1		1										2
Screening - Shoe Screening							1						1
2023	6	5	9	4									24
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Expedited Passenger Screening Program	6	3	5	3									17
Expedited Passenger Screening Program	6	3	5	3									17
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) - Medically Necessary Medication and Medic				1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1
Screening			1										1
Screening - Crew Member or Airline Employee			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHO	14	8	9	15	9	10	9	8	9	14	9	6	120
2020				3	2					2	2	2	11
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
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling				3							2	1	6
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked				3							1	1	5
Screening													1
Screening - Procedures/Process													1
2021	4		2		1	1	1	1	5	5	3	2	25
Civil Rights										1			1
Civil Rights - Transgender Screening										1			1
Customer Service				1					2		1		4
Customer Service - TCC			1										1
Customer Service - TSO										2	1		3
Expedited Passenger Screening Program									1	2	1	1	5
Expedited Passenger Screening Program - TSA PreCheck									1	2	1	1	5
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Disa	1						1						2
Patdown						1				1			2
Patdown - Flyer										1			1
Patdown - General						1							1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Property - Special Handling	2		1						1	1			5
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked			1						1				2
Property - Special Handling - Missing Item	1									1			2
Screening	1						1		1		1		4
Screening - Crew Member or Airline Employee									1				1
Screening - Procedures/Process	1							1			1		3
2022	6	3	2	5	6	9	8	7	4	7	4	2	63
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Civil Rights		1				2							3
Civil Rights - Age		1											1
Civil Rights - Hair Patdowns						1							1
Civil Rights - Race						1							1
Customer Service		1		1		1	1	1		1			6
Customer Service - Others							1						1
Customer Service - TSO		1		1		1		1		1			5
Expedited Passenger Screening Program	4	1	1	3	6	4	7	6	3	3	4	2	44
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	3	1	1	3	6	4	7	6	3	2	4	2	42
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown	1		1										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
Property - Special Handling - Damaged Items - Carry-On									1				1
Screening	1			1						1			3
Screening - Inconsistency				1						1			2
Screening - Procedures/Process	1												1
2023	4	5	5	7									21
Expedited Passenger Screening Program	4	4	4	7									19
Expedited Passenger Screening Program	4	4	4	7									19
Patdown		1											1
Patdown - Flyer		1											1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - Refer to Other									1				1
Patdown						1	1		1		1	1	5
Patdown - Flyer						1	1		1			1	5
Persons w/ Disabilities (PWD)	1	1			1	3	1						7
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medically	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) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - General	1												1
Property - Special Handling	1		1	5		2	2	3	1	1	1	1	18
Property - Special Handling - Damaged It	1			3		2	1	1		1	1	1	11
Property - Special Handling - Damaged Items - Checked			1	2				1					4
Property - Special Handling - Missing Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Checked									1				1
Screening	1		1	2		2	2		2	1	4	3	18
Screening - Inconsistency				1			1		1		2		5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1		1	1		2				1	1	3	10
Screening - Retrieving Abandoned/Confiscated Items									1		1		2
2023	52	54	42	44									192
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights		3		1									4
Civil Rights - Race		2		1									3
Civil Rights - Sexual Orientation - Not Transgender		1											1
Customer Service	2	6	1										9
Customer Service - TSO	2	6	1										9
Expedited Passenger Screening Program	38	40	38	37									153
Expedited Passenger Screening Program	1	3	2	2									8
Expedited Passenger Screening Program	37	37	36	35									145
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	1	1	1	1									4
Mishandling of Passenger Property - Dam	1			1									2
Mishandling of Passenger Property - Damaged/Missi		1	1										2
Patdown	2		1										3
Patdown - Flyer	2												2
Patdown - General			1										1
Property - Special Handling	1	3		1									5
Property - Special Handling - Damaged Items - Carry		3		1									4
Property - Special Handling - Missing Item	1												1
Screening	7		1	4									12
Screening - Crew Member or Airline Employee			1										1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	6			4									10

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CID	6	27	13	20	9	21	12	9	10	11	8	19	165
2020				1	4	1						1	7
Customer Service					1								1
Customer Service - TSO					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 - Damaged/Missing Items--Checked Baggage					2								2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling					1	1							2
Property - Special Handling - Missing Items - Checked					1	1							2
2021		2	1	1	1	1	1	2	4	3	2	5	23
Civil Rights		1							1				2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program									3	2	2	4	11
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2	2	2	4	10
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Damaged/Missii			1				1						2
No Jurisdiction				1	1								2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other				1									1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening					1					1			2
Screening - Procedures/Process					1					1			2
2022	3	8	5	4	4	19	11	7	6	8	6	13	94
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program	3	7	5	4	4	16	10	5	4	7	6	12	83
Expedited Passenger Screening Program - TSA Appl	1	1	1	1	1	1					1		5
Expedited Passenger Screening Program	3	6	4	3	4	15	10	5	4	7	5	12	78
Patdown												1	1
Patdown - Non-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				2	1	2	1				7
Screening - Inconsistency								1					1
Screening - Procedures/Process		1				1	1	1	1				5
Screening - Retrieving Abandoned/Confiscated Items						1							1
2023	3	17	7	14									41
Expedited Passenger Screening Program	3	15	7	14									39
Expedited Passenger Screening Program	3	15	7	13									38
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Screening		2											2
Screening - Crew Member or Airline Employee		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
CIU	2				1	1	1	1			1	2	9
2020							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
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
2022					1			1				1	3
Expedited Passenger Screening Program					1			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
Property - Special Handling - Damaged Items - Checked						1							1
2023	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CKB		2			1	2		2	1	1			9
2021						2		1					3
Expedited Passenger Screening Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck						1		1					2
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
2022		1			1			1	1	1			5
Expedited Passenger Screening Program		1			1				1	1			4
Expedited Passenger Screening Program - TSA PreC		1			1				1	1			4
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
2023		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	141	152	150	188	113	127	122	101	121	129	117	135	1,596
2020				14	18	8	3	3	4	17	10	16	93
Civil Rights							1				1		2
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service					2	1				2	5	1	11
Customer Service - TSO					2	1				2	5	1	11
Locks				1		1							2
Locks - Missing or Damaged Lock				1		1							2
Mishandling of Passenger Property				4	5	4		1		2		4	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	2					1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	4		1		1		3	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	1							1	4
Patdown				1	3								4
Patdown - Flyer				1	3								4
Persons w/ Disabilities (PWD)				1					2	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) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - General										1			1
Property - Special Handling				6	2		2		2	8	2	9	31
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked					1		1			3	1		6
Property - Special Handling - Missing Items - Carry-On				1			1					1	3
Property - Special Handling - Missing Items - Checked				5	1				2	5	1	7	21
Request for Assistance													1
Request for Assistance - Other													1
Screening				1	5	2		2		3	2	2	17
Screening - Crew Member or Airline Employee													1
Screening - Inconsistency										1			2
Screening - Lengthy Lines													1
Screening - Procedures/Process				1	2	2		2		2	2	2	13
2021	9	7	7	9	10	13	17	20	31	38	37	38	236
Civil Rights				1			1	1	1	1		1	6
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
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	2		5	1	1	3	1	3	9	7	3	2	37
Customer Service - Others					1								1
Customer Service - TSO	2		5	1		3	1	3	9	7	3	2	36
Expedited Passenger Screening Program				1	3	4	9	12	11	21	25	33	119
Expedited Passenger Screening Program - TSA Application Program				1	1			1	2		1		6
Expedited Passenger Screening Program - TSA PreCheck					2	4	9	11	9	21	24	32	112
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	2	3		1	3		1		2	1	1		14
Mishandling of Passenger Property - Damaged/Missing Items	2	3		1	1		1		1				4
Mishandling of Passenger Property - Damaged/Missing Items - Checked	2	2		1	2				1	1			9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction				1							1		2
No Jurisdiction - Refer to CBP											1		1
No Jurisdiction - Refer to Other				1									1
Patdown									1	3	1	1	6
Patdown - Flyer									1	3	1	1	6
Persons w/ Disabilities (PWD)			1						1		1		3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch)			1										1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Chemical/Household Products										1			1
Property - Special Handling	4				1	3	3	4	3	2	1		21
Property - Special Handling - Damaged Items - Carry-On							1	2	1		1		5
Property - Special Handling - Damaged Items - Checked						2	1			1			4
Property - Special Handling - Missing Items - Carry-On							1	2	2	1			6
Property - Special Handling - Missing Items - Checked	4				1	1							6
Screening	1	3	1	4	2	2	2		3	2	4	1	25
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency					1						1		2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1	3		4	1	2	2		3	1	3	1	21
2022	50	47	63	56	85	106	102	78	86	74	70	81	898
Airline			1	1					1	1			4
Airline - Policy/Regulations/Service			1	1					1	1			4
Civil Rights		1	2			1				1		3	8
Civil Rights - National Origin			1										1
Civil Rights - Race										1		1	2
Civil Rights - Racial Profiling or Discrimination		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							2
Civil Rights - Sexual Orientation - Not Transgender												1	1
Claims				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 - General				1									1
Customer Service	4	4	4	2	2	4	5	3	2	1	2	3	36
Customer Service - TSO	4	4	4	2	2	4	5	3	2	1	2	3	36
Expedited Passenger Screening Program	34	36	51	47	77	93	88	67	76	65	62	66	762
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program	1	7	3	4	2	2	2	3	1	3	4	1	33
Expedited Passenger Screening Program	33	29	47	43	75	90	86	64	74	62	58	65	726
Expedited Passenger Screening Program - TSA/DHS Employee:			1										1
Identification (ID) Requirements	1					1							2
Identification (ID) Requirements - Domestic						1							1
Identification (ID) Requirements - ID Match	1												1
Locks	1												1
Locks - General	1												1
Mishandling of Passenger Property			1	1				2			2		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			1					2			1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
No Jurisdiction						1	1						2
No Jurisdiction - Refer to CBP						1							1
No Jurisdiction - Refer to Other							1						1
Patdown	2	1	1			1	2	1	1	2	3	3	17
Patdown - Children						1							1
Patdown - Flyer	2	1	1				2	1	1	2	2	3	15
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	2		1	2		1		1	2	2		1	12
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	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) - Wheelchairs	1		1										2
Property - Special Handling	2	3	1		2	3	1	3	1	1			17
Property - Special Handling - Damaged Items	1	1				1							3
Property - Special Handling - Missing Items	1							2	1	1			5
Property - Special Handling - Missing Items - Checked Baggage		2	1		2	2	1	1					9
Screening	4	2	1	2	4	1	5	1	3	1	1	5	30
Screening - Inconsistency		1		1							1		3
Screening - Lengthy Lines					1		1	1					3
Screening - Military												1	1
Screening - Procedures/Process	3	1			2	1	4		3			4	18
Screening - Retrieving Abandoned/Confiscated	1		1	1	1					1			5
2023	82	98	80	109									369
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights		1	2	1									4
Civil Rights - Race		1	1	1									3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service	8	6		5									19
Customer Service - TSO	8	6		5									19
Expedited Passenger Screening Program	62	75	73	96									306
Expedited Passenger Screening Program - DoD				2									2
Expedited Passenger Screening Program	2	2	2	4									10
Expedited Passenger Screening Program	60	73	71	90									294
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	2	2	2									7
Mishandling of Passenger Property - Damaged/Missing Items		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items	1	1	1	2									5
Patdown	4	1		1									6
Patdown - Flyer	4	1		1									6
Persons w/ Disabilities (PWD)	4	3											7
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks		1											1
Persons w/ Disabilities (PWD) - Medical Devices	1												1
Persons w/ Disabilities (PWD) - Medically Necessary	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		1											1
Persons w/ Disabilities (PWD) - Wheelchairs	1												1
Property - Special Handling	1			1									2
Property - Special Handling - Missing Items	1			1									2
Screening	2	9	2	3									16
Screening - Inconsistency		3	1	1									5
Screening - Lengthy Lines	1	2		1									4
Screening - Procedures/Process	1	4	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
CLL	2	3	4	5	2	1			3	2	2	5	29
2020				1	2				1			2	6
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	2
Screening - Lengthy Lines				1									1
Screening - Procedures/Process												1	1
2021		1		1		1			1	1		2	7
Civil Rights									1			1	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Expedited Passenger Screening Program							1					1	2
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Screening		1		1						1			3
Screening - Procedures/Process			1	1						1			3
2022	1	2		1					1	1	2	1	9
Civil Rights	1												1
Civil Rights - Constitutional Rights	1												1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program			1									2	3
Expedited Passenger Screening Program - TSA PreC			1									2	3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/£			1										1
Screening				1						1			2
Screening - Procedures/Process				1									1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	1		4	2									7
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1		4	1									6
Expedited Passenger Screening Program	1		4	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
CLT	280	254	282	270	156	162	149	193	217	230	234	231	2,658
2020				68	55	28	5	9	11	28	32	32	268
Civil Rights				1	1	1		1	1	2	1	3	11
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	2		1	6
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening												1	1
Customer Service				11	7	3	1	4	2	7	3	4	42
Customer Service - TSO				11	7	3	1	4	2	7	3	4	42
Locks				2	1	3					4	1	11
Locks - Missing or Damaged Lock				2	1	3					4	1	11
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				20	19	9	2	1	2	6	8	8	75
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1					1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				16	16	7	2		1	2	6	8	58
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked Baggage				4	2	2		1	1	3	2		15
Patdown				2						1			3
Patdown - Flyer				2						1			3
Persons w/ Disabilities (PWD)				6	5	2			1	1		3	18
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			1				3
Persons w/ Disabilities (PWD) - General				1								1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2							1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				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) - Respiratory and Inhaler Equipment				1		1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1								2
Property - Special Handling				16	9	4	2	1	4	9	16	9	70
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked				5	4		1		1	2	7	4	24
Property - Special Handling - Missing Items - Carry-On				2	1	1		1		3			8
Property - Special Handling - Missing Items - Checked				9	4	3	1		3	4	8	5	37
Screening				9	13	6		2	1	2		4	37
Screening - Inconsistency												1	1
Screening - Lengthy Lines				2				1					3
Screening - Procedures/Process				6	11	5		1	1	2		3	29
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach				1	1	1							3
2021	31	17	13	17	17	30	27	47	62	66	79	52	458
Airline				1	1	1							3
Airline - Policy/Regulations/Service				1	1	1							3
Civil Rights				1	1	2			2	1	2		9
Civil Rights - Racial Profiling or Discrimination				1	1	2			2	1	2		9
Claims						1							1
Claims - General						1							1
Customer Service	2	7	6	9	6	2	9	7	7	13	11	2	81
Customer Service - CSM								1					1
Customer Service - Others								1					1
Customer Service - TSO	2	7	6	9	6	2	9	5	7	13	11	2	79
Expedited Passenger Screening Program					2	6	4	18	27	32	47	38	174
Expedited Passenger Screening Program - DoD									1	1	1		3
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program								2	4	1	1	2	10
Expedited Passenger Screening Program - TSA PreCheck					2	6	4	16	22	29	44	35	158
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1	1		2
Hazardous Materials Safety							1	1					2
Hazardous Materials Safety - General							1	1					2
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Identification (ID) Requirements								1	3	1	1		6
Identification (ID) Requirements - Domestic								1	3	1	1		6
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	7	4	3	1	2	2	3	3	2	2		1	30
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	6	4	2		2	1	2	1		2		1	21
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked Baggage	1		1	1				2					6
No Jurisdiction									2		1	2	5
No Jurisdiction - Refer to CBP												1	1
No Jurisdiction - Refer to Department of State												1	1
No Jurisdiction - Refer to Other									2		1		3
Patdown					1	1	1			2	3	1	9
Patdown - Flyer					1	1	1			2	3	1	9
Persons w/ Disabilities (PWD)				1	3	1	3	3	3	2	1	1	18
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							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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						2			1	1			4
Persons w/ Disabilities (PWD) - Service Animals				1				1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items								1	1	1	2	1	6
Prohibited & Permitted Items - Alcohol and Tobacco											1	1	2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Prohibited & Permitted Items - General										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1	1			2
Property - Special Handling	14	2	1		1	7	4	5	5	7	4	3	53
Property - Special Handling - Damaged Items - Carry-On						1	1	2	4	1	3	1	13
Property - Special Handling - Damaged Items - Checked	4	1	1		1	2		2	1	2			14
Property - Special Handling - Missing Items - Carry-On						1	1			1	1	2	6
Property - Special Handling - Missing Items - Checked	10	1				3	2	1		3			20
Screening	7	4		3	2	4	5	6	9	5	5	3	53
Screening - Inconsistency					1	3	1			1	3	2	11
Screening - Lengthy Lines							1	2	3				6
Screening - Procedures/Process	7	4		3	1	1	3	4	6	4	2	1	36
TWIC								1					1
TWIC - General								1					1
2022	78	83	85	64	84	104	117	137	144	136	123	147	1,302
Airline					1				2	1	2		6
Airline - Lost Baggage										1	1		2
Airline - Policy/Regulations/Service					1				2		1		4
Civil Rights	2	1	2		1			1	1	1	2		11
Civil Rights - Race								1	1	1	2		5
Civil Rights - Racial Profiling or Discrimination	2	1	2										5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Claims								1					1
Claims - General								1					1
Customer Service	9	12	15	4	3	8	9	10	10	10	15	12	117
Customer Service - CSM			1										1
Customer Service - Others											1		1
Customer Service - TSO	9	12	14	4	3	8	9	10	10	10	14	12	115
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	44	58	48	49	68	84	80	107	110	101	82	111	942
Expedited Passenger Screening Program - Active Duty Military				1						1		1	3
Expedited Passenger Screening Program - DoD									1	1	1		3
Expedited Passenger Screening Program - TSA/DHS	2	10	2	4	5	1	4	5	3	4	4	4	48
Expedited Passenger Screening Program - TSA/DHS	42	47	46	44	63	83	76	102	106	95	77	106	887
Identification (ID) Requirements	2	1		1		2							6
Identification (ID) Requirements - Domestic	2	1		1		1							5
Identification (ID) Requirements - Real ID						1							1
Locks	1		1				1				1		4
Locks - Missing or Damaged Lock	1		1				1				1		4
Lost and Found								1	1		1		3
Lost and Found - Airport/TSA								1	1		1		3
Mishandling of Passenger Property	2						3	3	1	2	3	3	17
Mishandling of Passenger Property - Damaged	1						1	3	1	1	2	2	11
Mishandling of Passenger Property - Damaged	1						1			1	1	1	5
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked							1						1
No Jurisdiction	2	2				1		2		1	2		10
No Jurisdiction - No Referral	1	1						1					3
No Jurisdiction - Refer to CBP		1				1		1		1	1		5
No Jurisdiction - Refer to Other	1										1		2
Patdown	1	1			1	1	2	3	1	3	1	4	18
Patdown - Children												1	1
Patdown - Flyer	1				1	1	2	3	1	3	1	3	16
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	5	4	1	1		3		2	7	2	5	35
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	1						1	1	1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment		1								1		1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1							1			2
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		2		1				4
Persons w/ Disabilities (PWD) - Mobility Devices	1	1								2	1		5
Persons w/ Disabilities (PWD) - Prosthesis	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) - Wheelchair/ Scooter/ Segway	1		1						1	1		1	5
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Food/Beverages	1												1
Prohibited & Permitted Items - Liquids/Gels/Aerosols	1												1
Property - Special Handling	1		1	5	5	2	3	5	7	2	3	6	40
Property - Special Handling - Damaged Items - Carry-On				1	1			1	2	2			7
Property - Special Handling - Damaged Items - Checked				1	1		2		4			3	11
Property - Special Handling - Missing Items - Carry-On			1		3	1		1	1		1	2	10
Property - Special Handling - Missing Items - Checked	1			3		1	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
Screening	7	3	13	4	4	6	16	4	9	8	9	6	89
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency		1	4	1		1	5	2	1	1			16
Screening - International Screening					1								1
Screening - Lengthy Lines	1					1	4		1			3	10
Screening - Procedures/Process	6	2	8	2	2	4	6	2	7	7	9	3	58
Screening - Retrieving Abandoned/Confiscated Items				1	1		1						3
2023	171	154	184	121									630
Airline	2	1	4										7
Airline - Lost Baggage			3										3
Airline - Policy/Regulations/Service	2	1	1										4
Civil Rights	1	2	3	3									9
Civil Rights - Constitutional Rights			1										1
Civil Rights - Not Specified			1										1
Civil Rights - Race	1	2	1	2									6
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	17	10	17	8									52
Customer Service - Others			1	1									2
Customer Service - TSO	17	10	16	7									50
DHS TRIP				1									1
DHS TRIP - General				1									1
Expedited Passenger Screening Program	126	123	127	89									465
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	5	3	5	4									17
Expedited Passenger Screening Program	120	119	122	85									446
Expedited Passenger Screening Program - TSA/DHS			1										1
Locks	2	1											3
Locks - Missing or Damaged Lock	2	1											3
Mishandling of Passenger Property	4	2	3	3									12
Mishandling of Passenger Property - Damaged/Missin		1	2	1									4
Mishandling of Passenger Property - Dam	4	1	1	2									8
No Jurisdiction	2	1											3
No Jurisdiction - No Referral	1												1
No Jurisdiction - Refer to CBP	1	1											2
Patdown	1		2										3
Patdown - Flyer	1		1										2
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1		2	2									5
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	2	4	6	3									15
Property - Special Handling - Damaged It	2		1										3
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Carry-C		2		2									4
Property - Special Handling - Missing Items - Checke		2	4										6
Screening	13	10	20	12									55
Screening - Children	1												1
Screening - Crew Member or Airline Employee			9	1									10
Screening - Inconsistency	2	2	6	3									13
Screening - Lengthy Lines	1	1		2									4
Screening - Procedures/Process	8	6	5	5									24
Screening - Retrieving Abandoned/Confis	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
CMH	121	101	102	122	54	79	72	77	70	95	88	71	1,052
2020				22	25	12	1	6	4	11	10	7	98
Civil Rights						1					2		3
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Transgender Screening						1							1
Customer Service				3	7	2		1		3	1	1	18
Customer Service - Others					1								1
Customer Service - TSO				3	6	2		1		3	1	1	17
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
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				5	4	6		1	2	2	3	1	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	1	1							4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	3	5		1	2	1	1	1	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	2		3
Patdown					2			1				1	4
Patdown - Children					1								1
Patdown - Flyer					1			1				1	3
Persons w/ Disabilities (PWD)				2	3					3	2		10
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
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) - Touch Aversion (pain/trauma)				2									2
Property - Special Handling				9	5	2	1	2	1	1		2	23
Property - Special Handling - Damaged Items - Carry-On				2	1								3
Property - Special Handling - Damaged Items - Checked								2	1			1	4
Property - Special Handling - Missing Items - Carry-On				2	2								4
Property - Special Handling - Missing Items - Checked				5	2	2	1			1		1	12
Screening				1	3	1		1		1	2	2	11
Screening - Inconsistency												1	1
Screening - Procedures/Process				1	2			1		1	1	1	7
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach						1	1						2
2021	18	6	3	4	2	6	9	21	20	24	24	14	151
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	2	2				1		1	1	1	2		10
Civil Rights - Racial Profiling or Discrimination	2	1				1							4
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1						1					2
Civil Rights - Transgender Screening										1	2		3
Customer Service	6	2	1		1	2	2	4	2	6	3	3	32
Customer Service - TSO	6	2	1		1	2	2	4	2	6	3	3	32
Expedited Passenger Screening Program				1			1	4	7	9	12	7	41
Expedited Passenger Screening Program - TSA Application Program								1	1	1	3	3	9
Expedited Passenger Screening Program - TSA PreCheck				1			1	3	6	8	9	4	32
Flying Armed			1										1
Flying Armed - General			1										1
Identification (ID) Requirements				1							1		2
Identification (ID) Requirements - Domestic				1							1		2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	6	1	1							1	1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	2	1									1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	3									1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1		1										2
Patdown	1						1	1	2			1	6
Patdown - Flyer	1						1	1	2			1	6
Persons w/ Disabilities (PWD)						1	1	2	1	2			7
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1		2			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Prohibited & Permitted Items									1		1		2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
Prohibited & Permitted Items - Food/Beverages											1		1
Property - Special Handling	1			1		1	2	5	4	2	1	1	18
Property - Special Handling - Damaged Items - Carry-On						1		2	3	1			7
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Carry-On	1						1			1			3
Property - Special Handling - Missing Items - Checked				1			1	3				1	6
Screening	2	1		1	1	1	2	4	2	3	1	1	19
Screening - Inconsistency								1	2		1	1	5
Screening - Lengthy Lines				1				1					2
Screening - Procedures/Process	2	1			1	1	2	2		3			12
2022	28	38	39	35	27	61	62	50	46	60	54	50	550
Civil Rights		1		1					1			2	5
Civil Rights - Race												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1			1	2
Civil Rights - Transgender Screening		1											1
Customer Service	6	9	7	4	5	8	5	2	3	4	5	4	62
Customer Service - CSM		1											1
Customer Service - TSO	6	8	7	4	5	8	5	2	3	4	5	4	61
Expedited Passenger Screening Program	16	18	23	23	17	45	46	44	34	41	39	35	381
Expedited Passenger Screening Program - DoD			1				2				2	1	6
Expedited Passenger Screening Program	1		1		1	2	2	7	1	1			16
Expedited Passenger Screening Program	15	18	21	23	16	43	41	37	33	40	37	34	358
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							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	4		1	2	1	5	16
Mishandling of Passenger Property - Damaged/Missing		1				1	2			1	1	3	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2			1	1		2	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown		1	2	3	1		2	1	2		7	1	20
Patdown - Flyer		1	2	3	1		2	1	2		7	1	20
Persons w/ Disabilities (PWD)	1		1	1	1	1					1		6
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically	1						1				1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Prohibited & Permitted Items			2										2
Prohibited & Permitted Items - Beauty & Grooming Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	2	4		1	2	3	3		2	6			23
Property - Special Handling - Damaged Items - Carry		2			1	1			1	4			9
Property - Special Handling - Damaged Items - Checked	2			1		1				2			6
Property - Special Handling - Missing Items - Carry-C		1				1							2
Property - Special Handling - Missing Items - Checked	1				1		3		1				6
Screening	2	4	4	2	1	1	2	3	3	7	1	3	33
Screening - Children				1									1
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1	1					1			2			5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		3	3	1	1	1	1	3	2	5	1	3	24
Screening - Retrieving Abandoned/Confiscated Items			1										1
2023	75	57	60	61									253
Civil Rights	1	1		3									5
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin		1		1									2
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	4	3	6	9									22
Customer Service - TSO	4	3	6	9									22
Expedited Passenger Screening Program	59	46	43	37									185
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2		2	1									5
Expedited Passenger Screening Program	57	45	41	36									179
Mishandling of Passenger Property	1	1	1	2									5
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1		1									3
Patdown	1	2	3	3									9
Patdown - Flyer	1	2	3	3									9
Persons w/ Disabilities (PWD)	4		1										5
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - Cognitive Disability	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the			1										1
Persons w/ Disabilities (PWD) - Wheelchairs	2												2
Property - Special Handling	1	2											3
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items - Carry	1	1											2
Screening	4	2	6	7									19
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1	2	2									5
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	2	1	4	3									10
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
CMI	1	2	3		1	5	3	2	3	1	3	1	25
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		2		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
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening				1									1
Screening - Procedures/Process				1									1
2022		1	1			1	2	2	1	1		1	10
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		1					1	2		1		1	6
Expedited Passenger Screening Program - TSA PreC		1					1	2		1		1	6
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
2023	1	1	1										3
Civil Rights		1											1
Civil Rights - Race		1											1
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	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
CMX			1	2			1	1			2		7
2021											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2022				1		1	1				1		4
Expedited Passenger Screening Program						1	1				1		3
Expedited Passenger Screening Program - TSA PreCheck						1	1				1		3
Screening				1									1
Screening - Procedures/Process				1									1
2023			1	1									2
Expedited Passenger Screening Program			1	1									2
Expedited Passenger Screening Program - TSA PreC			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
CNY		4					1	2	1	1			9
2021		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2022		1					1	2	1	1			6
Expedited Passenger Screening Program								2	1				3
Expedited Passenger Screening Program - TSA PreCheck								2	1				3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown										1			1
Patdown - Flyer										1			1
2023		2											2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Property - Special Handling			1										1
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
COD	3	1			1	2	1	4	3	3	6	1	25
2020					1					1	1	1	4
Customer Service													1
Customer Service - TSO													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							2	1	1	3		8
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service										1			1
Customer Service - TSO										1			1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Firearm/Ammunition								1					1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Carry-On											2		2
Screening								1	1		1		3
Screening - Procedures/Process								1	1		1		3
2022						2	1	2	2	1	2		10
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program						1		2	1	1			5
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck						1		2		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
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening						1							1
Screening - Procedures/Process						1							1
2023	2	1											3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	2												2
Patdown		1											1
Patdown - Flyer		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items	1									1			2
Screening	1	1	2	1	1		1	1	1	1	2	6	18
Screening - Inconsistency	1												3
Screening - Lengthy Lines													1
Screening - Procedures/Process		1	2	1	1		1	1	1	1	2	2	13
TWIC									1				1
TWIC - Status									1				1
2023	20	15	19	12									66
Civil Rights			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Expedited Passenger Screening Program	16	15	13	9									53
Expedited Passenger Screening Program - TSA Appl		2											2
Expedited Passenger Screening Program	16	13	13	9									51
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										1
Patdown	1		1	1									3
Patdown - Flyer	1		1	1									3
Property - Special Handling				2									2
Property - Special Handling - Missing Items - Checked				2									2
Screening	2		2										4
Screening - Inconsistency			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
COU	5	4	6	11	1	5	3	2	2	2	7	3	51
2020					1						1	1	3
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening						1					1		2
Screening - Procedures/Process						1					1		2
2021		1								2	5	1	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	1		3
Expedited Passenger Screening Program - TSA PreCheck										2	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	2
Screening - Inconsistency												1	1
Screening - Procedures/Process											1		1
2022		3	3	7		5	3	2	2		1	1	27
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	6	5	2	2	2		1	1	22
Expedited Passenger Screening Program - TSA Appl			1			1					1		3
Expedited Passenger Screening Program - TSA PreC			1	1	6	4	2	2	2			1	19
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening								1					1
Screening - Procedures/Process							1						1
2023	5		3	4									12
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	5		3	1									9
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	4		3	1									8
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening				1									1
Screening - Lengthy Lines				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CPR	3	3	2	4	2	2	1	2	6	4	1		30
2020				1				1	1		1		4
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening												1	1
Screening - Security Breach												1	1
2021	2		1		1				4	3			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
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--Carry-on Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown									2				2
Patdown - Flyer									1				1
Patdown - Flyer as Observer									1				1
Screening							1						1
Screening - Procedures/Process							1						1
2022		1			1	2	1	1	1	1	1		8
Expedited Passenger Screening Program		1				2		1		1			5
Expedited Passenger Screening Program - TSA PreC		1				2		1		1			5
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
2023	1	2	1	3									7
Expedited Passenger Screening Program		2	1	2									5
Expedited Passenger Screening Program - TSA PreC		2	1	2									5
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) - Medically	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	8	6	12	9	10	7	3	8	7	7	9	94
2020					2	1					2	2	7
Mishandling of Passenger Property					2	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	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
2021	2			1	3			1	3	1			11
Customer Service	1				2				1				4
Customer Service - TSO	1				2				1				4
Expedited Passenger Screening Program					1				1	1			3
Expedited Passenger Screening Program - TSA PreCheck					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
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Carry-On									1				1
Screening									1				1
Screening - Procedures/Process									1				1
2022	2	1	2	6	4	9	7	2	5	6	5	7	56
Civil Rights			1								1		2
Civil Rights - Race											1		1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service		1					2	2					5
Customer Service - TSO		1					2	2					5
Expedited Passenger Screening Program	1		1	4	1	5	4		5	3	3	6	33
Expedited Passenger Screening Program - TSA Application Program				1	1	1	1						4
Expedited Passenger Screening Program	1		1	3		4	3		5	3	3	6	29
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			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	2					1		4
Patdown - Flyer					1	2					1		4
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 - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked	1												1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening				2			1						3
Screening - Inconsistency							1						1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				1									1
2023	4	7	4	5									20
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service		3											3
Customer Service - TSO		3											3
Expedited Passenger Screening Program	3	4	3	4									14
Expedited Passenger Screening Program	3	4	3	4									14
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	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
CRW	3	3	8		6	3		3	5	4	3	3	41
2020					2	3		3	5	4	3	3	5
Mishandling of Passenger Property									1	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 - Missing Items - Checked						1			1				2
2021	1		1			2		1		1	1	1	8
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
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam	1					1							2
Screening				1		1						1	3
Screening - Inconsistency						1							1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process												1	1
2022	1		2		4	1		2	4	2	2	1	19
Expedited Passenger Screening Program	1		1		4	1		2	3	2	2	1	17
Expedited Passenger Screening Program	1		1		4	1		2	3	2	2	1	17
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening				1									1
Screening - Retrieving Abandoned/Confiscated Items				1									1
2023	1	3	5										9
Customer Service													2
Customer Service - TSO													2
Expedited Passenger Screening Program	1	2	3										6
Expedited Passenger Screening Program	1	2	3										6
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
CSG	6	4	4	6	2	3	3	1	2	5	1	5	42
2020				1		1					1	5	3
Locks												1	1
Locks - Missing or Damaged Lock											1		1
Screening				1		1							2
Screening - Procedures/Process				1		1							2
2021	1	1	1				1		1	2		3	10
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program									1	2			5
Expedited Passenger Screening Program - TSA PreCheck									1	2			5
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling			1				1						2
Property - Special Handling - Damaged Items - Checkl			1										1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Lengthy Lines			1										1
2022	3	1		1	2	2	2	1	1	3		2	18
Expedited Passenger Screening Program	3	1		1	2	2	2	1	1	3		1	17
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	2	1		1	2	2	2	1	1	3		1	16
Screening													1
Screening - Procedures/Process													1
2023	2	2	3	4									11
Expedited Passenger Screening Program	2	2	3	2									9
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	2	3	1									8
Screening				2									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
Customer Service	7	1	2	2	1	3	1	5	1	3	4	2	32
Customer Service - Others	3												3
Customer Service - TSO	4	1	2	2	1	3	1	5	1	3	4	2	29
Expedited Passenger Screening Program	33	31	43	35	28	44	45	55	57	65	54	60	550
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD			1									1	2
Expedited Passenger Screening Program	2	3	5	1	1	1		5	8	2	4	4	36
Expedited Passenger Screening Program	31	26	37	34	27	43	45	50	49	63	50	55	510
Expedited Passenger Screening Program - TSA/DHS		1											1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				1			1	2	1		1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1				1	1		1	1	5
No Jurisdiction								2	1				3
No Jurisdiction - No Referral								2	1				3
Patdown									1			1	2
Patdown - Flyer									1				2
Persons w/ Disabilities (PWD)			1	1	1		1	2		2			8
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								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) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	3					2	3		2	2	1	2	15
Property - Special Handling - Damaged Items - Carry-On									1	1		1	3
Property - Special Handling - Damaged Items - Checked Baggage	2					1			1			1	5
Property - Special Handling - Missing Items - Carry-On										1			3
Property - Special Handling - Missing Items - Checked Baggage	1					1	2				1		4
Screening	2	1		1	2	5	1	6	4	3	2	2	29
Screening - Inconsistency							1					2	3
Screening - Lengthy Lines				1		1		3	1		1		7
Screening - Procedures/Process	2	1				3	1	3	3	3	1		17
Screening - Retrieving Abandoned/Confiscated Items						2							2
2023	73	59	71	63									266
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information	1												1
Claims			1										1
Claims - General			1										1
Customer Service	2	6		5									13
Customer Service - Others		2		1									3
Customer Service - TSO	2	4		4									10
Expedited Passenger Screening Program	64	46	60	53									223
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1	5	1	1									8
Expedited Passenger Screening Program	62	41	56	51									210
Expedited Passenger Screening Program - TSA/DHS Employees			2	1									3
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	1	1	2	1									5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	2										4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1									1
No Jurisdiction													1
No Jurisdiction - No Referral													1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Mobility Devices	2												2
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checked Baggage		1											1
Screening	3	4	8	2									17
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1	1										2
Screening - Lengthy Lines	1		1										2
Screening - Procedures/Process	2	3	6	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
CVN	1	1				1				1			4
2022						1				1			2
Customer Service						1							1
Customer Service - TSO						1							1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Carry-On										1			1
2023	1	1											2
Customer Service		1											1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CWA	3	6	2	4	2	2	3	3	4	1		3	33
2020				1		1	1	1				1	5
Civil Rights				1									2
Civil Rights - Age												1	1
Civil Rights - Racial Profiling or Discrimination				1									1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Screening								1	1				2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process								1					1
2021				1			1			1		1	4
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Prohibited & Permitted Items				1			1						2
Prohibited & Permitted Items - Food/Beverages				1			1						2
2022	2	3	1	2	2	1	1	2	3	1		1	19
Customer Service								2					2
Customer Service - TSO								2					2
Expedited Passenger Screening Program	2	1	1	2	2	1	1		2	1			13
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	2	1	1	2	2	1	1		1	1			12
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening		2										1	3
Screening - Inconsistency												1	1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1											1
2023	1	3	1										5
Expedited Passenger Screening Program		2											2
Expedited Passenger Screening Program - TSA PreC		2											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
CYS	3	1	2		2	1		2		1		1	13
2020					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
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
2022								2		1		1	4
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program								1		1		1	3
Expedited Passenger Screening Program - TSA PreCheck								1		1		1	3
2023	3	1		1									5
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	1			1									2
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	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
DAB	9	14	7	11	8	11	4	8	14	4	10	10	110
2020						4			2	1	2		9
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 - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											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
2021	1	3	2	2	2	4	1	2	5		3	5	30
Civil Rights								1				1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Claims			1										1
Claims - General			1										1
Customer Service				1	1	1							3
Customer Service - TSO				1	1	1							3
Expedited Passenger Screening Program								1	5		3	2	11
Expedited Passenger Screening Program - Known Crew Member											1		1
Expedited Passenger Screening Program - TSA PreCheck								1	5		2	2	10
Locks						1							1
Locks - General						1							1
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
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		2		1			1					1	5
Property - Special Handling - Damaged Items - Checked							1					1	2
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
2022	4	8	3	2	6	3	3	6	7	3	5	5	55
Civil Rights						1						1	2
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	2	6	3	1	5	3	3	4	6	2	3	4	42
Expedited Passenger Screening Program - DoD									1		1		2
Expedited Passenger Screening Program - TSA Appl		2			1								3
Expedited Passenger Screening Program	2	4	3	1	4	3	3	4	5	2	2	4	37
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) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling	1	1		1							1		4
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items - Checke		1											1
Screening								2					2
Screening - Procedures/Process								2					2
2023	4	3	2	7									16
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	2	2	2	6									12
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA PreC		2	2	6									10
Expedited Passenger Screening Program	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	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
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach		1											1
2022	25	53	36	28	34	37	58	60	46	49	58	65	549
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Airline		3		1		1							5
Airline - Lost Baggage		1											1
Airline - Policy/Regulations/Service		2		1		1							4
Civil Rights							1	2	3			1	7
Civil Rights - Age									1				1
Civil Rights - National Origin									1				1
Civil Rights - Race							1	1				1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening									1				1
Claims												1	1
Claims - Status												1	1
Customer Service	3	10	3	2	3	3	6	3	3	5	3	7	51
Customer Service - TSO	3	10	3	2	3	3	6	3	3	5	3	7	51
Expedited Passenger Screening Program	17	33	28	19	27	28	40	43	28	36	45	46	390
Expedited Passenger Screening Program - DoD			1			1						1	3
Expedited Passenger Screening Program	1		1	1	3	3	1	1	3	2	1	2	19
Expedited Passenger Screening Program	15	33	26	18	24	24	39	42	25	34	44	43	367
Expedited Passenger Screening Program	1												1
Hazardous Materials Safety											1		1
Hazardous Materials Safety - General											1		1
Locks	1					1			1				3
Locks - Missing or Damaged Lock	1					1			1				3
Lost and Found					1			2	1			1	5
Lost and Found - Airport/TSA					1			2	1			1	5
Mishandling of Passenger Property		2						2	1	2		4	11
Mishandling of Passenger Property - Damaged/Missii		1						1	1	2		2	7
Mishandling of Passenger Property - Damaged/Missii		1						1				2	4
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					2	1	1	1	8
Patdown - Flyer		1	1						2	1	1	1	7
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1		2			1	4	1	1	1		1	12
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically	1							1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							2			1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1			1							2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1			1	2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Property - Special Handling	3	1	2	1	1	1		4	2	1	3	3	22
Property - Special Handling - Damaged Items	1	1	2		1	1		1	1	1	2		11
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items	1			1				1			1		4
Property - Special Handling - Missing Items	1							2				3	6
Screening		1		4	2	2	6	3	3	3	5		29
Screening - Inconsistency							3		1		1		5
Screening - Lengthy Lines				1									1
Screening - Procedures/Process		1		3	2	2	3	3	2	3	2		21
Screening - Retrieving Abandoned/Confiscated Items											2		2
2023	66	68	59	46									239
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		1	1	1									3
Civil Rights - Race		1		1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Claims	1												1
Claims - General	1												1
Customer Service	4	10	4	2									20
Customer Service - TSO	4	10	4	2									20
Expedited Passenger Screening Program	46	49	43	33									171
Expedited Passenger Screening Program	2	2		1									5
Expedited Passenger Screening Program	44	47	43	32									166
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		2	4	2									8
Mishandling of Passenger Property - Damaged/Missii		1	1	2									4
Mishandling of Passenger Property - Damaged/Missing Items--C			3										3
Mishandling of Passenger Property - Disarrayed Item		1											1
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown	4	2	1	1									8
Patdown - Children	1												1
Patdown - Flyer	3	2	1	1									7
Persons w/ Disabilities (PWD)	2	1	1	2									6
Persons w/ Disabilities (PWD) - Autism Spectrum				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
Persons w/ Disabilities (PWD) - Medically Necessary			1	1									2
Persons w/ Disabilities (PWD) - Metal Imp		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		2	1		2								5
Property - Special Handling - Damaged It		1			1								2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Item		1	1										2
Screening		6	2	3	3								14
Screening - Inconsistency				2	1								3
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		5	2	1	1								9
Screening - Retrieving Abandoned/Confiscated Items					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAY	23	14	15	20	11	11	12	13	12	13	18	9	171
2020				3	3	3				2	2	2	15
Civil Rights											1	1	2
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service				1	2	1							4
Customer Service - Others				1									1
Customer Service - TSO					2	1							3
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				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
2021	2	2	2		1	1	3	3	3	6	2		25
Civil Rights			1										1
Civil Rights - Headwear			1										1
Customer Service	1	1	1					1		1	1		6
Customer Service - TSO	1	1	1					1		1	1		6
Expedited Passenger Screening Program							2		1	4	1		8
Expedited Passenger Screening Program - TSA PreCheck							2		1	4	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			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)						1		1					2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
Screening		1							1				2
Screening - Procedures/Process		1							1				2
2022	9	8	4	6	7	7	9	10	9	5	14	7	95
Civil Rights			1										1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Customer Service		2			1		2		1				6
Customer Service - TSO		2			1		2		1				6
Expedited Passenger Screening Program	5	4	2	5	5	6	5	9	8	5	11	5	70
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Program				1	2								3
Expedited Passenger Screening Program	5	3	2	4	3	6	5	9	8	5	11	5	66
Identification (ID) Requirements			1			1							2
Identification (ID) Requirements - Domestic			1			1							2
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) - Hearing Impairment		1											1
Property - Special Handling	3	1									1		5
Property - Special Handling - Damaged Items	1	1									1		3
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Screening				1	1		1	1			1	1	6
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1	1		1				1	1	5
2023	12	4	9	11									36
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	9	2	9	10									30
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	9	2	8	10									29
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing Items		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
DBQ		2	1			2				1			6
2020						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
2022		2	1			1				1			5
Expedited Passenger Screening Program		1				1							2
Expedited Passenger Screening Program - TSA PreC		1				1							2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - General		1											1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DCA	305	314	311	268	168	209	235	218	260	268	303	256	3,115
2020				54	46	34	1	7	13	20	11	19	205
Civil Rights				1		1			2	1	1	2	8
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination									2				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			3
Customer Service				12	13	6	1	3	7	4	2	5	53
Customer Service - Others					1							1	2
Customer Service - TSO				12	12	6	1	3	7	4	2	4	51
Human Capital											1		1
Human Capital - Current Employee											1		1
Locks				2	1	2				2		1	8
Locks - General						1							1
Locks - Missing or Damaged Lock				2	1	1				2		1	7
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				6	5	2			2	5	3	3	26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	3	2			2	4	1	3	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2				1	1		4
Patdown				7	3	5							15
Patdown - Flyer				7	3	5							15
Persons w/ Disabilities (PWD)				4	6	4				1	2		17
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						2					1		3
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 the Body						2							2
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		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1								3
Property - Special Handling				11	10	7		1	2		2	7	40
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				2	1	1			1		1	1	7
Property - Special Handling - Missing Items - Carry-On				5	4	2						1	12
Property - Special Handling - Missing Items - Checked				4	4	4		1	1		1	5	20
Screening				10	8	7		3		7		1	36
Screening - Inconsistency				1		1				1			3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				9	6	5		3		6		1	30
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach						1							1
2021	23	16	14	11	11	17	31	41	58	55	92	71	440
Civil Rights	1	3	4		1	1	1	1	2	5	5	2	26
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights		1								1	1		3
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination	1	1	1					1	2	1	3	1	11
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	1			1				2			5
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening											1	1	2
Customer Service	4	5	6	5	3	4	6	9	18	5	18	4	87
Customer Service - Others		1											1
Customer Service - TCC			1										1
Customer Service - TSO	4	4	5	5	3	4	6	9	18	5	18	4	85
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program			1		1	2	9	18	31	36	53	51	202
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD								1		1		1	3
Expedited Passenger Screening Program - TSA Application Program							2	2	1	6	4	4	19
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	6	15	30	27	49	45	176
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										2		1	3
Identification (ID) Requirements								1	3	1	2		7
Identification (ID) Requirements - Domestic									3	1	2		6
Identification (ID) Requirements - Real ID								1					1
Locks	1					1					1		3
Locks - Missing or Damaged Lock	1					1					1		3
Lost and Found		1	1	1							1		4
Lost and Found - Airport/TSA		1	1	1							1		4
Mishandling of Passenger Property	5	1			1	2	2	1					12
Mishandling of Passenger Property - Damaged or Missing Items	2				1	2	2	1					8
Mishandling of Passenger Property - Disarrayed Items	3	1											4
No Jurisdiction				1							1		2
No Jurisdiction - Refer to CBP				1							1		2
No Subject							1						1
No Subject - General							1						1
Patdown	1				2	1	1			3	2		10
Patdown - Flyer	1				2	1				3	1		8
Patdown - Flyer as Observer							1						1
Patdown - General											1		1
Persons w/ Disabilities (PWD)	1		1	1			1	2	2	1	1	4	14
Persons w/ Disabilities (PWD) - Breast Cancer												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically	1											2	3
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) - Service Animals				1					1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1									1	2
Prohibited & Permitted Items				2			1	1				1	5
Prohibited & Permitted Items - Beauty & Grooming Items							1						1
Prohibited & Permitted Items - Chemical/Household Products				1									1
Prohibited & Permitted Items - Food/Beverages				1				1					2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects												1	1
Property - Special Handling	3	2		1	1	2	5	4	2	1	4	5	30
Property - Special Handling - Damaged Items	1	1							1			2	5
Property - Special Handling - Damaged Items - Checked				1		1	2	1					5
Property - Special Handling - Missing Items - Carry-On					1		1	3			3		8
Property - Special Handling - Missing Items	2	1				1	2		1	1	1	3	12
Screening	7	4			1	4	4	5		3	4	4	36
Screening - Inconsistency								1					1
Screening - International Screening					1								1
Screening - Lengthy Lines	1										1		2
Screening - Procedures/Process	5	4				4	3	4		3	3	4	30
Screening - Retrieving Abandoned/Confiscated	1						1						2
2022	93	123	109	66	111	158	203	170	189	193	200	166	1,781
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information			1										1
Airline				1	1	1	1					1	5
Airline - Lost Baggage												1	1
Airline - Policy/Regulations/Service				1	1	1	1						4
Civil Rights	5	2		2	1			2		2		1	15
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
Civil Rights - National Origin	1												1
Civil Rights - Race								1		1		1	3
Civil Rights - Racial Profiling or Discrimination	4	2		1	1								8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1						1			2
Claims							1						1
Claims - Status							1						1
Customer Service	13	13	9	7	14	13	13	13	22	18	11	11	157
Customer Service - CSM						1							1
Customer Service - Others				1						1			3
Customer Service - TSO	13	13	9	6	14	11	13	13	22	17	11	11	153
Expedited Passenger Screening Program	59	83	82	45	82	124	162	134	150	149	162	141	1,373
Expedited Passenger Screening Program - Active Duty Military									1		1		2
Expedited Passenger Screening Program	3	6	6	1		6	2	1	6	1	3	2	37
Expedited Passenger Screening Program	4	6	5	2	1	2	6	4	6	10	6	3	55
Expedited Passenger Screening Program	50	69	67	40	79	111	149	127	136	134	151	136	1,249
Expedited Passenger Screening Program	2	2	4	2	2	5	5	2	1	4	1		30
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domestic			1										1
Identification (ID) Requirements - ID Matching Ticket		1											1
Locks			2			1				1			4
Locks - Missing or Damaged Lock			2			1				1			4
Lost and Found		1				2	1			1			5
Lost and Found - Airport/TSA		1				2	1			1			5
Mishandling of Passenger Property		3	1			1	2	3	1		6	2	19
Mishandling of Passenger Property - Damaged/Missing Items		3				1	1	1			4		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On			1			1	1	2	1		2	2	10
No Jurisdiction	1		2			1							4
No Jurisdiction - Refer to Other	1		2			1							4
Patdown		3	2		1	2	2	1	1	2	4	2	20
Patdown - Flyer		3	2		1	1	1	1	1	2	4	2	18
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)	3	3			2	4	6	4		3	6		31
Persons w/ Disabilities (PWD) - Autism Spectrum							1				1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes					1	1	1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								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		2
Persons w/ Disabilities (PWD) - Medically	1						1				1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		1				1	1	1		1			5
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment								2		1			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway	1	1				1	1			1	2		7
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Firearm/Arms	1												1
Prohibited & Permitted Items - Food/Beverages		1											1
Property - Special Handling	6	5	2	7	4	2	4	3	5	5	3	3	49
Property - Special Handling - Damaged Items	3	3		3	1	1		1	2	4	1	2	21
Property - Special Handling - Damaged Items - Checked		2	2	2	2		2		1				11
Property - Special Handling - Missing Items	2				1	1	2	1	1	1	2	1	12
Property - Special Handling - Missing Items - Carry-On	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
Request for Assistance				1		1							2
Request for Assistance - Other				1		1							2
Screening	5	7	7	4	5	7	10	10	10	12	8	5	90
Screening - Crew Member or Airline Employee										1	1		2
Screening - Inconsistency		1		1	1		4	1		4	1	1	14
Screening - Lengthy Lines		1		1	1			1	1				6
Screening - Military							1	1					2
Screening - Procedures/Process	5	5	7	2	3	7	5	7	9	6	5	4	65
Screening - Retrieving Abandoned/Confiscated Items											1		1
TSA Contact Information								1					1
TSA Contact Information - General							1						1
2023	189	175	188	137									689
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL				1									1
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	3	1		1	1								6
Civil Rights - Race	3	1											4
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	7	10	12	7									36
Customer Service - TSO	7	10	12	7									36
Expedited Passenger Screening Program	161	147	159	117									584
Expedited Passenger Screening Program - Active Du		1	1	2									4
Expedited Passenger Screening Program	1	5	1										7
Expedited Passenger Screening Program	3	1	9	1									14
Expedited Passenger Screening Program	157	137	148	114									556
Expedited Passenger Screening Program - TSA/DHS		3											3
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
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	4	3	1										8
Mishandling of Passenger Property - Dam	1		1										2
Mishandling of Passenger Property - Dam	1	1											2
Mishandling of Passenger Property - Disa	2	2											4
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Patdown	2	3	2	3									10
Patdown - Flyer	2	3	2	3									10
Persons w/ Disabilities (PWD)	1	1	4										6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cai			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	1										2
Persons w/ Disabilities (PWD) - Wheelcha	1		2										3
Property - Special Handling	1		3	2									6
Property - Special Handling - Damaged Items - Carry-On			1	1									2
Property - Special Handling - Missing Item	1		2										3
Property - Special Handling - Missing Items - Checked				1									1
Screening	7	8	4	7									26
Screening - Children	1												1
Screening - Crew Member or Airline Employee		1		1									2
Screening - Inconsistency			1										1
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	5	6	3	5									19
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
DDC			1			1	1	1					4
2021								1					1
Screening								1					1
Screening - Procedures/Process								1					1
2022			1			1	1						3
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEC		1	1	1				1			1		5
2022			1	1				1			1		4
Expedited Passenger Screening Program			1					1			1		3
Expedited Passenger Screening Program - TSA PreCheck			1					1			1		3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2023		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
Locks		3		1		2	1	1		1	3	2	14
Locks - General											1	1	2
Locks - Missing or Damaged Lock		3		1		2	1	1		1	2	1	12
Lost and Found	1					1	2	1					5
Lost and Found - Airport/TSA	1					1	2	1					5
Mishandling of Passenger Property	8	7	3	8	9	10	6	9	3	4	2	4	73
Mishandling of Passenger Property - Damaged	2	1	2			1	2	2	1	1			12
Mishandling of Passenger Property - Damaged	4	6	1	8	9	6	3	7	2	3	2	1	52
Mishandling of Passenger Property - Damaged	2					3	1					3	9
No Jurisdiction			1		1					1	2	2	7
No Jurisdiction - Refer to Other			1		1					1	2	2	7
Patdown	2	4			2	1	3		2	6	7	7	34
Patdown - Children											2		2
Patdown - Flyer	2	4			2	1	3		2	4	1	7	26
Patdown - Flyer as Observer										2	3		5
Patdown - General											1		1
Persons w/ Disabilities (PWD)	3		2	3	2	1	5	9	4	5	3	5	42
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes								1	2				3
Persons w/ Disabilities (PWD) - General							2	2					4
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1			1						3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2					2
Persons w/ Disabilities (PWD) - Medical	1									3	1	1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1	1	1	1				2	6
Persons w/ Disabilities (PWD) - Mobility	1								1		1	1	4
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
Persons w/ Disabilities (PWD) - Touch Aids	1				1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1			1	3		1			7
Prohibited & Permitted Items			1			1	1	1	4	2	6	2	18
Prohibited & Permitted Items - Alcohol and Tobacco							1	1	1				2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump												1	1
Prohibited & Permitted Items - Electronic Devices								1					1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages			1								2		3
Prohibited & Permitted Items - General											2		2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects						1					2		3
Prohibited & Permitted Items - Lighters/Matches									1				1
Prohibited & Permitted Items - Remains										1			1
Prohibited & Permitted Items - Sporting Goods									2			1	3
Property - Special Handling	12	9	1	3	6	8	18	12	13	16	11	8	117
Property - Special Handling - Damaged Items	1	2				1	2	1	6	6	3	3	25
Property - Special Handling - Damaged Items	1	2	1	1	3	1	7	2		1	3		22
Property - Special Handling - Missing Items	4				2	2	5	7	3	4	3	3	33
Property - Special Handling - Missing Items	6	5		2	1	4	4	2	4	5	2	2	37
Screening	16	4	6	2	10	12	14	12	15	16	29	51	187
Screening - Children	1						1						2
Screening - Crew Member or Airline Employee						1						1	2
Screening - Inconsistency			1	1	5	2	1	2	2	2	4	6	26
Screening - Lengthy Lines	1							1	1		9	14	26
Screening - Procedures/Process	14	3	5	1	5	9	11	9	12	13	16	30	128
Screening - Retrieving Abandoned/Confiscated Items		1					1			1			3
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									1				1
Transfer to Security Specialist							1						1
Transfer to Security Specialist - Reportable Communication							1						1
2022	234	247	230	149	242	434	440	405	381	394	406	443	4,005
Additional Information Required/Insufficient Information				1		1						1	3
Additional Information Required/Insufficient Information - EMAIL ONLY				1		1						1	3
Advanced Imaging Technology (AIT)						1		1					2
Advanced Imaging Technology (AIT) - Flyer						1		1					2
Airline	1		1	2	1		1		1		3		10
Airline - Lost Baggage							1				2		3
Airline - Policy/Regulations/Service	1		1	2	1				1		1		7
Animals							1						1
Animals - Carry-On							1						1
Civil Rights	4	3	5	3	3	8	1	5	4	29	6	3	74
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 - Race						2		4	1	3	6	3	19
Civil Rights - Racial Profiling or Discrimination	3	1	3	1	2								10
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity	1		1	1		3			1	5			12
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening		1				1				21			23
Claims		3		1					1				5
Claims - General		3							1				4
Claims - Status				1									1
Customer Service	41	26	26	16	22	19	23	21	34	23	30	25	306
Customer Service - CSM	1												1
Customer Service - Others	1		1									1	3
Customer Service - TSO	39	26	25	16	22	19	23	21	34	23	30	24	302
Expedited Passenger Screening Program	122	160	163	93	183	361	364	312	289	291	314	354	3,006

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 - Active Duty Military			1			1		1					3
Expedited Passenger Screening Program	1	1	3		3	4	3	4	1	2	2		24
Expedited Passenger Screening Program	10	23	15	5	13	13	10	11	7	7	14	12	140
Expedited Passenger Screening Program	111	135	142	88	166	343	351	291	281	281	297	341	2,827
Expedited Passenger Screening Program - TSA/DHS		1	2		1			5		1	1	1	12
Federal Flight Deck Officer (FFDO) Program		1											1
Federal Flight Deck Officer (FFDO) Program - Gener:		1											1
Locks		1					1		1	2	1	2	8
Locks - General							1						1
Locks - Missing or Damaged Lock		1							1	2	1	2	7
Lost and Found		1		2				1	1		1	1	7
Lost and Found - Airport/TSA		1		2				1	1		1	1	7
Mishandling of Passenger Property	1	2	3	4	4		7	5	9	7	9	7	58
Mishandling of Passenger Property - Dam	1		2	1			1	3	2	3	4	4	21
Mishandling of Passenger Property - Damaged/Missi		1	1	1	3		6	2	4	3	5	2	28
Mishandling of Passenger Property - Disarrayed Item		1		2	1				3	1		1	9
No Jurisdiction	2	1		1	1		1	3		1			10
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP	1									1			2
No Jurisdiction - Refer to Other	1			1	1		1	1					6
No Subject		1											1
No Subject - General		1											1
Patdown	3	3	2		5	5	8	6	3	5	8	8	56
Patdown - Children					1		1						2
Patdown - Flyer	3	3	2		3	5	7	6	3	4	7	8	51
Patdown - Flyer as Observer					1					1	1		3
Persons w/ Disabilities (PWD)	5	8	4	4	7	4	6	7	10	3	1	6	65
Persons w/ Disabilities (PWD) - Autism Spectrum		2	1										3
Persons w/ Disabilities (PWD) - Cognitive /Developm		1				1							2
Persons w/ Disabilities (PWD) - Diabetes	1				1							1	3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - General		1			1		1		2				5
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									2	1			3
Persons w/ Disabilities (PWD) - Medically	3		2		1		1	5	3	1	1		17
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1							1				2
Persons w/ Disabilities (PWD) - Mobility Disability (N		2		1		1	2					1	7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					2	2		1	1	1			7
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				1				3
Persons w/ Disabilities (PWD) - Wheelcha	1		1	2			2					2	8
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - General	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	19	8	8	7	5	13	5	9	6	6	11	6	103
Property - Special Handling - Damaged It	8	3	4	2	3	3	1	4	4	4	6	2	44
Property - Special Handling - Damaged It	3	1	2	1	1	4	1	1		1	1		16
Property - Special Handling - Missing Item	3			3		5	1	1	2		1	2	18
Property - Special Handling - Missing Item	5	4	2	1	1	1	2	3		1	3	2	25
Screening	34	29	17	14	11	22	22	35	21	27	22	30	284
Screening - Children							1	1	1		1		4
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	5	2	2	1	1	3	2	5	2	5	1	7	36
Screening - International Screening						1							1
Screening - Lengthy Lines	8	2	1	1	3	5	6	10	6	4	3	8	57
Screening - Military			1										1
Screening - Procedures/Process	20	24	13	12	7	12	11	17	12	16	14	13	171
Screening - Retrieving Abandoned/Confis	1					1	2	2		2	3	2	13
SIDA (Security Identification Display Area)									1				1
SIDA (Security Identification Display Area) - General									1				1
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2023	455	416	394	370									1,635
Additional Information Required/Insufficient Information		1		2									3
Additional Information Required/Insufficient Informati		1		2									3
Airline	1		2										3
Airline - Lost Baggage			1										1
Airline - Policy/Regulations/Service	1		1										2
Civil Rights	2	2	2	3									9
Civil Rights - Age	1												1
Civil Rights - National Origin				1									1
Civil Rights - Race		1	1	1									3
Civil Rights - Sex/Gender/Gender Identity	1	1											2
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening				1									1
Claims	1		1										2
Claims - Status	1		1										2
Customer Service	38	22	25	20									105
Customer Service - TSO	38	22	25	20									105
Expedited Passenger Screening Program	329	340	312	284									1,265
Expedited Passenger Screening Program - Active Duty Military			2										2
Expedited Passenger Screening Program	1	2		2									5
Expedited Passenger Screening Program	12	12	13	10									47

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	316	325	297	272									1,210
Expedited Passenger Screening Program - TSA/DHS		1											1
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											2
Lost and Found - Airport/TSA		1											2
Mishandling of Passenger Property		7	2	3	2								14
Mishandling of Passenger Property - Dam		4			2								6
Mishandling of Passenger Property - Dam		2	1	1	2								6
Mishandling of Passenger Property - Disa		1	1										2
No Jurisdiction		1	1	1	4								7
No Jurisdiction - No Referral		1		1	1								3
No Jurisdiction - Refer to CBP					1								1
No Jurisdiction - Refer to Other			1		2								3
Patdown		11	7	3	9								30
Patdown - Children		1	1	1									3
Patdown - Flyer		9	5	2	8								24
Patdown - Flyer as Observer		1	1										2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)		1	2	4	6								13
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - General			1	1	1								3
Persons w/ Disabilities (PWD) - Medically		1			1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				2									2
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) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling		11	7	8	8								34
Property - Special Handling - Damaged It		4	4	1	2								11
Property - Special Handling - Damaged It		2											2
Property - Special Handling - Missing Item		4	2	6	5								17
Property - Special Handling - Missing Item		1	1	1	1								4
Screening		52	31	32	30								145
Screening - Crew Member or Airline Empl		1	1	4	1								7
Screening - Inconsistency		12	10	4	6								32
Screening - Lengthy Lines		12	5	3	3								23
Screening - Procedures/Process		27	15	20	17								79
Screening - Retrieving Abandoned/Confiscated Items				1	3								4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DFW	489	507	476	580	305	390	334	392	439	437	436	471	5,256
2020				112	98	61	16	18	36	51	46	57	495
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights				7	8	5	1	2	4	5	2	2	36
Civil Rights - Constitutional Rights											1		1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination				4	6	4	1	1	3	5	1	2	27
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1	1		1					5
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service				30	26	17	6	7	7	13	9	12	127
Customer Service - Others					1			1			1		3
Customer Service - TSO				30	25	17	6	6	7	13	8	12	124
Human Capital								1					1
Human Capital - Current Employee								1					1
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks				7	3	2	1	1		2	2	1	19
Locks - Missing or Damaged Lock				7	3	2	1	1		2	2	1	19
Lost and Found										2			2
Lost and Found - Airport/TSA										2			2
Mishandling of Passenger Property				17	16	12	1	2	8	7	6	8	77
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	3	2			1				7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				15	10	9	1	2	7	5	6	7	62
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	3	1				2		1	8
Patdown				2	1	3					4	2	12
Patdown - Children											1	1	2
Patdown - Flyer				2		3					1	1	7
Patdown - Flyer as Observer					1								1
Patdown - Non-Flyer											2		2
Persons w/ Disabilities (PWD)				8	7	1			2	2	2	2	24
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) - 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 Medication				3	2				1				6
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) - 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) - Wheelchair/ Scooter/ Segway					2								2
Property - Special Handling				21	21	9	4	2	8	12	18	17	112
Property - Special Handling - Damaged Items - Carry-On				4	6					3		4	17
Property - Special Handling - Damaged Items - Checked				4	3	5	1		6	4	6	5	34
Property - Special Handling - Missing Items - Carry-On				4	5	3			1		3	2	18
Property - Special Handling - Missing Items - Checked				9	7	1	3	2	1	5	9	6	43
Screening				20	16	11	3	3	7	8	3	11	82
Screening - Crew Member or Airline Employee							1		1				2
Screening - Inconsistency				1		1				2		1	5
Screening - Lengthy Lines				1								1	2
Screening - Procedures/Process				17	16	9	2	3	6	5	3	9	70
Screening - Retrieving Abandoned/Confiscated Items				1		1				1			3
2021	69	48	37	77	41	88	90	98	142	156	157	134	1,137
Airline								1	1	2			4
Airline - Policy/Regulations/Service									1	2			3
Airline - Wheelchair Assistance								1					1
Civil Rights	3	2	2	3	1	5	5	2	1	5	4	3	36
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights		1								1			2
Civil Rights - Racial Profiling or Discrimination	3	1		1		5	5	1	1	3	2	2	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1				1		1	2		6
Civil Rights - Sexual Orientation - Not Transgender					1								1
Civil Rights - Transgender Screening												1	1
Claims						1							1
Claims - General						1							1
Customer Service	21	15	20	29	14	21	20	28	49	37	37	19	310
Customer Service - Others	2	2		3	2			1	1	1			12
Customer Service - TSO	19	13	20	26	12	21	20	27	48	36	37	19	298
Duplicate E-mail				2							1		3
Duplicate E-mail - General				2							1		3
Expedited Passenger Screening Program			2	5		16	34	31	45	68	82	89	372
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program				1		1	4	1	6	2	3	5	23
Expedited Passenger Screening Program - TSA PreCheck			2	4		15	30	30	39	65	79	83	347
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Hazardous Materials Safety								1				1	2
Hazardous Materials Safety - General								1				1	2
Human Capital						1							1
Human Capital - Current Employee						1							1
Identification (ID) Requirements				1			2		1		1		5
Identification (ID) Requirements - Domestic				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
Locks	2	3	1			1			1	1		1	10
Locks - General			1							1		1	3
Locks - Missing or Damaged Lock	2	3				1			1				7
Lost and Found				1	3	1			1				6
Lost and Found - Airport/TSA				1	3	1			1				6
Mishandling of Passenger Property	10	3	2	16	8	6	6	4	4	5	3		67
Mishandling of Passenger Property - Damaged	2			3	3			2	1	2			13
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified	7	3	2	11	4	3	4	2		2	3		41
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disassembly	1			1	1	3	2		3	1			12
No Jurisdiction				2	1	1		2					6
No Jurisdiction - Refer to CBP				1		1		2					4
No Jurisdiction - Refer to Other				1	1								2
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Patdown	1	1	1	1	1		2	3	2	2	4	3	21
Patdown - Flyer	1	1	1	1	1		1	3	2	1	3	2	17
Patdown - General							1				1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1	2		3	1	3	5	5	5	5		3	33
Persons w/ Disabilities (PWD) - Cognitive	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						2
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1						3		1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2	2					4
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1				2				1	4
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	1				3
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1			2				4
Prohibited & Permitted Items			3		2	4	1			2	3		15
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
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			1			3
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1						1		2
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1		1	1					1		4
Prohibited & Permitted Items - Remains						1							1
Prohibited & Permitted Items - Sporting Goods										1			1
Property - Special Handling	17	9		8	2	12	9	10	19	18	9	9	122
Property - Special Handling - Damaged Items	2	2		2		1	2	2	4	4	4	2	25
Property - Special Handling - Damaged Items - Damaged	4	2				4	4	2	5	7	2	1	31
Property - Special Handling - Missing Items	5	1					1	2	4	2	2	2	19
Property - Special Handling - Missing Items - Missing	6	4		6	2	7	2	4	6	5	1	4	47
Screening	14	13	6	6	7	16	6	10	13	11	13	6	121
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1	1		2	6	3	1	3	1		3		21
Screening - Lengthy Lines			2	2					3	2	1	1	11
Screening - Procedures/Process	11	12	4	2	1	10	5	7	9	9	7	5	82
Screening - Retrieving Abandoned/Confiscated	1					3					1		5
Screening - Security Breach	1												1
Transfer to Security Specialist								1					1
Transfer to Security Specialist - Reportable Communication								1					1
2022	131	194	187	134	166	241	228	276	261	230	233	280	2,561
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline	1	1	1			3	1		1	2	2	1	13
Airline - Lost Baggage							1				1		2
Airline - Policy/Regulations/Service	1	1	1			3			1	2	1	1	11
Civil Rights	7	8	5	3	4	2	3	5		3	3	2	45
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear			1										1
Civil Rights - Not Specified						1							1
Civil Rights - Profiling							1						1
Civil Rights - Race							1	5		2	2	2	14
Civil Rights - Racial Profiling or Discrimination	7	7	2	2	1								19
Civil Rights - Screening of Religious Cultural and Ceremonial		1									1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2		1	1	1			1			6
Claims			1		2								3
Claims - Status			1		2								3
Customer Service	27	35	29	16	24	32	29	35	34	44	27	29	361
Customer Service - CSM		1											1
Customer Service - Others										2		1	3
Customer Service - TSO	27	34	29	16	24	32	29	35	34	42	27	28	357
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	63	116	108	93	113	163	160	192	187	144	165	214	1,718
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		1				2		1	1			1	6
Expedited Passenger Screening Program - Other	4	10	4	6	5	5	4	10	8	4	10	5	75
Expedited Passenger Screening Program - Other	59	104	102	87	108	156	156	180	177	138	155	208	1,630

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA/DHS		1	2					1		2			6
Hazardous Materials Safety		1											1
Hazardous Materials Safety - General		1											1
HAZMAT Endorsement												1	1
HAZMAT Endorsement - General												1	1
Identification (ID) Requirements			1			1							2
Identification (ID) Requirements - Domestic			1			1							2
Locks		1	2	2		2	2		2			1	12
Locks - Missing or Damaged Lock		1	2	2		2	2		2			1	12
Lost and Found		1	2	2				2	1				6
Lost and Found - Airport/TSA		1	2					2	1				6
Mishandling of Passenger Property		1	2	3		3		5	6	2	4	4	33
Mishandling of Passenger Property - Damaged/Missing		1					1	1	1	2	2	1	9
Mishandling of Passenger Property - Damaged/Missing Items-C				2		2		3	5	1		2	16
Mishandling of Passenger Property - Disposition		1	1	1		1		1			2	1	8
No Jurisdiction		2	2	2	1		2	1	1	1		1	13
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to CBP		1	1				1	1	1	1			6
No Jurisdiction - Refer to Other			1	2	1		1				1		6
Patdown		1	1				3	2	6	4	1	4	28
Patdown - Children									1				1
Patdown - Flyer		1					3	2	6	3	1	4	26
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		6	4	7	3	4	5	1	4	5	5	2	48
Persons w/ Disabilities (PWD) - Autism Spectrum					2								2
Persons w/ Disabilities (PWD) - Cognitive		1								1		2	4
Persons w/ Disabilities (PWD) - Diabetes								1					1
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			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1			1			3
Persons w/ Disabilities (PWD) - Medically Necessary			2	1			1		1	2	1	1	9
Persons w/ Disabilities (PWD) - Metal Implants		1		1		1							3
Persons w/ Disabilities (PWD) - Mobility Devices		2		1	1	1		1	1				7
Persons w/ Disabilities (PWD) - Prostheses		1	1			1			1	1			5
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/ Segway							1		1	1			4
Prohibited & Permitted Items		1	2	1									4
Prohibited & Permitted Items - Alcohol and Beverages		1		1									2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1											1
Property - Special Handling		9	8	8	8	5	10	8	12	10	18	15	117
Property - Special Handling - Damaged Items		2	5	5	3	2	2	5	4	4	9	2	45
Property - Special Handling - Damaged Items - Checked		3	2		1	2	4		5	2	4	2	27
Property - Special Handling - Missing Items		4		1	2	1	1	3	3	3	3	8	30
Property - Special Handling - Missing Items - Checked			1	2	2		3		1	2	3	1	15
Screening		11	11	16	10	9	19	16	13	14	9	10	153
Screening - Crew Member or Airline Employee		1								1			2
Screening - Inconsistency		3	1	2	2	2	3	3	4	1	2	1	27
Screening - Lengthy Lines		1	1	2		1	1	4	3	1	1	2	18
Screening - Procedures/Process		6	9	11	8	5	15	8	6	10	5	6	100
Screening - Retrieving Abandoned/Confiscated Items				1		1		1		2			5
Screening - Shoe Screening											1		1
TWIC			1										1
TWIC - General			1										1
2023	289	265	252	257									1,063
Additional Information Required/Insufficient Information	3			1									4
Additional Information Required/Insufficient Information - Checked	3			1									4
Airline	2	1		1									4
Airline - Lost Baggage	1			1									2
Airline - Policy/Regulations/Service	1												1
Airline - Wheelchair Assistance		1											1
Civil Rights	4	3	3	3									13
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion			1										1
Civil Rights - Profiling	1												1
Civil Rights - Race	1		2	3									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	40	33	27	38									138
Customer Service - Others		2	1	1									4
Customer Service - TCC	1		1	1									3
Customer Service - TSO	39	31	25	36									131
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program	201	188	185	164									738
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - Checked	12	5	11										28
Expedited Passenger Screening Program - Unchecked	189	182	174	164									709
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks	1		1	4									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
Locks - General	1			1									2
Locks - Missing or Damaged Lock			1	3									4
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	5	5	4	10									24
Mishandling of Passenger Property - Dam	4	3	1	4									12
Mishandling of Passenger Property - Dam	1	1	2	5									9
Mishandling of Passenger Property - Disarrayed Item		1	1	1									3
Patdown	1	2	4	5									12
Patdown - Flyer	1	2	4	5									12
Persons w/ Disabilities (PWD)	8	4	3	4									19
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes	1		1										2
Persons w/ Disabilities (PWD) - Medical [2												2
Persons w/ Disabilities (PWD) - Medically Necessary		1		1									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility [1			1									2
Persons w/ Disabilities (PWD) - Prosthesi	2	1											3
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1		1	2									4
Property - Special Handling	4	5	3	7									19
Property - Special Handling - Damaged It	1	3		2									6
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Missing Item	1		3	2									6
Property - Special Handling - Missing Item	1	1		3									5
Screening	19	22	21	20									82
Screening - Crew Member or Airline Empl	1	4	8	2									15
Screening - Inconsistency	3	2	4	8									17
Screening - Lengthy Lines	3	8	3	4									18
Screening - Procedures/Process	10	7	6	6									29
Screening - Retrieving Abandoned/Confis	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
DHN	2	5	2	3	3	4	1	3	4	2	1	2	32
2020				1	2	1				1			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--Checked Baggage						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		1		1	1	1	6
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		3
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Checked										1			1
Screening													1
Screening - Procedures/Process													1
2022		1	1		1	2	1	2	4			1	13
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		1			1	1		2	3			1	9
Expedited Passenger Screening Program - TSA PreC		1			1	1		2	3			1	9
Property - Special Handling				1			1						2
Property - Special Handling - Missing Items - Checked				1			1						2
Screening							1						1
Screening - Inconsistency							1						1
2023	1	4	1	2									8
Expedited Passenger Screening Program		3											3
Expedited Passenger Screening Program - TSA PreC		3											3
Locks		1		1									2
Locks - General		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
Property - Special Handling	1			1									2
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
DIK			3							1	4	2	10
2020											2		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
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
Property - Special Handling - Missing Items - Checked													1
2022											1	1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown													1
Patdown - Children													1
2023			3										3
Expedited Passenger Screening Program			3										3
Expedited Passenger Screening Program - TSA PreCheck			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
DLG							1		3	1	2	4	11
2021									3		2	3	8
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									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
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		2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked									1				1
Screening												1	1
Screening - Procedures/Process												1	1
2022							1			1		1	3
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLH	1	7	6	7	2	1	3	2		3	5	3	40
2020				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 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					2		2	3	2	10
Civil Rights								1			1		2
Civil Rights - Civil Rights Violation (TSA Employee)											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
CSM/Stakeholder Follow-up			1										1
CSM/Stakeholder Follow-up - General			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
Locks - Missing or Damaged Lock													1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - General											1		1
Screening								1					1
Screening - Procedures/Process								1					1
2022		2	1	1	1	1	3			1	1	1	12
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Expedited Passenger Screening Program		1	1	1	1	1	2			1	1	1	10
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck			1	1	1	1	2			1	1	1	9
Screening		1											1
Screening - Procedures/Process		1											1
2023	1	5	4	4									14
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1	3	2	1									7
Expedited Passenger Screening Program	1	3	2	1									7
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Screening		1											2
Screening - Inconsistency				1									1
Screening - Procedures/Process				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
DRO	5	11	5	6	7	3	4	5	4	4	3	4	61
2020				1	1						1	2	5
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 as Observer											1		1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
2021					1	1	2	2	1	2	1	1	11
Civil Rights							1			1			2
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program								1		1	1		3
Expedited Passenger Screening Program - TSA PreCheck								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 - 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
Screening					1								1
Screening - Procedures/Process					1								1
2022	1	5	2		5	2	2	3	3	2	1	1	27
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program	1	4	2		4	2	1	2	3	1	1	1	22
Expedited Passenger Screening Program - TSA Application Program					2								2
Expedited Passenger Screening Program	1	4	2		2	2	1	2	3	1	1	1	20
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
Screening - Inconsistency		1											1
2023	4	6	3	5									18
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	3	5	2	4									14
Expedited Passenger Screening Program	3	5	2	4									14
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Breast Cancer		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	
DRT			2	1	2	1	2			1	1	2	3	15
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
2021													1	1
Expedited Passenger Screening Program													1	1
Expedited Passenger Screening Program - DoD													1	1
2022						1			1		2		2	6
Expedited Passenger Screening Program						1			1		1		2	5
Expedited Passenger Screening Program - TSA PreCheck						1			1		1		2	5
Screening												1		1
Screening - Inconsistency												1		1
2023			2	1	1									4
Customer Service			1											1
Customer Service - TSO			1											1
Expedited Passenger Screening Program			1											1
Expedited Passenger Screening Program - TSA PreC			1											1
Mishandling of Passenger Property					1									1
Mishandling of Passenger Property - Damaged/Missing Items--C					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
DSM	36	56	30	29	20	41	30	31	18	31	28	27	377
2020				2	6	6	3	2	1	6	2	3	28
Customer Service						3		1		1			5
Customer Service - TSO						3		1		1			5
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				1			5
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	2				2	1	2	8
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	2	5
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	6	2	6	3	6	47
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		2		1	1		1	1			2		8
Customer Service - TSO		2		1	1		1	1			2		8
Expedited Passenger Screening Program			1		1		2	1	1	4	1	5	16
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - TSA PreCheck					1		2	1	1	4	1	5	15
Mishandling of Passenger Property	4	1						1					6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1						1					4
Mishandling of Passenger Property - Disposition	1												1
Patdown	1					1							2
Patdown - Flyer	1												1
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	1	1						1		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 - Carry-On	1	1						1					3
Screening		2			2		1						5
Screening - Inconsistency					1								1
Screening - Procedures/Process		2			1		1						4
2022	8	25	8	12	10	33	26	23	15	19	23	18	220
Civil Rights	1					2	3		1				7
Civil Rights - Hair Patdowns							1						1
Civil Rights - Profiling							1						1
Civil Rights - Race						2	1		1				4
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service	1	1				1		2		1	2		8
Customer Service - TSO	1	1				1		2		1	2		8
Expedited Passenger Screening Program	5	17	8	12	10	28	19	21	10	18	15	17	180
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA PreCheck	2	3	1				1	1			1		9
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	3	13	7	11	10	28	18	20	9	18	14	17	168
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown									1		2		3
Patdown - Flyer									1		2		3
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1	2											3
Property - Special Handling		2				1	2				1		6
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
Property - Special Handling - Missing Items - Checked							1						1
Screening		3					1		2		3	1	10
Screening - Children											1		1
Screening - Inconsistency									1			1	2
Screening - Procedures/Process		3					1		1		2		7
2023	22	25	21	14									82
Civil Rights			1										1
Civil Rights - Race			1										1
Expedited Passenger Screening Program	19	21	20	13									73
Expedited Passenger Screening Program - TSA PreCheck	1			1									2
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	18	21	20	12									71
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Patdown	2			1									3
Patdown - Children				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
Patdown - Flyer as Observer	1												1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry			1										1
Screening			3										3
Screening - Lengthy Lines			2										2
Screening - Procedures/Process			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DTW	277	331	350	367	189	216	204	219	242	223	289	302	3,209
2020				54	34	20	9	9	13	20	31	24	214
Civil Rights				4	2	1		1		1			9
Civil Rights - National Origin					1	1							2
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination				3	1			1					5
Civil Rights - Transgender Screening										1			1
Customer Service				13	6	1	3	1	3	4	8	3	42
Customer Service - TSO				13	6	1	3	1	3	4	8	3	42
Locks				4	2	2	1		1				10
Locks - Missing or Damaged Lock				4	2	2	1		1				10
Lost and Found					1	1	1				1		4
Lost and Found - Airport/TSA					1	1	1				1		4
Mishandling of Passenger Property				7	6	3	2	3	3	5	7	8	44
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				4	3	3	2	3	2	5	7	7	36
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				3	3							1	7
Patdown					2								2
Patdown - Flyer					2								2
Persons w/ Disabilities (PWD)				7	2				1	1		2	13
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General				1								1	2
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1								1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				2									2
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) - Respiratory and Inhaler Equipment										1			1
Property - Special Handling				13	8	7	1	1	2	8	7	7	54
Property - Special Handling - Damaged Items - Carry-On						2				1			3
Property - Special Handling - Damaged Items - Checked				3	3	2			1	2	1	2	14
Property - Special Handling - Missing Items - Carry-On				1	2				1	1	3		8
Property - Special Handling - Missing Items - Checked				9	3	3	1	1		4	3	5	29
Screening				6	5	5	1	3	3	1	8	4	36
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines				1	1					1			3
Screening - Procedures/Process				3	4	4	1	3	2		7	3	27
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach						1						1	2
2021	33	19	21	16	18	23	37	39	66	66	71	84	493
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
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	1	2	2	1	2	2	3		6	5	2	3	29
Civil Rights - Civil Rights Violation (TSA Employee)									1				1
Civil Rights - National Origin							2					1	3
Civil Rights - Perceived Religion							1		1				3
Civil Rights - Racial Profiling or Discrimination	1	1	1		1				4	3	2	2	15
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
Civil Rights - Transgender Screening										1			1
Claims								1					1
Claims - General								1					1
Customer Service	6	4	6	6	2	6	4	10	10	7	10	11	82
Customer Service - CSM				1									1
Customer Service - Others				1									1
Customer Service - TSO	6	3	6	5	2	6	4	10	10	7	10	11	80
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			3	3	1	11	17	14	30	31	43	57	210
Expedited Passenger Screening Program - DoD							2			1			3
Expedited Passenger Screening Program - TSA Application Program						1	2	2	2		1	6	14
Expedited Passenger Screening Program - TSA PreCheck			3	3	1	10	13	12	28	30	42	51	193
Identification (ID) Requirements							1		1				2
Identification (ID) Requirements - Domestic							1		1				2
Locks			1					2		1	1	1	6
Locks - General											1		1
Locks - Missing or Damaged Lock			1				2		1			1	5
Lost and Found	1	2			1								4
Lost and Found - Airport/TSA	1	2			1								4
Mishandling of Passenger Property	10	1	7	2	5		1	4	3	1	2		36
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage			4							1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	10	1	3	2	5		1	3	3		2		30
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage								1					1
No Jurisdiction					2					1			3
No Jurisdiction - Refer to CBP										1			1
No Jurisdiction - Refer to FAA						1							1
No Jurisdiction - Refer to Other						1							1
Notice of Violation/Civil Penalties										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Notice of Violation/Civil Penalties - General										1			1
Patdown								2	4	4		1	11
Patdown - Flyer								2	4	4		1	11
Persons w/ Disabilities (PWD)	1			1			2	1	4	2		3	14
Persons w/ Disabilities (PWD) - Autism Spectrum										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	1			1	5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									2			1	3
Prohibited & Permitted Items				1					2		2		5
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Prohibited & Permitted Items - Remains											1		1
Property - Special Handling	11	5		2	2		5	5	2	5	5	3	45
Property - Special Handling - Damaged Items - Carry-On								2		1	1		4
Property - Special Handling - Damaged Items - Checked	4	2		1	1			1	1		2		12
Property - Special Handling - Missing Items - Carry-On	1	1					2	1		1	2		10
Property - Special Handling - Missing Items - Checked	6	2		1	1		3	1	1	3		1	19
Screening	3	3	3		3	3	2	2	4	6	5	5	39
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency					2	1		1	1		1	1	7
Screening - Lengthy Lines						1						1	2
Screening - Procedures/Process	3	3	2		1	1	1		3	6	4	3	27
Screening - Retrieving Abandoned/Confiscated Items							1	1					2
Transfer to Security Specialist										1			1
Transfer to Security Specialist - Reportable Communication										1			1
2022	81	137	121	130	137	173	158	171	163	137	187	194	1,789
Airline			2		1					1			4
Airline - Policy/Regulations/Service			2		1					1			4
Civil Rights	3	4	1	1	1	2	2	2	4	2		4	26
Civil Rights - Age									1				1
Civil Rights - Perceived Religion									1				1
Civil Rights - Profiling						1	1						2
Civil Rights - Race						1	1	1	1	2		3	9
Civil Rights - Racial Profiling or Discrimination	3	4	1		1								9
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
Claims	1								1				2
Claims - General	1								1				2
Customer Service	8	5	8	7	6	7	6	7	20	10	10	7	101
Customer Service - Others			1							1			2
Customer Service - TCC								1					1
Customer Service - TSO	8	5	7	7	6	7	6	6	20	9	10	7	98
Expedited Passenger Screening Program	55	113	96	107	119	151	139	139	118	105	159	165	1,466
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD		2	1				1	2					6
Expedited Passenger Screening Program - Known Crew Member					1				1				2
Expedited Passenger Screening Program - Other	2	14	11	6	6	6	9	6	12	4	5	7	88
Expedited Passenger Screening Program - TSA/DHS	53	96	84	101	112	145	129	131	105	99	154	158	1,367
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Identification (ID) Requirements	1			1									2
Identification (ID) Requirements - Domestic	1			1									2
Locks	1				1		1	1				1	5
Locks - Missing or Damaged Lock	1				1		1	1				1	5
Lost and Found		1		1				1	1				4
Lost and Found - Airport/TSA		1		1				1	1				4
Mishandling of Passenger Property	1		3			2		2	3	5	4	3	23
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2	1	3	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked			2			1			1	2	2	2	10
Mishandling of Passenger Property - Disposition	1		1			1			1		1		5
No Jurisdiction	1		1			1			1				4
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to Other	1					1			1				3
Patdown	3	4	1	3	1		2	5	1	1	3	4	28
Patdown - Children				1									1
Patdown - Flyer	3	2	1	2	1		2	5	1	1	3	4	25
Patdown - Flyer as Observer		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	2	1	1	1	3		1	7	4	1	1	1	23
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) - Internal Medical	1			1									2
Persons w/ Disabilities (PWD) - Medically	1						1	2					4
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1			2
Persons w/ Disabilities (PWD) - Service Animals			1					1					2
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						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
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec				1									1
Property - Special Handling	2	6	5	4	2	7	2	3	3	5	4	1	44
Property - Special Handling - Damaged Items - Checked	1	3		3		5	1	1	1	1	2		18
Property - Special Handling - Damaged Items - Checked			1	1				1	2	2	1		8
Property - Special Handling - Missing Items - Carry-C		2	1		1	2	1	1			1	1	10
Property - Special Handling - Missing Items	1	1	3		1					2			8
Screening	2	3	2	5	3	3	5	4	7	7	6	8	55
Screening - Children												1	1
Screening - Inconsistency				1			2				3	2	8
Screening - Lengthy Lines	1	1								1		1	4
Screening - Procedures/Process	1	2	2	4	3	3	3	4	7	6	3	4	42
2023	163	175	208	167									713
Airline				1									1
Airline - Lost Baggage				1									1
Animals				1									1
Animals - Carry-On				1									1
Civil Rights	2	1	1	1									5
Civil Rights - National Origin		1											1
Civil Rights - Race	1		1	1									3
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	10	8	6	12									36
Customer Service - Others				1									1
Customer Service - TCC		1											1
Customer Service - TSO	10	7	6	11									34
Expedited Passenger Screening Program	138	149	184	132									603
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program	5	7	6	2									20
Expedited Passenger Screening Program	133	141	177	130									581
Locks		1	2										3
Locks - Missing or Damaged Lock		1	2										3
Mishandling of Passenger Property	3	2	4	3									12
Mishandling of Passenger Property - Dam	2	1	2	2									7
Mishandling of Passenger Property - Dam	1		2										3
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
No Jurisdiction	1			3									4
No Jurisdiction - Refer to CBP	1			1									2
No Jurisdiction - Refer to Other				2									2
Patdown	2		1	1									4
Patdown - Flyer	2		1	1									4
Persons w/ Disabilities (PWD)	1	4	1										6
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		2											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1	1										2
Property - Special Handling	1	2	3	4									10
Property - Special Handling - Damaged Items - Carry		1	3	1									5
Property - Special Handling - Missing Item	1	1		3									5
Screening	5	8	5	10									28
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	2		1	2									5
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process	3	7	3	7									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
DVL						1	1						2
2022						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
EAR			1	2	1	3	1		1		1	1	11
2020				2	1	1							4
Mishandling of Passenger Property				2	1								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	1								2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2021						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 or Checked											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
2022			1				1		1			1	4
Expedited Passenger Screening Program			1				1		1				3
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck			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
EAT	2	2	2	3	1	2	2	1	3	3	1	1	23
2020				2									2
Customer Service				1									1
Customer Service - TSO				1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021			1	1		1			1	3		1	8
Claims			1										1
Claims - General			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	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			1
Property - Special Handling - Damaged Items - Checked										1			1
2022			1		1	1	2	1	2		1		9
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program						1	1	2		1			5
Expedited Passenger Screening Program - TSA PreCheck						1	1	2		1			5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling				1					1				2
Property - Special Handling - Missing Items - Checked				1					1				2
2023	2	2											4
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	2	1											3
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
EAU		1			1				1	1	1		5
2022					1				1	1	1		4
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
2023		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA Appl		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	22	14	7	15	8	14	11	18	22	16	20	19	186
2020				3	8	1	2	1	3	2	4	4	20
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		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	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) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling									2			2	4
Property - Special Handling - Missing Items - Checked									2				4
Screening				1						1	1	1	4
Screening - Procedures/Process				1						1	1	1	4
2021	4				3	2	4	5	7	7	10	9	51
Airline													1
Airline - Policy/Regulations/Service													1
Civil Rights							1	1					2
Civil Rights - Racial Profiling or Discrimination							1	1					2
Customer Service	1										1	2	4
Customer Service - TSO	1										1	2	4
Expedited Passenger Screening Program					1	1	2	1	2	4	6	3	20
Expedited Passenger Screening Program - TSA Application Program								1			1		2
Expedited Passenger Screening Program - TSA PreCheck					1	1	2		2	4	5	3	18
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						1			1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1				2
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown	1							2					3
Patdown - Flyer	1							2					3
Persons w/ Disabilities (PWD)	1							1					2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	1					1			2	1	1	2	8
Property - Special Handling - Damaged Items - Carry-On										1	1	1	3
Property - Special Handling - Damaged Items - Checked						1						1	2
Property - Special Handling - Missing Items - Carry-On									2				2
Property - Special Handling - Missing Items - Checked	1												1
Screening					1				1	1	1	1	5
Screening - Procedures/Process					1				1	1	1	1	5
2022	11	6	4	5	5	11	5	12	12	7	6	6	90
Airline				1									1
Airline - Policy/Regulations/Service				1									1
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						2			1				3
Expedited Passenger Screening Program	4	3	4	2	5	6	3	11	11	7	5	6	67
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program							1	1	1				3
Expedited Passenger Screening Program - TSA PreCheck	4	2	4	2	5	6	2	10	10	7	5	5	62
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	1										1		2
Patdown - Flyer											1		1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Prohibited & Permitted Items	1	1											2
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1											1
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	3	1		1		1		1					7
Screening - Inconsistency	1			1				1					3
Screening - Procedures/Process	2	1											3
Screening - Retrieving Abandoned/Confiscated Items							1						1
TWIC							1						1
TWIC - General							1						1
2023	7	8	3	7									25
Customer Service				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
Expedited Passenger Screening Program	7	7	3	5									22
Expedited Passenger Screening Program	7	7	3	5									22
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			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	1	1	14	10	6	17	1	5	5	4	7	4	75
2020						3							3
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
2021						3	3	1	1	2	2	3	18
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Expedited Passenger Screening Program							1		1	1	3	2	9
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck						1		1	1	1	2	2	8
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening						2	1	1					5
Screening - Inconsistency													1
Screening - Procedures/Process													1
2022			6	4	3	11		4	3	2	4	1	38
Civil Rights						1				1	1		3
Civil Rights - Race						1				1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			4	3	2	9		3	2		3	1	27
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck			4	3	2	9		3	2		3		26
Patdown				1									1
Patdown - Children				1									1
Persons w/ Disabilities (PWD)			1					1					2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Screening			1		1	1				1			4
Screening - Procedures/Process			1		1	1				1			4
2023	1	1	8	6									16
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program			7	4									11
Expedited Passenger Screening Program - TSA PreCheck			7	4									11
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 - 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
EKO	1			1	2	1		1				1	7
2020				1	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				1	3
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling						1						1	2
Property - Special Handling - Missing Items - Checked						1						1	2
2022							1						1
Screening							1						1
Screening - Inconsistency							1						1
2023	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELM	1	2	2	3	4	1	1		1	4		1	20
2020				2	3					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
Screening				2	2								4
Screening - Procedures/Process				2	2								4
2021								1		1			2
Customer Service								1					1
Customer Service - TSO								1					1
Screening										1			1
Screening - Procedures/Process										1			1
2022		1		1	1	1					3		8
Expedited Passenger Screening Program				1	1	1					2		6
Expedited Passenger Screening Program - TSA PreCheck				1	1	1					2		6
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening											1		1
Screening - Inconsistency											1		1
2023	1	1	2										4
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			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
ELP	50	25	38	38	13	28	27	29	33	22	22	45	370
2020				3	5	1	1		3	2	1	28	44
Customer Service					1					1			2
Customer Service - TSO					1					1			2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found												23	23
Lost and Found - Airport/TSA												23	23
Mishandling of Passenger Property				1	1		1		2			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
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
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 - Missing Items - Checked				1	1				1	1		1	5
Screening				1	1						1	3	6
Screening - Procedures/Process				1	1						1	3	6
2021	24	4	3	3		1	3	5	13	6	3	5	70
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				1		1			9
Customer Service - TCC				1									1
Customer Service - TSO	1	1	2	2				1		1			8
Expedited Passenger Screening Program						1	3	3	7	1	2	3	20
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - TSA Application Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck						1	2	2	6	1	2	3	17
Lost and Found	16	1											17
Lost and Found - Airport/TSA	16	1											17
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1									1			2
Patdown									4				4
Patdown - Flyer									4				4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Property - Special Handling	2	1						1	2	1			7
Property - Special Handling - Damaged Items - Carry-On		1							2				3
Property - Special Handling - Missing Items - Checked	2							1		1			4
Screening	3	1							2	1	1		8
Screening - Procedures/Process	3	1							2	1	1		8
2022	9	10	10	14	8	26	23	24	17	14	18	12	185
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights				1					1				2
Civil Rights - Perceived Religion									1				1
Civil Rights - Transgender Screening				1									1
Customer Service	1				1	1	1	1			2	1	8
Customer Service - Others											1		1
Customer Service - TSO	1				1	1	1	1			1	1	7
DHS TRIP	1			1									2
DHS TRIP - Status	1			1									2
Expedited Passenger Screening Program	6	7	6	10	4	23	15	20	13	12	13	9	138
Expedited Passenger Screening Program - DoD		1	1			2					1		5
Expedited Passenger Screening Program - TSA Application Program								1	1			1	3
Expedited Passenger Screening Program - TSA/DHS	6	5	5	10	4	21	15	18	12	12	11	8	127
Mishandling of Passenger Property			1					1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Disarrayed Item		1						1					2
Patdown			1		1		3		1				6
Patdown - Flyer			1		1		3		1				6
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental Disabilities		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Property - Special Handling	1	1		2	1			1		1		1	8
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	2
Property - Special Handling - Missing Items - Checked	1			1									2
Screening			2		1	2	4	1	2		3		15
Screening - Inconsistency						1	2				3		6
Screening - Lengthy Lines			2										2
Screening - Procedures/Process					1	1	2	1	2				7
2023	17	11	25	18									71
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2												2
Civil Rights - Perceived Religion	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1		1	1									3
Customer Service - TSO	1		1	1									3
Expedited Passenger Screening Program	14	9	20	15									58
Expedited Passenger Screening Program - DoD			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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		2		1									3
Expedited Passenger Screening Program		12	9	17	15								53
Expedited Passenger Screening Program - TSA/DHS Employee				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
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Screening				2	2								4
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
ENV				1	1								2
2020				1	1								2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				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
ERI	2	2	4	1		2	2	2	2	1		5	23
2020								1					1
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
2021		1					1		1				3
Customer Service		1					1		1				3
Customer Service - TSO		1					1		1				3
2022	2					2	1	1	1	1		5	13
Civil Rights	1									1			2
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service						1			1				2
Customer Service - Others						1							1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	1					1	1	1					5
Expedited Passenger Screening Program	1					1	1	1					5
2023		1	4	1									6
Expedited Passenger Screening Program			2	1									3
Expedited Passenger Screening Program - TSA PreCheck			2	1									3
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missed		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
ESC		2		2	1		1		1				7
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
2022		1		1			1		1				4
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling			1				1						2
Property - Special Handling - Missing Items - Checke			1				1						2
2023		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	19	17	24	15	8	8	16	12	14	11	11	19	174
2020				4	4	2		1		1		3	15
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				3	1	1						1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	1	1						1	6
Property - Special Handling				1	2	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
Screening - Procedures/Process											1	1	2
2021	1	1		2	1	2	6	2	2	3	1	5	26
Expedited Passenger Screening Program							2	2	1	1	1	5	12
Expedited Passenger Screening Program - TSA Application Program							1	1					2
Expedited Passenger Screening Program - TSA PreCheck							1	1	1	1	1	5	10
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									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 - Damaged/Missing Items--Checked Bag	1	1					2						4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag				1									1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects						1							1
Property - Special Handling							1	1		1			3
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Items - Checked						1							1
Screening										1			1
Screening - Procedures/Process										1			1
2022	5	1	9	2	3	4	10	9	12	8	9	11	83
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	4		7		2	4	8	7	10	6	7	10	65
Expedited Passenger Screening Program - TSA Application Program								1	1	1			3
Expedited Passenger Screening Program - TSA PreCheck	4		7		2	4	8	6	9	5	7	10	62
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
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Property - Special Handling				1	1		1	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 - Checked							1		1		1		3
Screening				1			1	1	1	1			5
Screening - Procedures/Process				1			1	1	1	1			5
2023	13	15	15	7									50
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Expedited Passenger Screening Program	10	14	12	5									41
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Program	1	1	1										3
Expedited Passenger Screening Program - TSA PreCheck	9	12	11	5									37
Lost and Found			2										2
Lost and Found - Airport/TSA			2										2
Mishandling of Passenger Property	2			2									4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1			1									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental				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
EVV	4	3	1	3	7	3	6	2	1	2	6	3	41
2020				2	3								5
Customer Service					1								1
Customer Service - TSO					1								1
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					2								2
Screening - Procedures/Process					1								1
Screening - Security Breach					1								1
2021					1		1		1	2	1	2	8
Civil Rights												1	1
Civil Rights - Transgender Screening												1	1
Expedited Passenger Screening Program					1		1		1	2	1	1	7
Expedited Passenger Screening Program - TSA PreCheck					1		1		1	2	1	1	7
2022		1			3	3	5	2			5	1	20
Expedited Passenger Screening Program		1			2	3	5	1			4	1	17
Expedited Passenger Screening Program - TSA PreC		1			2	3	5	1			4	1	17
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
2023	4	2	1	1									8
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	2	2	1										5
Expedited Passenger Screening Program	2	2	1										5
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
EWN													
2020													
Mishandling of Passenger Property		2	1	2		1	4	3	2		1	2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1				1	1			2	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					3
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening				1									1
Screening - Procedures/Process				1									1
2021													
Expedited Passenger Screening Program							3	1	1		1		6
Expedited Passenger Screening Program - TSA PreCheck									1				1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening							2	1					3
Screening - Procedures/Process							2	1					3
2022													
Airline													1
Airline - Policy/Regulations/Service				1									1
Expedited Passenger Screening Program			2		1		1	1					6
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreC			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
EWR	785	860	927	919	446	778	712	705	609	631	710	679	8,761
2020				146	131	72	8	13	18	32	38	39	497
Civil Rights				4	4	3	1		1			2	15
Civil Rights - Age					1	1							2
Civil Rights - Headwear					1								1
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination				2		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								2
Civil Rights - Transgender Screening						1							1
Customer Service				31	38	16	2	3	4	5	6	3	108
Customer Service - Others				6	8			1	2				17
Customer Service - TSO				25	30	16	2	2	2	5	6	3	91
Identification (ID) Requirements					1							1	2
Identification (ID) Requirements - Domestic					1							1	2
Locks				8	4	4			1	4	1	3	25
Locks - General				1									1
Locks - Missing or Damaged Lock				7	4	4			1	4	1	3	24
Lost and Found				9	10	3	1	1	1	1	2	3	31
Lost and Found - Airport/TSA				9	10	3	1	1	1	1	2	3	31
Mishandling of Passenger Property				36	26	10	3	3	4	5	6	13	106
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	5	1	1			1		2	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				30	21	6	2	3	4	3	5	8	82
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				4		3					1	3	11
Patdown				1	1	3							5
Patdown - Children				1									1
Patdown - Flyer					1	3							4
Persons w/ Disabilities (PWD)				1	5	2				1	2		11
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
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) - Respiratory and Inhaler Equipment											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
Property - Special Handling				34	19	17		3	7	11	18	13	122
Property - Special Handling - Damaged Items - Carry-On				2	1					1	1		5
Property - Special Handling - Damaged Items - Checked				4	3	2		2	4	4	5	5	29
Property - Special Handling - Missing Items - Carry-On				13	4	5				3	1	4	30
Property - Special Handling - Missing Items - Checked				15	11	10		1	3	3	11	4	58
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening				22	22	14	1	3		5	3	1	71
Screening - Inconsistency				1	1								2
Screening - Lengthy Lines				4	7	1							12
Screening - Procedures/Process				15	13	13	1	3		5	2	1	53
Screening - Retrieving Abandoned/Confiscated Items				1							1		2
Screening - Security Breach				1	1								2
2021	47	42	34	34	41	42	72	97	113	138	176	168	1,004
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline			1			1				1	1	1	5
Airline - Lost Baggage										1	1		2
Airline - Policy/Regulations/Service			1			1						1	3
Animals								1					1
Animals - Carry-On								1					1
Civil Rights	3	1		2	3	3	5	1	6	3	8	1	36
Civil Rights - Age									2				2
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear							1						1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination	2	1			2		3	1	3		7	1	20
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	2	1		1	1	1		8
Civil Rights - Transgender Screening						1							1
Claims			1	1									2
Claims - General			1										1
Claims - Status				1									1
Customer Service	11	7	9	11	16	5	14	20	17	25	22	22	179
Customer Service - CSM			1										1
Customer Service - Others	1			2						1			4
Customer Service - TCC												1	1
Customer Service - TSO	10	7	8	9	16	5	14	20	17	24	22	21	173
Duplicate E-mail										1			1
Duplicate E-mail - General										1			1
Expedited Passenger Screening Program			7	3	3	16	22	38	42	59	86	98	374
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD											2		2
Expedited Passenger Screening Program - TSA Application Program				1		1	1	6	2	2	4	6	23
Expedited Passenger Screening Program - TSA PreCheck			7	2	3	15	20	31	39	57	80	91	345

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 - Status		1											1
Customer Service	25	29	32	24	20	25	18	28	20	23	42	26	312
Customer Service - CSM				1									1
Customer Service - Others							1				1		2
Customer Service - TCC								1					1
Customer Service - TSO	25	29	32	23	20	25	17	27	20	23	41	26	308
DHS TRIP												1	1
DHS TRIP - General												1	1
Expedited Passenger Screening Program	125	177	198	122	217	582	567	495	404	386	382	387	4,042
Expedited Passenger Screening Program - Active Duty Military					1			1		1		1	4
Expedited Passenger Screening Program	1	2				1	3	4		1	2	1	15
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	10	25	20	4	13	12	16	19	13	13	10	6	161
Expedited Passenger Screening Program	113	149	178	118	203	568	548	469	391	371	369	379	3,856
Expedited Passenger Screening Program - TSA/DHS		1				1		2			1		5
Hazardous Materials Safety		3	1				1		1		1	2	9
Hazardous Materials Safety - General		3	1				1		1		1	2	9
Identification (ID) Requirements		2											2
Identification (ID) Requirements - Domestic		2											2
Locks	2	1	1		1			2			1		8
Locks - Missing or Damaged Lock	2	1	1		1			2			1		8
Lost and Found		1	2	3	2	3	1	4		2	2	2	22
Lost and Found - Airport/TSA		1	2	3	2	3	1	4		2	2	2	22
Mishandling of Passenger Property	2	3	4	2	1		3	7	9	7	11	4	53
Mishandling of Passenger Property - Damaged	1	1	3					4	2	3	6	2	22
Mishandling of Passenger Property - Damaged	1	2	1	2	1		2	2	7	4	4	1	27
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1			1	1	4
No Jurisdiction	2	1	3	2	1	1	1	4	1	1	5	1	23
No Jurisdiction - No Referral								2					2
No Jurisdiction - Refer to CBP		1		2		1	1	1		1	3	1	11
No Jurisdiction - Refer to Department of State								1					1
No Jurisdiction - Refer to Other	2		3		1				1		2		9
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	3	2	1		4	4	4	7	4	1	5	5	40
Patdown - Children									1				1
Patdown - Flyer	1	1	1		4	4	4	6	3	1	4	5	34
Patdown - Flyer as Observer	2	1									1		4
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	10	6	6	2	2	7	7	5	6	2	2	2	57
Persons w/ Disabilities (PWD) - Cancer (Genetic)	1												1
Persons w/ Disabilities (PWD) - Cognitive	1								1				2
Persons w/ Disabilities (PWD) - Diabetes						1	2					1	4
Persons w/ Disabilities (PWD) - Diapers/Continence	1					1	1						3
Persons w/ Disabilities (PWD) - General	1		1		1	1		1					5
Persons w/ Disabilities (PWD) - Hearing Impairment							2						2
Persons w/ Disabilities (PWD) - Internal Medical Devices		1	1				1		1			1	5
Persons w/ Disabilities (PWD) - Medical Devices	2					1	1						4
Persons w/ Disabilities (PWD) - Medically Necessary	1					1		2			2		6
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Devices	1	2	1		1			1	1				7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1						1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees	2					1			1				4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1	2					1				4
Persons w/ Disabilities (PWD) - Visual Impairment	1												1
Persons w/ Disabilities (PWD) - Wheelchair	1		2			1				2			6
Prohibited & Permitted Items	4	3	5										12
Prohibited & Permitted Items - Alcohol and Beverages	2												2
Prohibited & Permitted Items - Beauty & Grooming	1												1
Prohibited & Permitted Items - Food/Beverages	1	1	2										4
Prohibited & Permitted Items - General			3										3
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors		1											1
Prohibited & Permitted Items - Sporting Goods		1											1
Property - Special Handling	4	10	18	6	9	15	10	7	10	17	9	13	128
Property - Special Handling - Damaged Items	2	3	9	4	1	4	5		2	4	2	2	38
Property - Special Handling - Damaged Items - Checked			5	1	2	2			2	1	2	1	16
Property - Special Handling - Missing Items	1	5	2	1	2	7	5	7	4	7	3	7	51
Property - Special Handling - Missing Items - Checked	1	2	2		4	2			2	5	2	3	23
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	14	11	26	11	13	20	16	30	16	17	27	20	221
Screening - Children								1				1	2
Screening - Crew Member or Airline Employee												1	1
Screening - Gate Pass		1											1
Screening - Inconsistency	2	1	6		2	1	1	7	2	3	7	4	36
Screening - International Screening					1								1
Screening - Lengthy Lines	4	1	6	1	2	3	1	5		4	5	4	36
Screening - Procedures/Process	8	8	14	9	5	15	11	15	14	9	13	8	129
Screening - Retrieving Abandoned/Confiscated Items				1	3	1	3	2			2	2	14
Screening - Shoe Screening										1			1
2023	540	563	591	564									2,258
Airline	1		1	3									5
Airline - Lost Baggage				1									1
Airline - Policy/Regulations/Service	1		1	1									3
Airline - Wheelchair Assistance				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	5	2	3	7									17
Civil Rights - Age		1	1										2
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Not Specified				1									1
Civil Rights - Race	4		1	3									8
Civil Rights - Sex/Gender/Gender Identity	1			1									2
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening				1									1
Customer Service	29	39	35	29									132
Customer Service - TCC			1										1
Customer Service - TSO	29	39	34	29									131
Expedited Passenger Screening Program	428	449	476	449									1,802
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program	1	2											3
Expedited Passenger Screening Program	15	10	10	9									44
Expedited Passenger Screening Program	412	436	466	438									1,752
Expedited Passenger Screening Program - TSA/DHS		1		1									2
Hazardous Materials Safety	2	1	1	1									5
Hazardous Materials Safety - General	2	1	1	1									5
Locks			3	2									5
Locks - Missing or Damaged Lock			3	2									5
Lost and Found	1	1		1									3
Lost and Found - Airport/TSA	1	1		1									3
Mishandling of Passenger Property	7	8	7	10									32
Mishandling of Passenger Property - Damaged Item	3	3	4	6									16
Mishandling of Passenger Property - Damaged Item	4	4	3	3									14
Mishandling of Passenger Property - Disarrayed Item		1		1									2
No Jurisdiction	3	3	1	6									13
No Jurisdiction - No Referral			1	1									2
No Jurisdiction - Refer to CBP	3	2	1	3									9
No Jurisdiction - Refer to Other				2									2
Patdown	3	5	6	3									17
Patdown - Flyer	3	5	5	3									16
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	3	3	4	6									16
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General			2										2
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary	1			2									3
Persons w/ Disabilities (PWD) - Mobility Impairment	2			1									3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1									2
Property - Special Handling	8	11	9	8									36
Property - Special Handling - Damaged Item	2	5	2	3									12
Property - Special Handling - Damaged Item	1	1		2									4
Property - Special Handling - Missing Item	2	3	5	1									11
Property - Special Handling - Missing Item	3	2	2	2									9
Screening	49	37	48	39									173
Screening - Crew Member or Airline Employee			2	1									3
Screening - Inconsistency	10	8	7	4									29
Screening - Lengthy Lines	13	8	11	14									46
Screening - Procedures/Process	23	20	25	18									86
Screening - Retrieving Abandoned/Confiscated	3	1	3	2									9
Transportation Security Operations Center	1												1
Transportation Security Operations Center	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EYW	9	20	16	18	12	13	16	13	14	7	13	10	161
2020				2	2	1				1	1	1	8
Civil Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
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 Private Scree				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown								2					2
Patdown - Flyer							2						2
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2021		1			3	2	5	7	3	2	5	7	35
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		3
Customer Service - TSO		1							1		1		3
Expedited Passenger Screening Program						1	3	3	1	2	3	4	17
Expedited Passenger Screening Program - TSA Application Program									1			1	2
Expedited Passenger Screening Program - TSA PreCheck						1	3	2	1	2	3	3	15
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property					1	1		1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1		1		2
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening					1		1					3	5
Screening - Inconsistency					1							3	4
Screening - Procedures/Process							1						1
2022	3	7	10	10	7	10	11	6	11	4	7	2	88
Customer Service			2						2	2			6
Customer Service - TSO			2						2	2			6
Expedited Passenger Screening Program	2	6	8	9	7	8	11	5	9	1	4	2	72
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Appl		1		1			1						3
Expedited Passenger Screening Program	2	5	8	8	7	8	10	5	8	1	4	2	68
Mishandling of Passenger Property		1									2		3
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		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
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1						1				1		3
Screening - Procedures/Process	1						1				1		3
2023	6	12	6	6									30
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Customer Service	2	1	2	1									6
Customer Service - TSO	2	1	2	1									6
Expedited Passenger Screening Program	4	11	1	4									20
Expedited Passenger Screening Program	4	11	1	4									20
Patdown			1										1
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAI	12	12	9	15	6	11	8	4	11	11	13	9	121
2020				4	3	4	1	1	1		5		19
Civil Rights							1				1		2
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Transgender Screening							1						1
Customer Service				1		2							3
Customer Service - TSO				1		2							3
Mishandling of Passenger Property				2		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 Checker				2									2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									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		3
Screening - Procedures/Process											2		2
Screening - Security Breach					1								1
2021	4	1				2	2	1	3	5	3	4	25
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						1			1	1	1	1	5
Customer Service - TSO						1			1	1	1	1	5
Expedited Passenger Screening Program									1	1		1	3
Expedited Passenger Screening Program - TSA PreCheck									1	1		1	3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1						1			1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1						1			1	1		4
Property - Special Handling	1	1						1	1	1	1	2	8
Property - Special Handling - Damaged Items - Checked	1								1	1	1	2	4
Property - Special Handling - Missing Items - Checked		1						1	1	1			4
Screening	2						1						3
Screening - Procedures/Process	2						1						3
2022	3	1	4	3	3	5	5	2	7	6	5	5	49
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service						1	2				2	1	6
Customer Service - TSO						1	2				2	1	6
Expedited Passenger Screening Program	1	1	2	2	1	4	2	2	6	2	3	2	28
Expedited Passenger Screening Program - TSA Application Program	1			1			1						3
Expedited Passenger Screening Program - TSA PreC		1	2	1		4	1	2	6	2	3	2	24
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) - 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
Screening				1		1	1			2		1	6
Screening - Inconsistency						1							1
Screening - Procedures/Process				1			1			2		1	5
2023	5	10	5	8									28
Customer Service		1	1	2									4
Customer Service - TSO		1	1	2									4
Expedited Passenger Screening Program	4	7	2	5									18
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA PreCheck	4	6	2	5									17
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) - Medical Equipment	1		1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Screening		2	1										3
Screening - Crew Member or Airline Employee			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
FAR	8	12	21	16	6	10	5	9	12	8	14	7	128
2020				2	1					1	2		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 Back				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 - Checked											1		1
Property - Special Handling - Missing Items - Checked						1							1
Screening										1			1
Screening - Procedures/Process										1			1
2021	2	2	2				1	3		2	6	1	19
Civil Rights											2		2
Civil Rights - Racial Profiling or Discrimination											2		2
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program								2		1	3	1	7
Expedited Passenger Screening Program - TSA PreCheck								2		1	3	1	7
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1			1						2
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Chemical/Household Products				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
Screening	2											1	3
Screening - Procedures/Process	2											1	3
2022	3	5	10	5	5	10	4	6	12	5	6	6	77
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service						1	1	1	1		1		5
Customer Service - TSO						1	1	1	1		1		5
Expedited Passenger Screening Program	3	4	9	5	4	7	3	5	9	5	4	5	63
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	3	4	9	5	1	7	3	5	9	5	4	5	60
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Patdown						1			1			1	3
Patdown - Flyer						1						1	2
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry-On		1											1
Screening				1		1					1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process			1			1							2
2023	3	5	9	9									26
Customer Service				2									2
Customer Service - TSO				2									2
Expedited Passenger Screening Program	3	5	8	7									23
Expedited Passenger Screening Program	3	5	8	7									23
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
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missi			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Screening		2											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
FAY	6	5	4	6	3	8	3	5	8	8	3	10	69
2020				1	1	1	3	2	1	2	2	2	12
Customer Service				1									2
Customer Service - TSO				1								1	2
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													1
Patdown - Children													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Metal Implants (joint)													1
Property - Special Handling						1		1			1		3
Property - Special Handling - Damaged Items - Checked								1			1		2
Property - Special Handling - Missing Items - Carry-On						1							1
Screening									1				1
Screening - Procedures/Process									1				1
2021	2	1		2		4	1	1	5	3	1	3	23
Customer Service	1			1					1	1			4
Customer Service - TSO	1			1					1	1			4
Expedited Passenger Screening Program									1		1	2	4
Expedited Passenger Screening Program - TSA PreCheck									1		1	2	4
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
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Food/Beverages										1			1
Property - Special Handling		1		1			1	1	2				6
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					3
Screening	1					2				1		1	5
Screening - Procedures/Process	1					2				1		1	5
2022	3	1		1	2	3	2	2	2	3		5	24
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			4
Customer Service - TSO							1		1	2			4
Expedited Passenger Screening Program	1			1	1	1	2	1	1	1		3	12
Expedited Passenger Screening Program - DoD					1	1							2
Expedited Passenger Screening Program	1			1			2	1	1	1		3	10
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Screening	1					1		1				1	4
Screening - Inconsistency								1				1	2
Screening - Procedures/Process	1						1						2
2023	1	3	4	2									10
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Expedited Passenger Screening Program		2	3	1									6
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA PreC		2	3										5
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
FLG	1	3	1	2		3	3	2	4	3	2	4	28
2020				1									1
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
2021		1				1	1			2		1	6
Civil Rights						1	1			2		1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program										2		1	3
Expedited Passenger Screening Program - TSA PreCheck										2		1	3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
2022	1		1	1		2	2	2	4	1	2	3	19
Customer Service									2		1		3
Customer Service - TSO									2		1		3
Expedited Passenger Screening Program	1		1	1		1	2	2	2	1	1	3	15
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program	1		1	1		1	2	2	2	1	1	2	14
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
2023		2											2
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		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
FLL	290	341	354	441	255	298	251	296	255	269	282	233	3,565
2020				102	92	68	6	9	24	33	31	37	402
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights				4	4	1			2	3	1	2	17
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights									1				1
Civil Rights - Hair Patdowns						1							1
Civil Rights - Racial Profiling or Discrimination				3					1	1		2	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					2					2			4
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening					1						1		2
Customer Service				12	16	12			3	2	3	4	52
Customer Service - CSM					1								1
Customer Service - Others				1	2								3
Customer Service - TSO				11	13	12			3	2	3	4	48
Locks				5	4	4		1		1	1		16
Locks - Missing or Damaged Lock				5	4	4		1		1	1		16
Lost and Found				3						1		4	8
Lost and Found - Airport/TSA				3						1		4	8
Mishandling of Passenger Property				32	27	16	2	3	7	6	5	8	106
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	4	1		1		2	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				26	21	11	1	1	7	4	4	7	82
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1		2							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2	2	2	1	1				1	9
Patdown					4	1		2		2			9
Patdown - Flyer					3	1		2		1			7
Patdown - Flyer as Observer					1					1			2
Persons w/ Disabilities (PWD)				10	5					2	3		20
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
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1						1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
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/ Segway				5	3						1		9
Property - Special Handling				28	26	21	2	2	11	11	16	14	131
Property - Special Handling - Damaged Items - Carry-On				5	4	4						2	15
Property - Special Handling - Damaged Items - Checked				1	2	3			4	4	4	4	22
Property - Special Handling - Missing Items - Carry-On				2	10	3		2	1	3	4		25
Property - Special Handling - Missing Items - Checked				20	10	11	2		6	4	8	8	69
Screening				8	6	12	2	1	1	5	2	5	42
Screening - Inconsistency										1	1	1	3
Screening - Lengthy Lines				1		1							3
Screening - Procedures/Process				5	6	10	2	1	1	4	1	3	33
Screening - Retrieving Abandoned/Confiscated Items				1		1							2
Screening - Security Breach				1									1
2021	44	34	26	16	39	45	61	76	79	86	89	81	676
Airline			1	1					2	1	2		7
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service			1	1					2		2		6
Civil Rights	1	2	1	3	1	1	5	3	1	2	4	3	27
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - Hair Patdowns					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	2	1	1	2	2	2	14
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			1	1				1	4
Civil Rights - Sexual Orientation - Not Transgender							1				1		2
Claims			1										1
Claims - General			1										1
Customer Service	7	5	7	3	15	9	7	9	12	11	7	8	100
Customer Service - CSM			1						1	1			3
Customer Service - Others	1				1					1			3
Customer Service - TSO	6	5	6	3	14	9	7	9	11	9	7	8	94
Expedited Passenger Screening Program			5	1	5	10	20	35	30	39	40	53	238
Expedited Passenger Screening Program - DoD											2		2
Expedited Passenger Screening Program - Known Crew Member								1					1
Expedited Passenger Screening Program - TSA Application Program							4	4		2		2	12
Expedited Passenger Screening Program - TSA PreCheck			5	1	5	10	16	29	30	37	38	51	222
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Hazardous Materials Safety				2	1								3
Hazardous Materials Safety - General				2	1								3
Identification (ID) Requirements			1	1							2		4
Identification (ID) Requirements - Domestic			1	1							1		3
Identification (ID) Requirements - Real ID											1		1
Locks	1	1	2								1		5
Locks - General													1
Locks - Missing or Damaged Lock	1	1	1								1		4
Lost and Found	1	1	1						1				4
Lost and Found - Airport/TSA	1	1	1						1				4
Mishandling of Passenger Property	6	10	3	3	5	3	5	5	4	4		2	50
Mishandling of Passenger Property - Damaged/Missing Items--C			2	3	2	1		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
Mishandling of Passenger Property - Damaged Item	5	9	1		2	2	3	2	3	2		2	31
Mishandling of Passenger Property - Disarrayed Item	1	1			1		2	1	1	1			8
No Jurisdiction			1			1				1	1	1	5
No Jurisdiction - Refer to CBP			1				1			1			3
No Jurisdiction - Refer to Other											1	1	2
No Subject					1								1
No Subject - General					1								1
Patdown					2	2			3	4	4		15
Patdown - Children											1		1
Patdown - Flyer					1	2			3	4	3		13
Patdown - General					1								1
Persons w/ Disabilities (PWD)	4	2	1			1	1	2	2	2	3	2	20
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						1		1		1		1	4
Persons w/ Disabilities (PWD) - Medically Fragile	1										2		3
Persons w/ Disabilities (PWD) - Mobility Device	1	1	1										3
Persons w/ Disabilities (PWD) - Prostheses	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) - Wheelchairs	1						1						2
Prohibited & Permitted Items					1				1	2	3	1	8
Prohibited & Permitted Items - Alcohol and Tobacco										2		1	3
Prohibited & Permitted Items - Food/Beverages											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1				1		1		3
Property - Special Handling	13	10	2		2	7	13	16	16	14	15	5	113
Property - Special Handling - Damaged Item	3	2	2			3	4	3	7	2	11	2	39
Property - Special Handling - Damaged Item - Fragile	1	1				1	1	1	2	2		1	10
Property - Special Handling - Missing Item	3	1				3		7	5	4	2	1	26
Property - Special Handling - Missing Item - Fragile	6	6			2		8	5	2	6	2	1	38
Request for Assistance										1			1
Request for Assistance - Non-Persons w/ Disabilities (PWD)										1			1
Screening	11	3		2	6	12	9	6	7	5	7	6	74
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1			5		2	1	3	1	1		14
Screening - Lengthy Lines	1					1	3	1			1		7
Screening - Opposite Gender				1									1
Screening - Procedures/Process	10	2		1	1	10	4	4	4	4	5	6	51
2022	84	103	145	118	124	185	184	211	152	150	162	115	1,733
Airline		1					1	1	1		1	1	6
Airline - Baggage Requirements											1		1
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service		1					1		1			1	4
Civil Rights	3		4	4	4	1	1	4	1				22
Civil Rights - Age					1								1
Civil Rights - Civil Rights Violation (TSA Employee)			1					1					2
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin				1	1			1	1				4
Civil Rights - Not Specified						1							1
Civil Rights - Race							1	1					2
Civil Rights - Racial Profiling or Discrimination	3		2	2	1								8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			1					2
Civil Rights - Sexual Orientation - Not Transgender			1										1
Claims	1										1		2
Claims - General	1												1
Claims - Status											1		1
Customer Service	9	12	10	10	8	17	14	11	13	12	7	11	134
Customer Service - CSM	1												1
Customer Service - Others					1	1						1	3
Customer Service - TSO	8	12	10	10	7	16	14	11	13	12	7	10	130
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program	44	70	108	80	96	139	139	156	110	112	120	83	1,257
Expedited Passenger Screening Program - DoD						2	2						4
Expedited Passenger Screening Program - TSA Appl		6	3	5	7	4	6	4	3	4	5	3	50
Expedited Passenger Screening Program - TSA/DHS	44	62	105	75	88	133	130	152	107	108	115	80	1,199
Expedited Passenger Screening Program - TSA/DHS		2			1		1						4
Hazardous Materials Safety						1		1					2
Hazardous Materials Safety - General						1		1					2
Identification (ID) Requirements			1			2							3
Identification (ID) Requirements - Domestic						2							2
Identification (ID) Requirements - International Travel			1										1
Locks	1						1		1		1		4
Locks - Missing or Damaged Lock	1						1		1		1		4
Lost and Found	1		1	2		1	1	3	1				10
Lost and Found - Airport/TSA	1		1	2		1	1	3	1				10
Mishandling of Passenger Property	3	4	4	1	1		3	7	2	5	6	4	40
Mishandling of Passenger Property - Damaged Item	1	1	2		1		2	4	2	3	4	1	21
Mishandling of Passenger Property - Damaged Item - Fragile	2	2	2	1			1	3		1	2	3	17
Mishandling of Passenger Property - Disarrayed Item		1								1			2
No Jurisdiction	1	1			1			1	1				5
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP	1	1			1				1				4
Patdown	3	2	2		3	3	4	5	4	1	5	3	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
Patdown - Children							1	1					2
Patdown - Flyer	3	2	2		2	3	3	4	3	1	5	2	30
Patdown - Flyer as Observer					1				1				2
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1	1	3	1	1	2	2	6	5	1	1	1	25
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								2					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	1			1					1			1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1							2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1			1				2
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/ Segway			1				1	2	2	1			7
Prohibited & Permitted Items	2												2
Prohibited & Permitted Items - Ice/Gel Pa	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	8	8	8	11	2	7	8	6	4	6	8	5	81
Property - Special Handling - Damaged It	4	2	4	5	1	2	3	4		4		3	32
Property - Special Handling - Damaged It	2	3	1	1		1	2		1	1			12
Property - Special Handling - Missing Items - Carry-C		1		4	1	2	3	1	1	1	1		15
Property - Special Handling - Missing Item	2	2	3	1		2		1	2		7	2	22
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	7	4	4	9	5	13	10	9	10	12	13	7	103
Screening - Children										1			1
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency			1	1	1	1	2	1		1	3	1	12
Screening - Lengthy Lines						3	1	2					6
Screening - Procedures/Process	7	4	3	8	3	9	5	5	10	10	8	6	78
Screening - Retrieving Abandoned/Confiscated Items							2	1			2		5
2023	162	204	183	205									754
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insuffici	1												1
Airline				2									2
Airline - Policy/Regulations/Service				2									2
Civil Rights	4	1	4	1									10
Civil Rights - Constitutional Rights		1	1										2
Civil Rights - Perceived Religion			1										1
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity	1		2										3
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening	1												1
Customer Service	9	18	10	14									51
Customer Service - TSO	9	18	10	14									51
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	121	140	132	144									537
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program	4	6	6										16
Expedited Passenger Screening Program	116	133	124	144									517
Expedited Passenger Screening Program - TSA/DHS		1											1
Locks	1	1	2	1									5
Locks - Missing or Damaged Lock	1	1	2	1									5
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
Mishandling of Passenger Property	4	8	4	5									21
Mishandling of Passenger Property - Dam	1	5	2	3									11
Mishandling of Passenger Property - Dam	3	3	2	1									9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
No Jurisdiction		2	1	3									6
No Jurisdiction - Refer to CBP		1	1	2									4
No Jurisdiction - Refer to Other		1		1									2
Patdown	3	5	5	2									15
Patdown - Children	1	1											2
Patdown - Flyer	2	4	5	1									12
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	2	2	1	4									9
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			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
Persons w/ Disabilities (PWD) - Mobility [2												2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	4	9	9	8									30
Property - Special Handling - Damaged It	2	3	4	4									13
Property - Special Handling - Damaged Items - Check		1	2	2									5
Property - Special Handling - Missing Item	2	4	3	2									11
Property - Special Handling - Missing Items - Checke		1											1
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	11	17	14	21									63
Screening - Crew Member or Airline Empl	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 - Inconsistency		1	2	1	2								6
Screening - Lengthy Lines			2	1	2								5
Screening - Procedures/Process		9	9	9	11								38
Screening - Retrieving Abandoned/Confiscated Items			3	3	4								10

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLO	2	2	1	2			2	2	1			2	14
2020							1						1
Screening							1						1
Screening - Procedures/Process							1						1
2021							1	1	1				3
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1					2
2022		1		1				1				2	5
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		1						1				2	4
Expedited Passenger Screening Program - TSA PreC		1						1				2	4
2023	2	1	1	1									5
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	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
FNL	4	1	5	1	1	3		7	2	2	1	3	30
2021											1	3	1
Customer Service											1		1
Customer Service - TSO											1		1
2022					1	3		7	2	2		3	18
Customer Service												1	1
Customer Service - Others												1	1
Expedited Passenger Screening Program						1	3	7	2	2		2	17
Expedited Passenger Screening Program - TSA PreCheck						1	3	7	2	2		2	17
2023	4	1	5	1									11
Customer Service	1												1
Customer Service - Others	1												1
Expedited Passenger Screening Program	3	1	5	1									10
Expedited Passenger Screening Program	3	1	5	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
FNT	3	5	8	9	11	7	5	5	4	1	2	5	65
2020				3	3		1	1		1		1	10
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								2
Patdown - Flyer				1	1								2
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		1	2			1	9
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
Customer Service - TSO									1				1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
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
2022	2	4	6	3	8	5	4	3	2		2	3	42
Customer Service		1	1		1			1					4
Customer Service - Others			1										1
Customer Service - TSO		1			1			1					3
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2	1		2	3	28
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program	2	1	2	2	7	3	3	2			2	3	27
Locks			1										1
Locks - Missing or Damaged Lock			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling		1		1					1				3
Property - Special Handling - Damaged Items - Carry-On				1					1				2
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
2023			2	2									4
Expedited Passenger Screening Program			1	2									3
Expedited Passenger Screening Program - TSA PreCheck			1	2									3
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									1	2			3
2021										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2022									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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	18	13	7	25	11	8	10	9	9	8	7	16	141
2020				4	3					2			9
Civil Rights										2			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
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				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 Medication				1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
2021	2				1	2	3	1	2	3	5	5	24
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
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program						2	1			1	3	5	12
Expedited Passenger Screening Program - TSA PreCheck						2	1			1	3	5	12
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) - Prosthesis/Amputees and Casts										1			1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening	1				1				1				3
Screening - Procedures/Process	1				1				1				3
2022	7	4	4	11	7	6	7	8	7	3	2	11	77
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	6	2	3	10	6	5	6	7	5	1	2	10	63
Expedited Passenger Screening Program - TSA Application Program				3			1	1		1			6
Expedited Passenger Screening Program	6	2	3	7	6	5	5	6	5		2	10	57
Patdown									1	2			3
Patdown - Flyer									1	2			3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility Disabilities	1												1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening		2		1	1	1	1		1				7
Screening - Crew Member or Airline Employee		2		1	1	1	1		1				7
Screening - Inconsistency			1						1				2
Screening - Procedures/Process			1		1	1							3
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	9	9	3	10									31
Expedited Passenger Screening Program	7	8	3	9									27
Expedited Passenger Screening Program	7	8	3	9									27
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry-On		1											1
Screening	2			1									3
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1												1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSM	1	2	1			3	2	1	3	1	3		17
2021		1				1	1		2		3		5
Expedited Passenger Screening Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck								1		1			2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening			1										1
Screening - Inconsistency			1										1
2022		1	1			2	1	1	1	1	3		11
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
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Persons w/ Disabilities (PWD)		1									2		3
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening								1	1				2
Screening - Inconsistency								1	1				2
2023	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FWA	9	12	9	11	5	6	8	15	2	8	8	9	102
2020				1	1			2		2		1	7
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		2			4
Patdown				1									1
Patdown - Non-Flyer				1									1
Screening												1	1
Screening - Procedures/Process												1	1
2021	5	2	1			3	3	4	1	3		3	25
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Customer Service	1	1	1				1	1					5
Customer Service - TSO	1	1	1				1	1					5
Expedited Passenger Screening Program							1	1				3	5
Expedited Passenger Screening Program - TSA PreCheck							1	1				3	5
Mishandling of Passenger Property	1					1			1	1			4
Mishandling of Passenger Property - Damaged/Missing Items	1					1			1	1			4
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling	2	1					2						5
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Damaged Items - Checked Baggage	1	1											2
Property - Special Handling - Missing Items - Checked						2							2
Screening	1							1		2			4
Screening - Inconsistency										2			2
Screening - Procedures/Process	1							1					2
2022		7	3	1	4	3	5	9	1	3	8	5	49
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		5	3	1	3	3	5	8	1	2	6	4	41
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreC		5	3	1	3	3	4	8	1	2	6	4	40
Locks												1	1
Locks - Missing or Damaged Lock											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Screening		1						1			1	1	4
Screening - Inconsistency		1									1		2
Screening - Procedures/Process								1				1	2
2023	4	3	5	9									21
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	3	3	3	7									16
Expedited Passenger Screening Program - TSA PreCheck	3	3	3	7									16
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged 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
GCC			1			2		1			2		6
2020						1							1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
2021								1			1		2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
2022						1					1		2
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
2023				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
GCK	2	1	1	3	2				2	3	1	1	16
2020				1					1	2			4
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1							1		2
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Items - Checked									1	1			2
2021				1	1				1				3
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
Screening				1									1
Screening - Procedures/Process				1									1
2022	1			1	1					1	1	1	6
Customer Service					1						1		2
Customer Service - TCC					1								1
Customer Service - TSO											1		1
Expedited Passenger Screening Program	1									1			2
Expedited Passenger Screening Program	1									1			2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening													1
Screening - Procedures/Process													1
2023	1	1	1										3
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missin			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	71	56	52	51	31	32	42	26	24	42	54	48	529
2020				7	11	7	1		4	4	3	6	43
Civil Rights					1				1				2
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service					1	1					1	1	4
Customer Service - TSO					1	1					1	1	4
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property				1	2	1				2		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	1				2		1	6
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked				1									1
Patdown				2	3				1				6
Patdown - Flyer				2	1				1				4
Patdown - Non-Flyer					2								2
Persons w/ Disabilities (PWD)				1								1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Property - Special Handling				2	2		1		1	2	1	3	12
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		1		1	1	1	2	8
Screening				1	1	4			1		1		8
Screening - Procedures/Process				1	1	4			1		1		7
Screening - Retrieving Abandoned/Confiscated Items						1							1
2021	6	2	5	8	5	6	8	11	8	17	13	11	100
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service			2	6	3	2	2	2	2			2	21
Customer Service - Others			1										1
Customer Service - TSO			1	6	3	2	2	2	2			2	20
Expedited Passenger Screening Program				1	1		2	2	1	8	6	5	26
Expedited Passenger Screening Program - TSA Application Program				1							1		2
Expedited Passenger Screening Program - TSA PreCheck					1		2	2	1	8	5	5	24
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	4	1	2					1	1		1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	1	2										6
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked	1							1	1		1	1	5
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)							1	1		1	1		4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1	1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling	1			1	1	2	2	2	4	3	2		18
Property - Special Handling - Damaged Items - Carry-On					1	1				2			4
Property - Special Handling - Damaged Items - Checked	1						1		3				5
Property - Special Handling - Missing Items - Carry-On						1		1	1				3
Property - Special Handling - Missing Items - Checked				1			1	1		1	2		6
Screening			1	1		2	1	2		4	3	3	17
Screening - Inconsistency						1	1				2	1	5
Screening - Lengthy Lines								1		1			2
Screening - Procedures/Process			1	1				1		3	1	2	9
Screening - Retrieving Abandoned/Confiscated Items						1							1
2022	25	17	14	12	15	19	33	15	12	21	38	31	252
Airline							1			1			2
Airline - Policy/Regulations/Service							1			1			2
Civil Rights	1	1								1	1		4
Civil Rights - Age											1		1
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	3	1	2	3	1	1	1	3		2	5	4	26
Customer Service - Others					1								1
Customer Service - TSO	3	1	2	3		1	1	3		2	5	4	25
Expedited Passenger Screening Program	15	12	10	8	9	12	23	7	8	12	27	21	164
Expedited Passenger Screening Program	1									1		1	3
Expedited Passenger Screening Program	1	1				1	1			1			5
Expedited Passenger Screening Program	13	10	10	8	9	11	22	7	8	10	27	20	155
Expedited Passenger Screening Program - TSA/DHS		1											1
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					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 - Disarranged Items--Carry-on or Checked							1					1	2
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown								2	1	1			4
Patdown - Children								1	1				2
Patdown - Flyer								1		1			2
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) - Diapers/Garments/Dressings/Masks							1						1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	2	3					2	1	1	1	2	2	14
Property - Special Handling - Damaged Items - Carry			1								2		3
Property - Special Handling - Damaged It	2							1					3
Property - Special Handling - Missing Items - Checke		2					2		1	1		2	8
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	2		1	1	1	2	5	2	1	3	3	3	24
Screening - Inconsistency							1	1					2
Screening - Lengthy Lines	2					1		1		1		2	7
Screening - Procedures/Process			1	1		1	3	1	1	2	3	1	14
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	40	37	33	24									134
Civil Rights				1									1
Civil Rights - Age				1									1
Customer Service	6	5	5	1									17
Customer Service - TSO	6	5	5	1									17
Expedited Passenger Screening Program	28	31	25	20									104
Expedited Passenger Screening Program - TSA Application Pro				1	1								2
Expedited Passenger Screening Program	28	31	24	19									102
Mishandling of Passenger Property	3		1										4
Mishandling of Passenger Property - Dam	1		1										2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	1	1	2	2									6
Screening - Inconsistency			1	1									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
GFK	4	7	2	4	1	1	2		2	1	1		25
2020						1			1				2
Civil Rights									1				1
Civil Rights - Perceived Religion									1				1
Customer Service							1						1
Customer Service - TSO							1						1
2021	1	1			1		1		1	1	1		7
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		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
Property - Special Handling - Missing Items - Checke			1										1
Screening	1					1							2
Screening - Procedures/Process	1					1							2
2022	1	2		1			1						5
Expedited Passenger Screening Program	1	2		1									4
Expedited Passenger Screening Program	1	2		1									4
Patdown							1						1
Patdown - Flyer							1						1
2023	2	4	2	3									11
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Expedited Passenger Screening Program	2	3	1	2									8
Expedited Passenger Screening Program	2	3	1	2									8
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
GGG	1	1			1	1	1	2	1		2	4	14
2020							1				2	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--Checked Baggage											2		2
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked							1						1
2021	1					1		2				2	6
Civil Rights								1					1
Civil Rights - National Origin								1					1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	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
2022					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
2023			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	
GGW													2	2
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

Categories	10-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	8	8	8	8	3	4	6	4	6	4	10	9	78
2020				1				1	1			1	4
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
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening												1	1
Screening - Procedures/Process												1	1
2021	1	1	2			2		1	3	2	7	6	25
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						1			1	1	3	3	9
Expedited Passenger Screening Program - TSA PreCheck						1			1	1	3	3	9
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) - Medical Devices - Attached to tr			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Property - Special Handling	1		1			1			1		2	1	7
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
Screening		1										1	2
Screening - Inconsistency												1	1
Screening - Procedures/Process		1											1
2022	3	3	5	1	3	2	6	2	2	2	3	2	34
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Customer Service		1	2										3
Customer Service - TSO		1	2										3
Expedited Passenger Screening Program	1	2	2	1	3		5	2	2	1	3	2	24
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	1	2	2		3		5	2	2	1	3	2	23
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction							1			1			2
No Jurisdiction - Refer to Other							1			1			2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Screening								1					1
Screening - Procedures/Process								1					1
2023	4	4	1	6									15
Expedited Passenger Screening Program	3	4	1	6									14
Expedited Passenger Screening Program	3	4	1	6									14
Screening	1												1
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	2	2	1				2					1	8
2022	2	2	1				2					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
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Item		1											1
Screening		1	1										3
Screening - Procedures/Process		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
GNV	11	10	3	8	10	4	8	4	7	10	8	4	87
2020					2	2		3	1	2	1	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
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
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			6			14
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program								1		2			3
Expedited Passenger Screening Program - TSA PreCheck							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
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					1
Property - Special Handling - Missing Items - Checked								1					1
Screening		1			1		2			1			5
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1			1		1			1			4
2022	3	2	1	2	6	2	4	1	6	2	7	3	39
Customer Service					1		1				1		3
Customer Service - TSO					1		1				1		3
Expedited Passenger Screening Program	3	1	1	1	2	2	2	1	5	1	4	3	26
Expedited Passenger Screening Program - TSA PreCheck	2												2
Expedited Passenger Screening Program - Damaged/Missing Items--Checked Baggage	1	1	1	1	2	2	2	1	5	1	4	3	24
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						2
Patdown - General		1											1
Property - Special Handling				1									2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked										1			1
Screening					2				1		1		4
Screening - Inconsistency									1		1		2
Screening - Procedures/Process					2								2
2023	7	7	2	6									22
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	3	5	1	2									11
Expedited Passenger Screening Program - TSA PreCheck	3	5	1	2									11
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 Lug				1									1
Patdown	1			1									2
Patdown - Flyer				1									1
Patdown - Flyer as Observer	1												1
Property - Special Handling	2												2
Property - Special Handling - Damaged/Missing Items--Checked Baggage	1												1
Property - Special Handling - Missing Items - Carry-On	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
GPI	7	5	5	7	2	7	2	3	3	8	10	11	70
2020						2	1	3	3	1	10	11	4
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
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2021	1					2			1	2	6	4	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
Expedited Passenger Screening Program											4	3	7
Expedited Passenger Screening Program - TSA PreCheck											4	3	7
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 Items - Checked						1							1
Screening						1						1	2
Screening - Procedures/Process						1						1	2
2022	3	3	1	5	2	3	1	3	2	5	4	7	39
Customer Service		2							1				3
Customer Service - TSO		2							1				3
Expedited Passenger Screening Program	3		1	5	2	3	1	3	1	4	3	5	31
Expedited Passenger Screening Program - TSA Application Pro			1	1									2
Expedited Passenger Screening Program	3			4	2	3	1	3	1	4	3	5	29
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
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
2023	3	2	4	2									11
Expedited Passenger Screening Program	2	2	4	2									10
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	2	4	2									9
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPT	10	22	15	17	12	16	9	6	10	14	7	11	149
2020				3	3	1			2	1	2	2	14
Civil Rights					1					1			2
Civil Rights - Racial Profiling or Discrimination										1			2
Customer Service						1					2		3
Customer Service - TSO						1					2		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
Property - Special Handling				2	1				1				4
Property - Special Handling - Damaged Items - Carry-On				2									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
2021		1	1	3	1	3	6		2	5		6	28
Civil Rights							1					1	2
Civil Rights - Racial Profiling or Discrimination							1					1	2
Customer Service							2					1	3
Customer Service - TSO							2					1	3
Expedited Passenger Screening Program				1					2	3		3	9
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck				1					2	2		2	7
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 t			1										1
Property - Special Handling				1		2				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		1	4
Screening - Procedures/Process		1			1					1		1	4
2022	5	15	9	4	8	12	3	6	6	8	5	3	84
Civil Rights				2				1				1	4
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns				1									1
Civil Rights - Race								1				1	2
Customer Service		1		1						1			3
Customer Service - TSO		1		1						1			3
Expedited Passenger Screening Program	3	11	6		4	12	2	2	4	6	5	2	57
Expedited Passenger Screening Program - DoD		1				3			1				5
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	3	9	6		4	9	2	2	3	6	5	2	51
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1							1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)				1	2			1					4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1				1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					2								2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/€		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
Screening		2	2		1			1	1				7
Screening - Inconsistency		1											1
Screening - Procedures/Process		1	2		1			1	1				6
2023	5	6	5	7									23
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service			1		1								2
Customer Service - TSO			1		1								2
Expedited Passenger Screening Program	4	5	4	5									18
Expedited Passenger Screening Program - TSA Application Proç		1											1
Expedited Passenger Screening Program	4	5	3	5									17
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bagç				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
GRB	5	7	7	7	6	2	7	6	7	8	11	9	82
2020				3	1		7	1		4	1	2	12
Customer Service													1
Customer Service - TSO													1
Mishandling of Passenger Property				2						1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2						1			3
Patdown				1	1								2
Patdown - Flyer				1	1								2
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	2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process												1	1
2021	1							1	4	1	4	3	14
Customer Service	1							1					3
Customer Service - TSO	1							1					3
Expedited Passenger Screening Program									3		4	1	8
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck									3		3	1	7
Identification (ID) Requirements									1			1	2
Identification (ID) Requirements - Domestic												1	1
Identification (ID) Requirements - Real ID									1				1
Patdown										1			1
Patdown - Flyer										1			1
2022	3	2	3	3	5	2	7	4	3	3	6	4	45
Civil Rights		1											1
Civil Rights - Age		1											1
Customer Service	1				1		2	1				1	6
Customer Service - TSO	1				1		2	1				1	6
Expedited Passenger Screening Program	2	1	2	2	3	2	4	3	3	3	6	3	34
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program			1				1			1			3
Expedited Passenger Screening Program	2	1	1	2	3	2	3	2	3	2	6	3	30
Locks				1									1
Locks - Missing or Damaged Lock				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
2023	1	5	4	1									11
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		5	3	1									9
Expedited Passenger Screening Program - TSA PreC		5	3	1									9
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
GRI			2	2	5		4	2	3	1		1	20
2020				2									2
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021								1	3				4
Customer Service								1					1
Customer Service - TSO								1					1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
2022					1	4	1		1		1		8
Expedited Passenger Screening Program				1		4	1				1		7
Expedited Passenger Screening Program - TSA PreCheck				1		4	1				1		7
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2023			2	2	2								6
Expedited Passenger Screening Program			2	2									4
Expedited Passenger Screening Program - TSA Application Proç				1									1
Expedited Passenger Screening Program - TSA PreC			2	1									3
Patdown					2								2
Patdown - Children					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
GRK	2	1	7	6	6	3	3	5	5	5	4	6	53
2020				1	1	1					1	2	6
Civil Rights											1		1
Civil Rights - Constitutional Rights											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 - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked												1	1
Screening						1							1
Screening - Lengthy Lines						1							1
2021	2		1	2	3		2	3	3	3		3	22
Claims			1										1
Claims - General			1										1
Customer Service	1			1	1		1	1		1		1	7
Customer Service - TSO	1			1	1		1	1		1		1	7
Expedited Passenger Screening Program									1	1			2
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				1				1	4
Patdown									1				1
Patdown - Flyer as Observer									1				1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling						1		1					2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked							1						1
Screening						1			1	1		1	4
Screening - Procedures/Process						1			1	1		1	4
2022			2		2	2	1	2	2	2	3	1	17
Customer Service						1	1				1		3
Customer Service - TSO						1	1				1		3
Expedited Passenger Screening Program			2		2			2	2	2	1	1	12
Expedited Passenger Screening Program - TSA PreCheck			2		2			2	2	2	1	1	12
Screening						1					1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process						1							1
2023		1	4	3									8
Expedited Passenger Screening Program		1	4	2									7
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA PreCheck			4	2									6
Screening				1									1
Screening - Crew Member or Airline Employee				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service		1	2	1									4
Customer Service - TSO		1	2	1									4
Expedited Passenger Screening Program		28	23	27	21								99
Expedited Passenger Screening Program - TSA Appl				2									2
Expedited Passenger Screening Program		28	21	27	21								97
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missi				1									1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown													2
Patdown - Flyer					1								1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Internal M		1											1
Property - Special Handling													2
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening													1
Screening - Procedures/Process													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSN		1				2	1			1			5
2021							1						1
Screening							1						1
Screening - Inconsistency							1						1
2022						2				1			3
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
2023		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - DoD		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missi			1										1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication				1									1
Property - Special Handling					2								2
Property - Special Handling - Damaged Items - Carry-On					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
GSP	37	37	31	45	21	22	20	23	46	17	41	33	373
2020				5	4	1			6	2	5	7	30
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights												1	1
Civil Rights - National Origin												1	1
Customer Service									2		1		3
Customer Service - TSO									2		1		3
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property				2	1				1		2	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1				1		1	2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown				1	2								3
Patdown - Flyer				1	2								3
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - General								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				2	1	1	2	8
Screening - Procedures/Process				1	1				2	1	1	2	8
2021	2	3		1	3	2	2	3	9	5	7	6	43
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Customer Service		1							2	1	1	1	6
Customer Service - Others												1	1
Customer Service - TSO		1							2	1	1		5
Expedited Passenger Screening Program						1	2	1	2	2	2		10
Expedited Passenger Screening Program - TSA Application Program							1		1				2
Expedited Passenger Screening Program - TSA PreCheck						1	1	1	1	2	2		8
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												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 Baggage						1			1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1			1									2
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown								1	1		2		4
Patdown - Flyer								1	1		2		4
Property - Special Handling	1	2						1	1	1	2	1	8
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked		1										1	2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked	1	1							1		1		4
Screening					2				1	1		2	6
Screening - Procedures/Process					2				1	1		2	6
2022	15	15	11	16	14	19	18	20	31	10	29	20	218
Additional Information Required/Insufficient Information						1							1
Additional Information Required/Insufficient Information - EMAIL ONLY						1							1
Airline									1				1
Airline - Lost Baggage									1				1
Civil Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1			2		3					3	1	10
Customer Service - Others				1									1
Customer Service - TSO	1			1		3					3	1	9
Expedited Passenger Screening Program	12	14	9	11	12	15	17	17	25	10	19	15	176
Expedited Passenger Screening Program - TSA Appl		2		1	1			2			3		9
Expedited Passenger Screening Program - TSA PreCheck	12	12	9	10	11	15	17	15	25	10	16	15	167
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							4	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				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
Patdown								1			2	1	4
Patdown - Flyer								1			2	1	4
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Property - Special Handling	1			1				2	2				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				2					4
Screening	1			1				1	3		1	1	8
Screening - Inconsistency											1		1
Screening - Lengthy Lines	1											1	2
Screening - Procedures/Process				1				1	3				5
2023	20	19	20	23									82
Civil Rights		1											1
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
Customer Service			2	1	1								4
Customer Service - TSO			2	1	1								4
Expedited Passenger Screening Program	18	13	16	19									66
Expedited Passenger Screening Program - TSA Appl			1	1									2
Expedited Passenger Screening Program	18	12	15	19									64
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown	1	2											3
Patdown - Flyer		2											2
Patdown - General	1												1
Property - Special Handling				1	1								2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1	1	2	2	1								5
Screening - Inconsistency	1		1										2
Screening - Procedures/Process			1	1	1								3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GST				1						2	1		4
2022				1						2	1		4
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Screening										1	1		2
Screening - Procedures/Process										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
GTF	5	2	6	12	2	4	7	6	3	2	3	4	56
2020				3								1	4
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2									2
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2021			1			2	2	1	1			1	8
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
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
Screening								1	1	1			3
Screening - Inconsistency									1				1
Screening - Procedures/Process									1	1			2
2022	2	1	1	3	2	4	5	4	2	1	3	2	30
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
Expedited Passenger Screening Program	1	1		3	1	3	5	3	1		2	2	22
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				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling								1		1			2
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Screening					1						1		2
Screening - Procedures/Process					1						1		2
2023	3	1	4	6									14
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program	1		2	4									7
Expedited Passenger Screening Program	1		2	4									7
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			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
GTR	4	2	4	1	1	3	3	2	5	3	2	4	34
2020						1						2	3
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
2021		1	1	1			1	2	3	2	1	1	13
Claims			1										1
Claims - General			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
Mishandling of Passenger Property				1			1	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling		1							2	1			4
Property - Special Handling - Damaged Items - Checked		1								1			2
Property - Special Handling - Missing Items - Carry-On									2				2
Screening								1		1			2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process										1			1
2022		1	1		1	2	2		2	1	1	1	12
Civil Rights									1				1
Civil Rights - Transgender Screening									1				1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program					1	1	1		1	1	1	1	7
Expedited Passenger Screening Program - TSA PreCheck					1	1	1		1	1	1	1	7
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
Screening - Procedures/Process						1							1
2023	4		2										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
Patdown	1												1
Patdown - Children	1												1
Screening	2												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
GUC			1	1	2	1	1	2	1	2	1	1	13
2021				1	1				1				3
Customer Service				1						1			2
Customer Service - TSO				1						1			2
Screening					1								1
Screening - Lengthy Lines					1								1
2022					1	1	1	2		2	1	1	9
Expedited Passenger Screening Program					1		1	2		2	1	1	7
Expedited Passenger Screening Program - TSA PreCheck							1	1		2	1	1	6
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Patdown					1	1							2
Patdown - Children						1							1
Patdown - Flyer					1								1
2023			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
GUM	6	11	8	10	3	11	8	11	8	6	8	15	105
2020				1	1	2	1		1				6
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						2							2
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	1				1	5
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Locks		1				1							2
Locks - Missing or Damaged Lock		1				1							2
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening							1						1
Screening - Procedures/Process							1						1
2022				3	2	8	6	10	7	6	8	14	64
Civil Rights													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Expedited Passenger Screening Program				3	2	8	6	10	6	6	7	13	61
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD							3		1	1	2		7
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck				3	2	5	6	8	5	3	6	13	51
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								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 CBP											1		1
2023	6	10	8	6									30
Expedited Passenger Screening Program	5	9	8	6									28
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	4	9	7	6									26
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HDN	1	5	5	9	4	6	2	1	2		3	3	41
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				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
2022		5	3	4	2	5	2	1	2		3	3	30
Expedited Passenger Screening Program		2	1	3	1	4	2	1	2		3	2	21
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		2	1	3		4	2	1	2		3	2	20
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Damaged/Missi		2											2
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown							1					1	2
Patdown - Children							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 - Inconsistency				1									1
Screening - Retrieving Abandoned/Confiscated Items					1								1
2023			2	3									5
Expedited Passenger Screening Program			2	2									2
Expedited Passenger Screening Program - TSA PreCheck				2									2
Patdown			1										1
Patdown - Flyer			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
HGR	1	1		1	4		2	1	1	6		3	20
2020					1		1			1		3	3
Human Capital													1
Human Capital - Prospective Employment with TSA							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	4		2	9
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks													1
Locks - Missing or Damaged Lock													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) - Cognitive /Developmental /Mental Disability											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 - Procedures/Process									1				1
2022	1			1	2		1			1		1	7
Expedited Passenger Screening Program													4
Expedited Passenger Screening Program - TSA PreCheck													4
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening		1											1
Screening - Procedures/Process		1											1
2023													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Check													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HIB	2	2	1	1								1	7
2022	1	1	1	1								1	5
Customer Service	1												1
Customer Service - Others	1												1
Customer Service - TSO												1	1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			1										1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Screening				1									1
Screening - Procedures/Process				1									1
2023	1	1											2
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	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	5	3	5	3	1	2	3	3	11	8	6	52
2020				2	2			1	3		1	1	7
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	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Screening								1			1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process								1					1
2021							1	1	1		4	3	10
Expedited Passenger Screening Program									1		2	2	5
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck											2	2	4
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Patdown											1		1
Patdown - Flyer											1		1
Screening								1			1	1	3
Screening - Inconsistency												1	1
Screening - Procedures/Process								1			1		2
2022		3	2	3	1	1	1	1	2	11	3	2	30
Customer Service							1	1					2
Customer Service - TSO						1		1					2
Expedited Passenger Screening Program		1	2	1	1		1		2	11	3	2	24
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreC		1	2	1	1		1		2	11	3	1	23
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening				1	1								2
Screening - Procedures/Process				1	1								2
2023	2	2	1										5
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transq		1											1
Expedited Passenger Screening Program	2	1	1										4
Expedited Passenger Screening Program	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
HNL	135	186	209	237	137	138	107	121	151	151	143	149	1,864
2020				53	36	24	7	3	7	11	10	4	155
Civil Rights				3									3
Civil Rights - Racial Profiling or Discrimination				2									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				7	7	4	3	1	2	2	1	1	28
Customer Service - Others				1	1					1	1		4
Customer Service - TSO				6	6	4	3	1	2	1		1	24
Locks				9	5	4							18
Locks - Missing or Damaged Lock				9	5	4							18
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				16	10	8	1		2	3	2	2	44
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				13	8	7	1		2	1	2	2	36
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				2	2	1				2			7
Patdown					2		1						3
Patdown - Flyer					2		1						3
Persons w/ Disabilities (PWD)				2	2					1			5
Persons w/ Disabilities (PWD) - Breast Cancer					1					1			2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Metal Implants (Joint)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling				10	7	3	2		2	3	5	1	33
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked					1		1		1	2	2	1	8
Property - Special Handling - Missing Items - Carry-On				1	2	1							4
Property - Special Handling - Missing Items - Checked				9	3	2	1		1	1	3		20
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening				5	3	4		2	1	2	2		19
Screening - Inconsistency											1		1
Screening - Lengthy Lines					2								2
Screening - Procedures/Process				4	1	4		2	1	2	1		15
Screening - Security Breach				1									1
2021	9	9	12	11	15	14	12	21	36	50	47	41	277
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Civil Rights						1		3	1	1	1		7
Civil Rights - Racial Profiling or Discrimination						1		1					2
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								2		1			3
Civil Rights - Transgender Screening									1				1
Customer Service	1	2	5	1	2	3	1	4	1	9	2	8	39
Customer Service - TSO	1	2	5	1	2	3	1	4	1	9	2	8	39
Duplicate E-mail				1	1						1		3
Duplicate E-mail - General				1	1						1		3
Expedited Passenger Screening Program			2	2	4	2	3	8	18	28	35	24	126
Expedited Passenger Screening Program - TSA Application Program					1		2	1			2	3	9
Expedited Passenger Screening Program - TSA PreCheck			2	2	3	2	1	7	18	28	33	21	117
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks	1								1				2
Locks - General									1				1
Locks - Missing or Damaged Lock	1												1
Lost and Found	1								1				2
Lost and Found - Airport/TSA	1								1				2
Mishandling of Passenger Property	3	4	1	4	3	2	2	1		1	1		22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	3	1	4	3	1							15
Mishandling of Passenger Property - Disarrayed Item		1					1	1		1	1		5
No Jurisdiction							1						1
No Jurisdiction - Refer to FAA							1						1
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)			1								2	1	4
Persons w/ Disabilities (PWD) - Diabetes			1									1	2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Prohibited & Permitted Items			1						3				4
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1						1				2
Property - Special Handling	2	3		2	2	3	5	3	5	5	2	6	38
Property - Special Handling - Damaged Items - Carry-On						1	1	1	2				7
Property - Special Handling - Damaged Items - Checked		1			2	1	2	1		3	1	1	12
Property - Special Handling - Missing Items - Carry-On		1		1		1		1	2		1	1	8
Property - Special Handling - Missing Items - Checked	2	1		1			2	1	1	2		2	11
Screening	1		1	1	3	2	1	1	5	5	3	2	25
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines					1		1		2	1			5
Screening - Procedures/Process	1		1		2	1		1	3	4	3	2	18
2022	39	62	80	67	86	100	88	97	108	90	86	104	1,007
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1		5	1	2				2	1	2	4	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
Civil Rights - Age				1									1
Civil Rights - National Origin												1	1
Civil Rights - Race									2		2	3	7
Civil Rights - Racial Profiling or Discrimination	1		2	1	2								6
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Claims				1							1		2
Claims - General			1										1
Claims - Status											1		1
Customer Service	9	10	4	7	9	6	13	6	7	9	7	5	92
Customer Service - Others		1											1
Customer Service - TSO	9	9	4	7	9	6	13	6	7	9	7	5	91
Expedited Passenger Screening Program	22	41	57	46	65	75	63	74	89	68	66	82	748
Expedited Passenger Screening Program - Active Duty		1		1									2
Expedited Passenger Screening Program - DoD				1	1	2	3	1	1	3	2	2	18
Expedited Passenger Screening Program	4	5	2	1	3	7	3	2	1	2	6	2	38
Expedited Passenger Screening Program	18	34	54	43	60	65	58	71	84	63	58	78	686
Expedited Passenger Screening Program - TSA/DHS		1					1		1	1			4
Identification (ID) Requirements				1		1							2
Identification (ID) Requirements - Domestic				1		1							2
Locks	1		1				1	1	1				5
Locks - General	1								1				2
Locks - Missing or Damaged Lock			1				1	1					3
Mishandling of Passenger Property	1		2	1	2	2	2	2		1	2	5	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1		1			1			2	4	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1		1	1	1	1	2	1		1		1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1					1					2
No Jurisdiction				1		1							2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other						1							1
Patdown		2	3				1	3	2	1	2		14
Patdown - Flyer			3				1	3	2	1	2		12
Patdown - General		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	2		2		2	1	1	1	2			12
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General				2				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) - Mobility Disability (Not Wheelchair or Scooter)							1			1			2
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling	1	3	4	2	1	3	2	3	3	3	1	2	28
Property - Special Handling - Damaged Items - Carry-On			1	1	1	2		2			1	1	9
Property - Special Handling - Damaged Items - Checked Baggage		3	3			1	1		1				9
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked Baggage	1			1			1		2	3		1	9
Request for Assistance											1	1	2
Request for Assistance - Other											1	1	2
Screening	3	4	3	5	7	10	5	7	3	5	4	5	61
Screening - Inconsistency						3	3				2	1	9
Screening - Lengthy Lines	1	1		2	4	3		1	1				13
Screening - Procedures/Process	2	3	3	3	3	4	2	6	1	5	2	4	38
Screening - Shoe Screening									1				1
2023	87	115	117	106									425
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information		1											1
Civil Rights	1	1	1	1									4
Civil Rights - National Origin				1									1
Civil Rights - Race	1	1											2
Civil Rights - Transgender Screening			1										1
Customer Service	3	9	8	9									29
Customer Service - TSO	3	9	8	9									29
Expedited Passenger Screening Program	76	90	89	82									337
Expedited Passenger Screening Program - Active Duty		1											1
Expedited Passenger Screening Program	2		2	1									5
Expedited Passenger Screening Program	4	5	5										14
Expedited Passenger Screening Program	70	82	82	81									315
Expedited Passenger Screening Program - TSA/DHS		2											2
Locks		3											3
Locks - Missing or Damaged Lock		3											3
Mishandling of Passenger Property	3	2	5	2									12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	1	1	1									4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	2	1	4	1									8
No Jurisdiction			1	1									2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other			1										1
Patdown		3	1	2									6
Patdown - Flyer		3	1	2									6
Persons w/ Disabilities (PWD)		1	1	3									5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices				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)				2									2
Property - Special Handling	3	1	2										6
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 Items		3											3
Property - Special Handling - Missing Items - Checked			1										1
Request for Assistance			1										1
Request for Assistance - Wounded Warrior (MSIJSO)			1										1
Screening		1	3	9	6								19
Screening - Crew Member or Airline Employee				2									2
Screening - Inconsistency		1		2	2								5
Screening - Lengthy Lines			2		1								3
Screening - Procedures/Process				4	3								7
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
HOB		1	2	2	2			4					11
2020				1	2								3
Property - Special Handling				1	1								2
Property - Special Handling - Missing Items - Checked				1	1								2
Screening					1								1
Screening - Procedures/Process					1								1
2021								2					2
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
2022		1	2					2					5
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening				1									1
Screening - Inconsistency				1									1
2023				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
HOU	118	114	100	137	68	105	76	74	90	102	104	109	1,197
2020				30	26	19	1	7	10	19	12	15	139
Civil Rights				1		1				1		1	4
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
Customer Service				2	6	2		2	3	6	2	5	28
Customer Service - Others					1				2	2			5
Customer Service - TSO				2	5	2		2	1	4	2	5	23
Locks					1	1			1	1			4
Locks - General					1								1
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				10	4	5	1	3	3	4	5	3	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					2						1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	2	5	1	3	1	3	4	2	30
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1					2	1			4
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)				1	1	2					1		5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						2					1		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1								2
Property - Special Handling				10	8	8		1	2	6	1	5	41
Property - Special Handling - Damaged Items - Carry-On					1					1			2
Property - Special Handling - Damaged Items - Checked				2	5	2		1		1			11
Property - Special Handling - Missing Items - Carry-On				2	1					1	1	1	6
Property - Special Handling - Missing Items - Checked				6	2	5			2	3		4	22
Screening				2	5				1	2	3	1	14
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1	4				1	2	2	1	11
2021	19	12	9	15	10	29	21	22	30	33	26	45	271
Airline									1	1			2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights				1		1	1	3			1	1	8
Civil Rights - Civil Rights Violation (TSA Employee)								1				1	2
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination				1		1		2					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Claims				1									1
Claims - General				1									1
Customer Service	2	1	3	2	4	9	2	4	3	4	7	12	53
Customer Service - Others	1									1			2
Customer Service - TSO	1	1	3	2	4	9	2	4	3	3	7	12	51
Expedited Passenger Screening Program				1		2	5	5	20	24	12	21	90
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program - TSA Application Program							1		1		2	1	5
Expedited Passenger Screening Program - TSA PreCheck				1		2	4	5	19	23	10	19	83
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks			3	1		2							6
Locks - General			1										1
Locks - Missing or Damaged Lock			2	1		2							5
Mishandling of Passenger Property	4	3	2	3	1	1	1	2	2		1		20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1			1		1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4	3	2	2	1	1		2	1				16
Patdown				2	2	2					2	1	9
Patdown - Children				2									2
Patdown - Flyer					2	1					1	1	5
Patdown - General						1							1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1						4	1	1	1		1	9
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1												1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							3						3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items				2		2						2	6
Prohibited & Permitted Items - Alcohol and Tobacco				1								1	2
Prohibited & Permitted Items - General				1		2						1	4
Property - Special Handling	9	4		3		2	4	6	1	2	1	2	34
Property - Special Handling - Damaged Items - Carry-On	2						1	1					5
Property - Special Handling - Damaged Items - Checked	3			1			1	2		1	1	1	10
Property - Special Handling - Missing Items - Carry-On	1	1		1			1		1				5
Property - Special Handling - Missing Items - Checked	3	3		1		2	1	3		1			14
Screening	3	1	1	2	2	8	4	1	2	1	2	5	32
Screening - Inconsistency	1			1	2			1					5
Screening - Lengthy Lines						2	1						3
Screening - Opposite Gender				1									1
Screening - Procedures/Process	2	1		1		5	3		2	1	2	5	22
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
2022	35	50	41	32	32	57	54	45	50	50	66	49	561
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	2		1	1		2	1					1	8
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1		1										2
Civil Rights - Race						2						1	3
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Transgender Screening							1						1
Customer Service	2	15	6	4	4	7		4	8	6	11	8	75
Customer Service - Others		2									1		3
Customer Service - TSO	2	13	6	4	4	7		4	8	6	10	8	72
Expedited Passenger Screening Program	18	24	24	17	16	25	37	29	37	29	43	27	326
Expedited Passenger Screening Program - DoD							1		1				2
Expedited Passenger Screening Program - TSA Appl		3	2	1	1		2		1	2	3	1	16
Expedited Passenger Screening Program	18	21	22	16	15	25	34	29	35	27	40	26	308
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					2
Lost and Found - Airport/TSA		1						1					2
Mishandling of Passenger Property	1	1	2			3	2	1		1	3		14
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	2	1		1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1	1				2					1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1								1		2
No Jurisdiction				1				1			1		3
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other				1									1
Patdown	3	1		2	1	3	2	1		1		3	17
Patdown - Flyer	3			2	1	3	2	1		1		3	16
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	2			3	2	3	2		1	2	1	1	17
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			1			3
Persons w/ Disabilities (PWD) - Mobility	1			1	1				1	1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1			1						2
Persons w/ Disabilities (PWD) - Wheelchairs	1				1	1						1	4
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling	3	4	3	1	3	3	3	2	1	5	1	2	31
Property - Special Handling - Damaged Items - Carry-on		1	2		2	1	2					2	10
Property - Special Handling - Damaged Items - Checked		2						1		2			5
Property - Special Handling - Missing Items - Carry-on	1			1	1	1	1	1	1	2			9
Property - Special Handling - Missing Items - Checked	2	1	1			1				1	1		7
Screening	4	2	3	3	6	11	6	6	1	6	6	7	61
Screening - Children									1				1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1					1	4		3		1	10
Screening - Lengthy Lines			2	1	2	3	1				1	1	11
Screening - Procedures/Process	4	1	1	2	3	7	3	2		3	4	5	35
Screening - Retrieving Abandoned/Confiscated Items					1	1	1						3
2023	64	52	50	60									226
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights	2		3										5
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity	1		2										3
Civil Rights - Transgender Screening			1										1
Customer Service	6	5	3	7									21
Customer Service - TSO	6	5	3	7									21
Expedited Passenger Screening Program	44	41	31	38									154
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	42	41	31	38									152
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	2	2	3									8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		1	2	1									4
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1	1		2									4
No Jurisdiction	1												1
No Jurisdiction - Refer to CBP	1												1
Patdown				1									1
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1			3									4
Persons w/ Disabilities (PWD) - Diabetes				2									2
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Respiratory	1												1
Property - Special Handling	3	3	4	5									15
Property - Special Handling - Damaged Items - Carry-on	2		2	1									5
Property - Special Handling - Missing Items - Carry-on	2	1	1										4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	1	1	1	3									6
Screening	5	1	7	2									15
Screening - Inconsistency			2										2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4	1	5	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
HPN	30	38	34	45	14	15	16	16	27	19	26	22	302
2020				8	4	2	1						15
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property				2		1	1						4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2		1							3
Patdown				2	1								3
Patdown - Flyer				2	1								3
Property - Special Handling				2									2
Property - Special Handling - Missing Items - Checked				2									2
Screening				1	3	1							5
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1	2								3
Screening - Security Breach						1							1
2021	2			1	1	5	5	5	4	3	9	4	39
Customer Service	1					1	2	1	1	1			7
Customer Service - TSO	1					1	2	1	1	1			7
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program						2	2	3	3	1	7	3	21
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program								2			1		3
Expedited Passenger Screening Program - TSA PreCheck						2	1	1	3	1	6	3	17
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				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
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-On								1					1
Property - Special Handling - Missing Items - Checked					1	1							2
Screening								1					1
Screening - Procedures/Process								1					1
2022	11	11	5	8	9	8	10	11	23	16	17	18	147
Customer Service		1			1		1		1	1		1	6
Customer Service - TSO		1			1		1		1	1		1	6
Expedited Passenger Screening Program	11	9	5	7	8	8	8	9	20	12	16	14	127
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Appl		1						1			2		5
Expedited Passenger Screening Program	11	8	5	7	8	8	8	8	18	12	14	14	121
Mishandling of Passenger Property				1			1		1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1			1		1				3
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				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening								1		2		2	5
Screening - Lengthy Lines										1		1	2
Screening - Procedures/Process								1				1	3
2023	17	27	29	28									101
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service	1	1	1	1									4
Customer Service - TSO	1	1	1	1									4
Expedited Passenger Screening Program	16	24	26	27									93
Expedited Passenger Screening Program - TSA Appl		3	1	3									7
Expedited Passenger Screening Program	16	21	25	24									86
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				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
HRL	5	5	9	8	6	6	6	6	8	5	8	9	81
2020				3	4	1	6	1		1	1	2	13
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--Carry-on Luggage					1								1
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
Property - Special Handling				2		1							4
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked				2		1							3
Screening					1								1
Screening - Procedures/Process					1								1
2021			1				1	1	2	1	4	4	14
Customer Service			1					1			1	1	4
Customer Service - TSO			1					1			1	1	4
Expedited Passenger Screening Program									1	1			2
Expedited Passenger Screening Program - TSA Application 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					2	3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Property - Special Handling									1		1	1	3
Property - Special Handling - Missing Items - Checked									1		1	1	3
Screening											1		1
Screening - Procedures/Process											1		1
2022	2	2	5	5	2	5	5	4	6	3	3	3	45
Civil Rights							1						1
Civil Rights - Race							1						1
Customer Service			1				1			1	1		4
Customer Service - TSO			1				1			1	1		4
Expedited Passenger Screening Program	2	1	3	5	2	3	1	2	3	2	1	2	27
Expedited Passenger Screening Program	1		1	1	1								4
Expedited Passenger Screening Program	1	1	2	4	1	3	1	2	3	2	1	2	23
HAZMAT Endorsement							1						1
HAZMAT Endorsement - General							1						1
Mishandling of Passenger Property			1						1			1	3
Mishandling of Passenger Property - Damaged/Missii			1						1			1	3
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
Property - Special Handling - Missing Items - Checked								1					1
Screening			1				1	1	2		1		6
Screening - Inconsistency									1				1
Screening - Procedures/Process			1				1	1	1		1		5
2023	3	3	3										9
Civil Rights	2												2
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1												1
Customer Service		2	1										3
Customer Service - TSO		2	1										3
Expedited Passenger Screening Program	1	1	2										4
Expedited Passenger Screening Program	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
HSV	22	29	17	26	8	25	17	21	12	14	25	26	242
2020				1	1	6			1		2	1	12
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
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Property - Special Handling						2						1	3
Property - Special Handling - Missing Items - Checked						2						1	3
Screening						3							3
Screening - Inconsistency						1							1
Screening - Procedures/Process						2							2
2021				4	1		4	5	2	2	7	7	32
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights							1			1		1	3
Civil Rights - Racial Profiling or Discrimination							1			1		1	3
Customer Service				1			1	1		1	2	1	7
Customer Service - Others										1			1
Customer Service - TSO				1			1	1			2	1	6
Expedited Passenger Screening Program							1	4	2		1	3	11
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA PreCheck							1	3	2		1	3	10
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		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 - Checked						1							1
Property - Special Handling - Missing Items - Checked											1		1
Screening											2	1	3
Screening - Inconsistency												1	1
Screening - Lengthy Lines											2		2
2022	4	9	4	5	6	19	13	16	9	12	16	18	131
Customer Service	1			1		1	2						5
Customer Service - CSM	1												1
Customer Service - TCC				1									1
Customer Service - TSO						1	2						3
Expedited Passenger Screening Program	3	9	4	4	5	15	10	14	8	9	13	18	112
Expedited Passenger Screening Program - DoD	2							2		1	1		6
Expedited Passenger Screening Program - TSA Appl		2		2	1	1	1	1			1	3	12
Expedited Passenger Screening Program	1	7	4	2	4	14	9	11	8	8	11	15	94
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Patdown										1			1
Patdown - Flyer										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	3	1		1	1	3		10
Screening - Procedures/Process					1	3	1		1	1	3		10
2023	18	20	13	16									67
Customer Service	1	3	1										5
Customer Service - TSO	1	3	1										5
Expedited Passenger Screening Program	15	17	12	11									55
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	15	17	12	10									54
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1												1
Patdown				2									2
Patdown - Flyer				2									2
Screening				3									3
Screening - Lengthy Lines				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	
HTS			2	4	3	2	1	1	3	5	2	4	2	29
2020				1	1	1			1	1	4		9	
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	
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			1	1	1			5	
Civil Rights									1				1	
Civil Rights - Racial Profiling or Discrimination									1				1	
Customer Service				1						1			2	
Customer Service - Others										1			1	
Customer Service - TSO				1									1	
Expedited Passenger Screening Program									1				1	
Expedited Passenger Screening Program - TSA PreCheck									1				1	
General Aviation						1							1	
General Aviation - General						1							1	
2022			2				1	2	3			2	10	
Customer Service			1						1			1	3	
Customer Service - TSO			1						1			1	3	
Expedited Passenger Screening Program			1					1	2			1	5	
Expedited Passenger Screening Program - TSA Application Program									1				1	
Expedited Passenger Screening Program - TSA PreCheck			1					1	1			1	4	
Patdown							1						1	
Patdown - Flyer							1						1	
Property - Special Handling								1					1	
Property - Special Handling - Missing Items - Checked								1					1	
2023		2	2	1									5	
Civil Rights				1									1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1	
Expedited Passenger Screening Program			1	2									3	
Expedited Passenger Screening Program - TSA Appl			1										1	
Expedited Passenger Screening Program - TSA PreCheck				2									2	
Mishandling of Passenger Property			1										1	
Mishandling of Passenger Property - Disarrayed 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
HVN	2	2	3	6	3	3	2	3		6	1	6	37
2020				1	1								2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Screening						1							1
Screening - Procedures/Process						1							1
2021										3			3
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
Patdown										1			1
Patdown - Flyer as Observer										1			1
2022			1	2	2	3	2		3		3	1	6
Airline									1				1
Airline - Lost Baggage									1				1
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Expedited Passenger Screening Program				1		1	2	2	1		1	1	6
Expedited Passenger Screening Program - TSA PreCheck				1		1	2	2	1		1	1	6
Mishandling of Passenger Property					2								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç					2								2
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
2023	2	2	2	3									9
Airline	1												1
Airline - Lost Baggage	1												1
Expedited Passenger Screening Program	1		2	3									6
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	1		2	2									5
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			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
HXD	4	5	5	3	3	6	7	2	4	6	5	4	54
2020				1	1	2	1			2			7
Customer Service													1
Customer Service - TSO							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
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Property - Special Handling								2					2
Property - Special Handling - Missing Items - Checked								2					2
Screening													1
Screening - Lengthy Lines							1						1
2021		2		1	2		1		4	3	1	2	16
Customer Service				1	1		1					1	4
Customer Service - TSO				1	1		1					1	4
Expedited Passenger Screening Program									3	1	1	1	6
Expedited Passenger Screening Program - TSA Application Program									2				2
Expedited Passenger Screening Program - TSA PreCheck									1	1	1	1	4
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N			1										1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump										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
2022	3		3	1		4	5	2		3	2	2	25
Civil Rights	1					1				1			3
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1				1			2
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Expedited Passenger Screening Program			1	1		3	3	2			2	2	14
Expedited Passenger Screening Program - TSA PreCheck			1	1		3	3	2			2	2	14
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items		1											1
Property - Special Handling - Missing Items - Checked				1									1
Screening							2			1			3
Screening - Inconsistency							1						1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process										1			1
2023	1	3	2										6
Expedited Passenger Screening Program				2									2
Expedited Passenger Screening Program - TSA PreCheck				2									2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medical Devices - At			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
HYA										1	2	1	4
2020												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
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2022												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
HYS	1	1	1		1	1		2	1		1	1	10
2020					1								1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
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 - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling		1											1
Property - Special Handling - Missing Item		1											1
2022			1			1		2				1	5
Expedited Passenger Screening Program						1		1				1	3
Expedited Passenger Screening Program - TSA PreCheck						1		1				1	3
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening								1					1
Screening - Procedures/Process								1					1
2023		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
IAD	270	258	265	308	101	230	235	249	257	236	255	279	2,943
2020				50	30	28	8	13	10	12	13	12	176
Civil Rights				3							1	2	6
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				3						1	1		5
Customer Service				2	2	6		2	2	1		2	17
Customer Service - Others									1				1
Customer Service - TSO				2	2	6		2	1	1		2	16
Locks				2	4	6	1		2		1	2	18
Locks - Missing or Damaged Lock				2	4	6	1		2		1	2	18
Lost and Found					1	1						1	3
Lost and Found - Airport/TSA					1	1						1	3
Mishandling of Passenger Property				18	8	8	3	3		5	4	2	51
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				12	6	5	3	3		4	3	1	37
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				6	1	3				1	1		12
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)				1	1					1			3
Persons w/ Disabilities (PWD) - Diabetes					1					1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling				14	8	3	3	3	3	4	7	1	46
Property - Special Handling - Damaged Items - Checked				2	5	1	1		1		1		11
Property - Special Handling - Missing Items - Carry-On				1				1			1		3
Property - Special Handling - Missing Items - Checked				11	3	2	2	2	2	4	5	1	32
Screening				10	5	3	1	5	3	1		2	30
Screening - Inconsistency					1								1
Screening - Lengthy Lines				2									2
Screening - Procedures/Process				8	4	3	1	5	3			2	26
Screening - Security Breach										1			1
2021	6	7	6	9	12	11	16	25	21	50	59	50	272
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights	1		1			1		3	1	1	2	1	11
Civil Rights - Civil Rights Violation (TSA Employee)										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		2
Civil Rights - Sexual Orientation - Not Transgender								1					1
Claims								1					1
Claims - General								1					1
Customer Service			1	4	1	2	2	4	4	5	10	5	38
Customer Service - Others						1					1		2
Customer Service - TSO			1	4	1	1	2	4	4	5	9	5	36
Expedited Passenger Screening Program			1		2	4	1	10	9	24	33	25	109
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Process				1			1					1	3
Expedited Passenger Screening Program - TSA PreCheck					2	2	1	10	9	23	33	23	103
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1				1			2
Hazardous Materials Safety			1									1	2
Hazardous Materials Safety - General			1									1	2
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										2			4
Lost and Found - Airport/TSA							1	1			2		4
Mishandling of Passenger Property	2	1	1	3	3	1	3	2		2		1	19
Mishandling of Passenger Property - Damaged/Missing Items	1		1									1	3
Mishandling of Passenger Property - Damaged/Missing Items - Checked Baggage	1	1		3	2	1	3	2		1			13
Mishandling of Passenger Property - Disarrayed Items					1					1			3
No Jurisdiction								1	1				2
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other									1				1
Patdown	1	1	1			1			1	4	1	2	12
Patdown - Children						1							2
Patdown - Flyer	1	1	1							4	1	1	9
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)		1		1				1		3	1	2	9
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1				1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1	1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Prohibited & Permitted Items						1		1		1	1		4
Prohibited & Permitted Items - Firearm/Ammunition								1					1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1	1			2
Property - Special Handling	2	3		1	1	2	2	2	1	5	6	9	34
Property - Special Handling - Damaged Items - Carry-On										1		1	2
Property - Special Handling - Damaged Items - Checked	1							1		1	1	2	6
Property - Special Handling - Missing Items	1									1	4	4	10
Property - Special Handling - Missing Items - Checked		3		1	1	2	2	1	1	2	1	2	16
Screening					4		4		3	5	3	4	23

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency					2						1		3
Screening - Lengthy Lines					1		1			1	1		4
Screening - Procedures/Process							3		2	4	1	4	14
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach					1								1
2022	66	72	70	52	59	191	211	211	226	174	183	217	1,732
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Airline								2		2	1		5
Airline - Lost Baggage								1		2	1		4
Airline - Policy/Regulations/Service								1					1
Civil Rights	1	2	3	1	2		1	1	1		3		15
Civil Rights - Race							1		1		2		4
Civil Rights - Racial Profiling or Discrimination	1	1	3	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
Claims		1	1										2
Claims - Status		1	1										2
Customer Service	5	6	3	6	4	1	3	8	6	6	5	9	62
Customer Service - CSM		1											1
Customer Service - Others				1									1
Customer Service - TSO	5	5	3	5	4	1	3	8	6	6	5	9	60
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	45	49	48	35	46	188	199	185	202	150	152	182	1,481
Expedited Passenger Screening Program - Active Duty Military						1			1	1			3
Expedited Passenger Screening Program - DoD			1	2		5	4		3	4		1	20
Expedited Passenger Screening Program	1	3	3	3	1	1	8	4	3	6	8	5	46
Expedited Passenger Screening Program	44	44	43	30	45	177	184	177	194	136	142	176	1,392
Expedited Passenger Screening Program - TSA/DHS		2	1			4	3	4	1	3	2		20
Hazardous Materials Safety				1						1			2
Hazardous Materials Safety - General				1					1				2
Locks	1	1	1	1						1		1	6
Locks - General	1												1
Locks - Missing or Damaged Lock		1	1	1						1		1	5
Lost and Found	2	1		1	1		1		2	1		1	10
Lost and Found - Airport/TSA	2	1		1	1		1		2	1		1	10
Mishandling of Passenger Property		2				1	2	4	3	4	6	6	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	2		1	3	6	13
Mishandling of Passenger Property - Damaged/Missii		2				1		1	3	2	2		11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1		1	1		4
No Jurisdiction		1	2						3	2	2	4	14
No Jurisdiction - No Referral		1							1				2
No Jurisdiction - Refer to CBP			2						2	2	1	4	11
No Jurisdiction - Refer to Other											1		1
Patdown	1	1			1		1	1				1	6
Patdown - Flyer	1	1			1		1	1				1	6
Persons w/ Disabilities (PWD)	1	1	1		2		1	4	1	1	3	2	17
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
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) - Internal Medical Devices					1			1			1		3
Persons w/ Disabilities (PWD) - Medically Necessary		1								1	1	1	4
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) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair	1							1					2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Tobacco	1												1
Property - Special Handling	3	1	8	3	2			1	4	3	6	3	34
Property - Special Handling - Damaged Items - Carry-On			4					1	1	1	4	1	12
Property - Special Handling - Damaged Items - Checked	1		1	1	1								4
Property - Special Handling - Missing Items	2		2	1							1	1	7
Property - Special Handling - Missing Items - Checked		1	1	1	1				3	2	1	1	11
Screening	6	5	3	4	1	1	3	5	3	3	5	8	47
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency		2						1				1	4
Screening - Lengthy Lines							1					1	2
Screening - Procedures/Process	6	3	1	4		1	1	3	3	2	4	5	33
Screening - Retrieving Abandoned/Confiscated Items			2		1		1			1	1	1	7
2023	198	179	189	197									763
Airline				1									1
Airline - Lost Baggage				1									1
Civil Rights	3	1	1	2									7
Civil Rights - Constitutional Rights	1	1		1									3
Civil Rights - Race	1		1										2
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	11	7	9	7									34
Customer Service - TSO	11	7	9	7									34
Expedited Passenger Screening Program	171	154	154	164									643
Expedited Passenger Screening Program	1	2	1	3									7
Expedited Passenger Screening Program	3	4	2	4									13
Expedited Passenger Screening Program	167	147	149	156									619

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA/DHS			1	2	1								4
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		2	2	2	6								12
Mishandling of Passenger Property - Damaged/Missing Items--C				1	3								4
Mishandling of Passenger Property - Dam		2	2		2								6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
No Jurisdiction			1	4	2								7
No Jurisdiction - Refer to CBP			1	4	2								7
Patdown		2	1	3	1								7
Patdown - Flyer		2	1	2	1								6
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)		1	1	1	1								4
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Wheelcha		1											1
Property - Special Handling		3	5	6	4								18
Property - Special Handling - Damaged Items - Carry			1	5	4								10
Property - Special Handling - Damaged It		1	2										3
Property - Special Handling - Missing Items - Carry-C			1	1									2
Property - Special Handling - Missing Item		2	1										3
Screening		5	6	9	9								29
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency				1	1								2
Screening - International Screening					1								1
Screening - Lengthy Lines				2	3								5
Screening - Procedures/Process		3	4	6	4								17
Screening - Retrieving Abandoned/Confis		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
IAG	3	4	1	2	4	1					2		17
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/Missii		1	1	1									3
2022	1					2					1		4
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - TSA PreCheck						2							2
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
2023	2	3		1									6
Expedited Passenger Screening Program	1	3		1									4
Expedited Passenger Screening Program	1	3											4
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAH	417	439	412	489	243	388	401	384	378	386	354	401	4,692
2020				97	79	54	4	11	16	24	17	26	328
Civil Rights				5	3	3			1	2	1	1	16
Civil Rights - Headwear												1	1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination				4	1	3				1	1		10
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1					1			3
Customer Service				10	18	9		2	4	9	3	4	59
Customer Service - Others													1
Customer Service - TSO				10	18	9		2	4	9	3	3	58
Locks				6	7	2	1	2	1		1		20
Locks - Missing or Damaged Lock				6	7	2	1	2	1		1		20
Lost and Found				4	3	2	1					1	11
Lost and Found - Airport/TSA				4	3	2	1					1	11
Mishandling of Passenger Property				28	21	10		2		4	2	7	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	1								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				20	17	10		2		4	2	6	61
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				6	2							1	9
Patdown				3	3	2				1			9
Patdown - Flyer				2	3	2				1			8
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)				4		2		1				2	9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						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) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				29	19	14	1	3	5	4	8	7	90
Property - Special Handling - Damaged Items - Carry-On				2					2				4
Property - Special Handling - Damaged Items - Checked				4	1	3	1				2	3	14
Property - Special Handling - Missing Items - Carry-On				9	2	3		1		2	2	3	22
Property - Special Handling - Missing Items - Checked				14	16	8		2	3	2	4	1	50
Screening				8	5	10	1	1	5	4	2	4	40
Screening - Inconsistency					1								1
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process				8	3	9	1	1	5	4	2	4	37
2021	30	32	28	31	35	32	71	75	84	95	108	103	724
Additional Information Required/Insufficient Information								1		1			2
Additional Information Required/Insufficient Information - EMAIL ONLY								1		1			2
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Airline			1				1						2
Airline - Lost Baggage							1						1
Airline - Policy/Regulations/Service				1									1
Civil Rights		3	1	2	1	2	2	1		3	4	2	21
Civil Rights - Age							1						1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or Discrimination		1	1	1	1	1	1	1		2	3		12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1		1		1					1		4
Civil Rights - Sexual Harassment (TSA Employee)		1											1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Claims						1			1			2	4
Claims - General									1			1	2
Claims - Status						1						1	2
Customer Service	12	7	7	11	16	8	22	18	24	34	23	26	208
Customer Service - Others		1			1							3	5
Customer Service - TCC			2										2
Customer Service - TSO	12	6	5	11	15	8	22	18	24	34	23	23	201
Duplicate E-mail				1							1		2
Duplicate E-mail - General				1							1		2
Expedited Passenger Screening Program			4	1	2	8	15	27	32	29	43	52	213
Expedited Passenger Screening Program - TSA Application Program						1	1	4	6	1	2	4	19
Expedited Passenger Screening Program - TSA PreCheck			4	1	2	7	14	23	25	28	41	48	193
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Identification (ID) Requirements			1	1			1	1				2	6
Identification (ID) Requirements - Domestic			1				1	1				1	4
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Identification (ID) Requirements - International Travel													1
Locks				1	1		1	1		1		2	7
Locks - General								1					1
Locks - Missing or Damaged Lock				1	1		1			1		2	6
Lost and Found							1				1		2
Lost and Found - Airport/TSA							1				1		2
Mishandling of Passenger Property	3	5		6		2	4	5	1	4	3	1	34
Mishandling of Passenger Property - Damaged/Missing			1	3				2		3	1		10
Mishandling of Passenger Property - Dam		3	4	3		2	2	2	1	1	2	1	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2	1					3
No Jurisdiction			1		2		3		1			1	8
No Jurisdiction - Refer to CBP					1		2		1				4
No Jurisdiction - Refer to Other			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
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - General										1			1
Patdown		1	1	1			1	1	2	2	2		11
Patdown - Children											1		1
Patdown - Flyer		1	1	1			1	1	2	1	1		9
Patdown - General										1			1
Persons w/ Disabilities (PWD)		1				2	4	2	2	2	2	2	17
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - General							2	1					3
Persons w/ Disabilities (PWD) - Hearing Impaired		1							1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2				1	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
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Prohibited & Permitted Items									1	1	5		7
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Prohibited & Permitted Items - Electronic Devices									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Prohibited & Permitted Items - Lighters/Matches										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Prohibited & Permitted Items - Sporting Goods											2		2
Property - Special Handling	13	15	2	2	4	3	7	8	12	12	17	8	103
Property - Special Handling - Damaged Items - Carry-On				1	1		1	1	2	4	6	2	18
Property - Special Handling - Damaged Items - Checked Baggage	4	5	2		1	1	3	3	2	2	1	1	25
Property - Special Handling - Missing Items - Carry-On	4	3				1	2	3	4	3	10	1	31
Property - Special Handling - Missing Items - Checked Baggage	5	7		1	2	1	1	1	4	3		4	29
Screening	1	1	10	5	7	7	9	10	8	5	7	4	74
Screening - Inconsistency			3	2	4	2	2	1	1			3	18
Screening - International Screening						1							1
Screening - Lengthy Lines			2			2	1	2					7
Screening - Procedures/Process	1	1	5	3	3	2	5	6	7	5	7	1	46
Screening - Retrieving Abandoned/Confiscated Items						1	1						2
2022	121	150	112	133	129	302	326	298	278	267	229	272	2,617
Additional Information Required/Insufficient Information									1			1	2
Additional Information Required/Insufficient Information - EMAIL ONLY									1			1	2
Airline				2	1			1			1	1	6
Airline - Policy/Regulations/Service				2	1			1			1		5
Airline - Wheelchair Assistance												1	1
Animals					1		1						2
Animals - Carry-On					1		1						2
Civil Rights	8		4	5	6	3	5	4	2	5	2	6	50
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin			1	1				3		1	1		7
Civil Rights - Profiling						1							1
Civil Rights - Race						2	2	1	1	2		4	12
Civil Rights - Racial Profiling or Discrimination	4		3	4	3								14
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity	1				2		1			2	1	2	9
Civil Rights - Sexual Orientation - Not Transgender	1				1				1				3
Civil Rights - Transgender Screening							1						1
Claims	1		1							2			4
Claims - Status	1		1							2			4
Customer Service	29	41	22	17	19	28	26	27	30	27	21	32	319
Customer Service - Others		1	1		1	2				1	2		8
Customer Service - TCC		1				1							2
Customer Service - TSO	29	39	21	17	18	25	26	27	30	26	19	32	309
Duplicate E-mail	3												3
Duplicate E-mail - General	3												3
Expedited Passenger Screening Program	56	70	67	70	68	235	253	229	224	209	187	203	1,871
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD						1		2					3
Expedited Passenger Screening Program - Other	4	6	7	5	4	4	3	5	9	8	8	3	66
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	52	64	60	65	63	230	249	221	215	201	178	199	1,797
Expedited Passenger Screening Program - TSA/DHS Employees - Opt Out					1			1			1	1	4
Hazardous Materials Safety			2										2
Hazardous Materials Safety - General			2										2
Human Capital				1									1
Human Capital - Prospective Employment with TSA				1									1
Identification (ID) Requirements		1											1
Identification (ID) Requirements - ID Matching Ticket		1											1
Locks	2				1		1						4
Locks - Missing or Damaged Lock	2				1		1						4
Lost and Found				1		1	1		1			1	5
Lost and Found - Airport/TSA				1		1	1		1			1	5
Mishandling of Passenger Property	1	7	2	2	3	2	5	7	5		1	4	39
Mishandling of Passenger Property - Damaged/Missing		3		1	2		1	5	1			3	16
Mishandling of Passenger Property - Damaged Item	1	3	2	1	1	2	4	1	4		1		20
Mishandling of Passenger Property - Disarrayed Item		1						1				1	3
No Jurisdiction	1	2	1	2	3	6	2	4		3	2	4	30
No Jurisdiction - No Referral						1	1	1			1		4
No Jurisdiction - Refer to CBP		1	1	2	1	3	1	2		3	1	3	18
No Jurisdiction - Refer to Department of State								1					1
No Jurisdiction - Refer to Other	1	1			2	2						1	7
No Subject				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 Subject - General				1									1
Patdown		1		7	3	1	4	2	3	2	6	5	34
Patdown - Children		1			1					1			3
Patdown - Flyer				6	1	1	4	2	3	1	5	5	28
Patdown - Flyer as Observer				1							1		2
Patdown - General					1								1
Persons w/ Disabilities (PWD)	1	6	2	5	4	3	6	2		1		2	32
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						2
Persons w/ Disabilities (PWD) - General				1			1	1					3
Persons w/ Disabilities (PWD) - Internal Medical Dev		1				1							2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1		1						3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1						2	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)					2								2
Persons w/ Disabilities (PWD) - Mobility	1	2				1				1			5
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) - Wheelchair/ Scooter		2		2			2						6
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Prohibited & Permitted Items - Chemical/Flammable	1												1
Prohibited & Permitted Items - Knives/Tools	1												1
Property - Special Handling	5	7	4	8	13	12	13	8	2	10	2	3	87
Property - Special Handling - Damaged Items	2	2	3	2	6	3	4	2		5		1	30
Property - Special Handling - Damaged Items - Carry-C	2			2	1		1		1	1			8
Property - Special Handling - Missing Items - Carry-C	4	1	1	3	2	8	3	5		3	1		30
Property - Special Handling - Missing Items - Carry-C	1	1	1	1	4	1	5	1	1	1	1	2	19
Screening	12	14	7	12	7	11	9	13	9	8	7	10	119
Screening - Children								1					1
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1	2		1	2	1	3	3		2	2	1	18
Screening - International Screening			1										1
Screening - Lengthy Lines	2	4		1		3	1	1	2	1	1	2	18
Screening - Procedures/Process	8	8	5	10	5	7	5	7	7	4	4	7	77
Screening - Retrieving Abandoned/Confiscated Items			1					1		1			3
TSA Contact Information								1					1
TSA Contact Information - General								1					1
TWIC									1				1
TWIC - Status									1				1
2023	266	257	272	228					1				1,023
Additional Information Required/Insufficient Information	1			1									2
Additional Information Required/Insufficient Information - Airline	1			1									2
Airline		2		1									3
Airline - Lost Baggage		2											2
Airline - Policy/Regulations/Service				1									1
Civil Rights	5	2	3	4									14
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 - Perceived Religion				1									1
Civil Rights - Race	4	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
Customer Service	22	25	22	19									88
Customer Service - CSM			1										1
Customer Service - Others		2											2
Customer Service - TSO	22	23	21	19									85
Expedited Passenger Screening Program	201	189	208	161									759
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - Standard	5	4	7	5									21
Expedited Passenger Screening Program - Standard	195	185	201	155									736
Expedited Passenger Screening Program - Standard	1												1
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Locks	1		1	2									4
Locks - Missing or Damaged Lock	1		1	2									4
Lost and Found	1			3									4
Lost and Found - Airport/TSA	1			3									4
Mishandling of Passenger Property	6	3	7	6									22
Mishandling of Passenger Property - Damaged	3	2	4	4									13
Mishandling of Passenger Property - Damaged	1	1	3	1									6
Mishandling of Passenger Property - Disposition	2			1									3
No Jurisdiction	1	5	3	2									11
No Jurisdiction - Refer to CBP		5	1	2									8
No Jurisdiction - Refer to Other	1		2										3
Patdown	2	4	3	3									12
Patdown - Flyer	2	3	2	1									8
Patdown - Flyer as Observer			1	1									2
Patdown - Non-Flyer		1		1									2
Persons w/ Disabilities (PWD)	4	6	3	6									19
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General		1		1									2
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically		1		1									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2										2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1										1
Persons w/ Disabilities (PWD) - Service A		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair			2	1									3
Persons w/ Disabilities (PWD) - Visual Im			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1								2
Property - Special Handling		6	12	8	6								32
Property - Special Handling - Damaged It		4	3	3									10
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Item		1	5	4	4								14
Property - Special Handling - Missing Item		1	4	1	1								7
Screening		16	9	13	14								52
Screening - Crew Member or Airline Employee			1	1	1								3
Screening - Inconsistency		1	1	2	1								5
Screening - International Screening		1											1
Screening - Lengthy Lines		2	2	1									5
Screening - Procedures/Process		11	3	8	11								33
Screening - Retrieving Abandoned/Confis		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
ICT	12	28	27	25	18	17	8	21	23	21	15	15	230
2020				6	4	1		4	6		2	1	24
Civil Rights								1	1				2
Civil Rights - Racial Profiling or Discrimination								1	1				2
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Locks					1					2			3
Locks - Missing or Damaged Lock					1					2			3
Mishandling of Passenger Property				1	2	1		1	1		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 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				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
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening				1					2			1	4
Screening - Procedures/Process				1					1			1	3
Screening - Retrieving Abandoned/Confiscated Items									1				1
2021	2	2	6	3	4		3	10	8	4	8	2	52
Civil Rights								4			1		5
Civil Rights - Racial Profiling or Discrimination								2			1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								2					2
Customer Service	2		1	1	1			1			1		7
Customer Service - Others			1										1
Customer Service - TSO	2			1	1			1			1		6
Duplicate E-mail			2										2
Duplicate E-mail - General			2										2
Expedited Passenger Screening Program								2	4	1	4	1	12
Expedited Passenger Screening Program - TSA Application Program								1	2			1	4
Expedited Passenger Screening Program - TSA PreCheck								1	2	1	4		8
Identification (ID) Requirements									1	1			2
Identification (ID) Requirements - Domestic									1	1			2
Locks						1			1				2
Locks - General									1				1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				1	1			1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown				1				1	1				3
Patdown - Flyer				1				1	1				3
Persons w/ Disabilities (PWD)		1	2										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		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					1		1			2			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			1				1		1		1	1	5
Screening - Inconsistency							1		1				2
Screening - Lengthy Lines												1	1
Screening - Procedures/Process			1								1		2
2022	5	6	11	9	10	16	5	7	9	17	5	12	112
Civil Rights								2		1			3
Civil Rights - National Origin										1			1
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Claims								1					1
Claims - General								1					1
Customer Service			1	2					3	2	1	1	10
Customer Service - TSO			1	2					3	2	1	1	10
Expedited Passenger Screening Program	3	6	7	6	9	13	5	2	4	10	3	11	79
Expedited Passenger Screening Program	1				2		1			2			6
Expedited Passenger Screening Program	2	6	7	6	7	13	4	2	4	8	3	11	73
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				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
No Jurisdiction			1										1
No Jurisdiction - No Referral			1										1
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			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
Property - Special Handling - Damaged Items - Checked						1							1
Screening			1	1	1	2		1	1	1			8
Screening - Procedures/Process			1	1	1	2		1	1	1			8
2023	5	20	10	7									42
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program	4	15	8	6									33
Expedited Passenger Screening Program	4	15	8	6									33
Locks		2	1										3
Locks - Missing or Damaged Lock		2	1										3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening			1	1									2
Screening - Inconsistency			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
IDA	3	4	7	9	2	1	7	3	4	8	7	6	61
2020								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 - Checked												1	1
2021	1				1		2			1	4	1	10
Customer Service											1		1
Customer Service - TSO											1		1
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program											2		2
Expedited Passenger Screening Program - TSA PreCheck											2		2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Screening					1		1					1	3
Screening - Procedures/Process					1		1					1	3
2022	1	3	4	4	1	1	5	2	4	7	3	4	39
Customer Service			1	1					2				4
Customer Service - Others			1	1									2
Customer Service - TSO									2				2
Expedited Passenger Screening Program	1	1	1	2	1		4	2	1	6	2	3	24
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	1	1	1	2	1		4	2	1	5	2	3	23
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Carry-C		1											1
Screening			1	1		1			1	1	1	1	7
Screening - Inconsistency										1	1	1	3
Screening - Procedures/Process			1	1		1			1				4
2023	1	1	3	5									10
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program		1	2	5									8
Expedited Passenger Screening Program - TSA PreC		1	2	5									8
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
IFP	1	1		2	2	1	1		3	2		1	14
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
2022		1			2		1		2	1		1	8
Customer Service		1			2		1		2	1		1	2
Customer Service - TSO		1								1			2
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program - TSA PreCheck						2	1						3
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
Screening - Procedures/Process													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILG	2	1	1						4	1		1	10
2021										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA Application Program										1			1
2022									4			1	5
Claims												1	1
Claims - General												1	1
Expedited Passenger Screening Program									4				4
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									3				3
2023	2	1	1										4
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	1											2
Screening				1									1
Screening - Lengthy Lines				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILM	10	20	19	16	7	18	10	14	18	12	17	15	176
2020				1	1	2		1			1	3	9
Civil Rights													1
Civil Rights - Hair Patdowns													1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Lighters/Matches								1					1
Property - Special Handling						2					1	1	4
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
Screening						1							1
Screening - Procedures/Process							1						1
2021	2	1		1	1	3	1	2	7	7	4	5	34
Civil Rights	1				1					1			3
Civil Rights - Racial Profiling or Discrimination	1									1			2
Civil Rights - Transgender Screening					1								1
Customer Service		1		1				1		1		2	6
Customer Service - TSO		1		1				1		1		2	6
Expedited Passenger Screening Program									4	4	4	3	15
Expedited Passenger Screening Program - DoD									1			1	2
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2	4	4	2	12
Persons w/ Disabilities (PWD)	1								1				2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
Property - Special Handling						3		1	1	1			6
Property - Special Handling - Damaged Items - Checked						2		1		1			4
Property - Special Handling - Missing Items - Carry-On						1			1				2
Screening							1						1
Screening - Inconsistency							1						1
2022	2	5	7	5	5	13	9	11	11	5	12	7	92
Civil Rights							1			1			2
Civil Rights - Age										1			1
Civil Rights - Race							1						1
Customer Service		1	1	1		1	1				1		6
Customer Service - TSO		1	1	1		1	1				1		6
Expedited Passenger Screening Program	1	3	4	4	5	7	7	8	9	4	8	6	66
Expedited Passenger Screening Program - TSA Application Program				2			1		1		1		5
Expedited Passenger Screening Program	1	3	4	2	5	7	6	8	8	4	7	6	61
Lost and Found								1	1				2
Lost and Found - Airport/TSA								1	1				2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown								1					1
Patdown - Flyer								1					1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Knives/Tools/Razors/£		1											1
Prohibited & Permitted Items - Medication/Prescription/Medically			1										1
Property - Special Handling						2							2
Property - Special Handling - Missing Items - Carry-On						2							2
Screening	1		1			3		1	1		1	1	9
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					3		1	1		1	1	8
2023	6	14	12	9									41
Airline		1											1
Airline - Baggage Requirements		1											1
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Expedited Passenger Screening Program	5	8	8	7									28
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	5	7	8	7									27
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Patdown			2										2
Patdown - Flyer			2										2
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening		5	1	1									7
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process		5		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
IMT	1	3	6	3	2	2	1	2	2	2	2	3	29
2020				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
2021		1		1	1				1	1			5
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Check		1											1
Screening				1	1					1			3
Screening - Procedures/Process				1	1					1			3
2022		2	3		1	2	1	2	1		2	3	17
Customer Service			1									1	2
Customer Service - TSO			1									1	2
Expedited Passenger Screening Program		1	2		1	2	1	1			1	2	11
Expedited Passenger Screening Program - TSA PreC		1	2		1	2	1	1			1	2	11
Patdown		1											1
Patdown - Flyer		1											1
Screening								1	1		1		3
Screening - Crew Member or Airline Employee									1				1
Screening - Procedures/Process								1			1		2
2023	1		3	1									5
Civil Rights			1										1
Civil Rights - Race			1										1
Expedited Passenger Screening Program	1		2	1									4
Expedited Passenger Screening Program	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
IND	100	115	96	114	53	90	45	66	67	76	75	77	974
2020				14	17	11	2	2	6	5	9	7	73
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights				1	1				1				3
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				3	4			1		1		2	11
Customer Service - Others				1									1
Customer Service - TSO				2	4			1		1		2	10
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				1	3	4			1	2	1	2	14
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	1				2	1	2	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1							2
Persons w/ Disabilities (PWD)				1	2				1	2	1	1	7
Persons w/ Disabilities (PWD) - General												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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling				6	1	5		1	1	2	4	2	22
Property - Special Handling - Damaged Items - Carry-On						1					1		2
Property - Special Handling - Damaged Items - Checked						1		1				1	4
Property - Special Handling - Missing Items - Carry-On				1	1	2							4
Property - Special Handling - Missing Items - Checked				5		1			1	1	3	1	12
Screening				2	4	1	2		1		2		12
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1	3	1	2				2		9
Screening - Security Breach				1									1
2021	8	12	7	2	7	15	6	15	16	24	12	19	143
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights						3				2		1	6
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2				1		1	4
Civil Rights - Transgender Screening						1							1
Claims						1							1
Claims - Status						1							1
Customer Service	1	2	1		2	1	1	6		3	2	4	23
Customer Service - Others					1			1		1			3
Customer Service - TSO	1	2	1		1	1	1	5		2	2	4	20
Expedited Passenger Screening Program			1		1	2	3	6	6	12	7	8	46
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program								1	2			1	4
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	3	5	4	11	7	7	41
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Mishandling of Passenger Property	2	5	1	1	1	3		1	2		1		17
Mishandling of Passenger Property - Damaged/Missii		2				1			1				4
Mishandling of Passenger Property - Dam	1	2	1	1	1	1		1	1		1		10
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Item		1				1							2
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown	1	1				1			1			1	5
Patdown - Flyer	1	1				1			1			1	5
Persons w/ Disabilities (PWD)										1	2		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
Prohibited & Permitted Items		1	1						1	1			4
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1	1						1				3
Property - Special Handling	4	1	1	1	3	3	2	2	4	4		1	26
Property - Special Handling - Damaged Items - Carry-On										2			2
Property - Special Handling - Damaged Items - Check	1					1		2					4
Property - Special Handling - Missing Items - Carry-On					1		1			1			3
Property - Special Handling - Missing Item	4		1	1	2	2	1		4	1		1	17
Screening		2	1			1			2	1		2	9
Screening - Children						1							1
Screening - Inconsistency										1			1
Screening - Procedures/Process		2	1						2			2	7
2022	32	37	38	34	29	64	37	49	45	47	54	51	517
Airline	1												1
Airline - Lost Baggage	1												1
Civil Rights	2			1					1		1		5
Civil Rights - Race									1		1		2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	2	4	2	1	2	2	2	3	4	4	6	5	37
Customer Service - Others									1				1
Customer Service - TCC						1							1
Customer Service - TSO	2	4	2	1	2	1	2	3	3	4	6	5	35
DHS TRIP											1		1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	22	25	33	25	21	51	33	37	36	36	40	39	398
Expedited Passenger Screening Program - Active Duty Military					1								1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	3	2	3	4		2	1	2		1		1	19
Expedited Passenger Screening Program	19	23	30	21	20	49	32	35	36	33	40	38	376
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Lost and Found							1				1		2
Lost and Found - Airport/TSA						1					1		2
Mishandling of Passenger Property	1			2		1							4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2									2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction				1							1		2
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to Other				1									1
Patdown	1				2		1	1	1	2		1	9
Patdown - Children										1			1
Patdown - Flyer	1				2		1	1	1	1		1	8
Persons w/ Disabilities (PWD)		2		1		3		2					8
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1		1							2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1						1					2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Property - Special Handling	3	3	2	2	1	2		3	1		2	1	20
Property - Special Handling - Damaged Items - Carry-On			1	1				1	1				4
Property - Special Handling - Damaged It	2		1										3
Property - Special Handling - Missing Items - Carry-C		1				1		1			1		4
Property - Special Handling - Missing Item	1	2		1	1	1	1	1			1	1	9
Screening		2	1	1	2	5	1	3	2	5	2	5	29
Screening - Inconsistency		2								1	1		4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process			1	1	2	4	1	2	2	4	1	4	22
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Traveling with Cash								1					1
2023	60	66	51	64									241
Civil Rights			1	1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1									2
Customer Service	1	2	2										5
Customer Service - TSO	1	2	2										5
Expedited Passenger Screening Program	54	61	41	57									213
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	4	6	4	1									15
Expedited Passenger Screening Program	48	54	37	56									195
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Dam	1	1											2
Patdown			3	4									7
Patdown - Children			1										1
Patdown - Flyer			2	2									4
Patdown - Non-Flyer				2									2
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Medically	1	1											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 Item	1												1
Screening	2	1	4										7
Screening - Procedures/Process	2	1	4										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
INL	1	2	1	1						2	2	1	10
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					1		1	4
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Screening					1					1			2
Screening - Procedures/Process					1					1			2
2022		2									1		3
Patdown											1		1
Patdown - Flyer											1		1
Screening												2	2
Screening - Inconsistency												2	2
2023	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPL	1		1		1				1		1	1	6
2021									1			1	2
Customer Service									1				1
Customer Service - TSO									1				1
No Jurisdiction												1	1
No Jurisdiction - Refer to CBP												1	1
2022	1		1		1						1		4
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program	1										1		2
No Jurisdiction				1		1							2
No Jurisdiction - Refer to CBP				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
IPT							1	1		1		1	4
2021									1			1	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												1	1
Patdown									1				1
Patdown - Flyer									1				1
2022						1	1						2
Civil Rights							1						1
Civil Rights - Race							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
IRK								2					2
2022								2					2
DHS TRIP								1					1
DHS TRIP - General								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
ISP	19	20	17	26	14	16	14	12	8	16	17	12	191
2020				5	1	5			1		2		14
Civil Rights						1							1
Civil Rights - Transgender Screening							1						1
Mishandling of Passenger Property				1	1				1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1				1				3
Patdown								2					2
Patdown - Flyer							2						2
Persons w/ Disabilities (PWD)				1							1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Service Animals											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				2							1		3
Screening - Procedures/Process				1							1		2
Screening - Retrieving Abandoned/Confiscated Items				1									1
2021	1		2	2	1	1	5	4	4	8	8	5	41
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service				1			2		2		1		6
Customer Service - TSO				1			2		2		1		6
Expedited Passenger Screening Program							2	2		7	4	3	18
Expedited Passenger Screening Program - TSA PreCheck							2	2		6	4	3	17
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										1			1
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction				1									1
No Jurisdiction - Refer to FAA				1									1
Patdown											1	1	2
Patdown - Flyer											1	1	2
Property - Special Handling	1				1	1			1	1	2		7
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				1									1
Property - Special Handling - Missing Items - Checked											1		1
Screening				1				2				1	4
Screening - Children				1									1
Screening - Inconsistency								1					1
Screening - Procedures/Process								1				1	2
2022	11	11	5	8	12	10	9	8	3	8	7	7	99
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	1	1							1		1	5
Customer Service - TSO	1	1	1							1		1	5
Expedited Passenger Screening Program	7	9	4	8	10	10	7	8	3	7	5	5	83
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Appl		2	1	1		1	1			1			7
Expedited Passenger Screening Program	7	7	3	7	10	9	5	8	3	6	5	5	75
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown						1						1	2
Patdown - Children						1							1
Patdown - Flyer												1	1
Property - Special Handling	2												2
Property - Special Handling - Damaged Items	1												1
Property - Special Handling - Missing Items	1												1
Screening	1	1									2		4
Screening - Inconsistency												1	1
Screening - Procedures/Process	1	1										1	3
2023	7	9	10	11									37
Airline				1									1
Airline - Lost Baggage				1									1
Customer Service				1									2
Customer Service - TSO				1									2
Expedited Passenger Screening Program	7	8	10	7									32
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	5	8	9	7									29
Expedited Passenger Screening Program	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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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		2	1			1	1	1	11
2020				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
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Patdown										1			1
Patdown - Flyer										1			1
2022			1			2	1						4
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Expedited Passenger Screening Program						2	1						3
Expedited Passenger Screening Program - TSA PreCheck						2	1						3
2023	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
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITO	16	9	11	10	9	10	7	7	9	16	12	9	125
2020				2	4	2	1	7	9	1	1	2	13
Customer Service					2								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					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
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)										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							1	3
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1
2021	3	1				2	3	1	1	3	5	2	21
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program						2			1	2	3	1	9
Expedited Passenger Screening Program - TSA PreCheck						2			1	2	3	1	9
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Patdown											1	1	2
Patdown - Flyer												1	1
Patdown - General											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Service Animals								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
Screening - Procedures/Process	1												1
2022	6	1	4	3	5	6	3	6	8	12	6	5	65
Civil Rights					1					2			3
Civil Rights - Profiling										1			1
Civil Rights - Race										1			1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service						1		1	1		1		4
Customer Service - TSO						1		1	1		1		4
Expedited Passenger Screening Program	3	1	1	1	3	3	2	2	4	9	2	5	36
Expedited Passenger Screening Program - TSA PreCheck	1				1							1	3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	2	1	1	1	2	3	2	2	4	8	2	4	32
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1		1	1		1		1	3		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1					1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1					1		3
Persons w/ Disabilities (PWD)			1			1							2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			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	2			1			1	1	3				8
Screening - Procedures/Process	2			1			1	1	3				8
2023	7	7	7	5									26
Civil Rights			1										1
Civil Rights - National Origin			1										1
Expedited Passenger Screening Program	4	4	4	4									16
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck	4	4	4	3									15
Mishandling of Passenger Property	1	1	2										4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage		1	2										3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1												1
Patdown	1	1		1									3
Patdown - Flyer	1			1									2
Patdown - Flyer as Observer		1											1
Screening	1	1											2
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Confiscated	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWA	8	19	24	22	14	31	17	11	19	13	11	10	199
2020				8	3	5	1	2	3	1	1	1	25
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				4	2	1		1				1	9
Customer Service - TSO				4	2	1		1				1	9
Mishandling of Passenger Property				2	1	2			1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	2			1				5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling				1		1			2		1		5
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked				1					2		1		4
Screening				1		1		1					3
Screening - Procedures/Process						1		1					2
Screening - Security Breach				1									1
2021	2	4	1	4	7	8	7	5	9	4	4	1	56
Civil Rights		1						1					2
Civil Rights - Age								1					1
Civil Rights - Sexual Harassment (TSA Employee)		1											1
Customer Service		3		2	3	3	1	1	4	3	2		22
Customer Service - TSO		3		2	3	3	1	1	4	3	2		22
Expedited Passenger Screening Program				1				2	1	1	1		6
Expedited Passenger Screening Program - TSA PreCheck				1				2	1	1	1		6
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
Patdown					1		2		1			1	5
Patdown - Children					1								1
Patdown - Flyer							2		1			1	4
Persons w/ Disabilities (PWD)					1	1	1	1					4
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Property - Special Handling	1		1			2	2		1				7
Property - Special Handling - Damaged Items - Carry-On			1			1	1						3
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1				2	1	1		2		1		8
Screening - Inconsistency							1		1				2
Screening - Procedures/Process	1				2	1			1		1		6
2022	3	9	8	6	4	18	9	4	7	8	6	8	90
Customer Service		2	1			4	3	1	2	1	1	2	17
Customer Service - TSO		2	1			4	3	1	2	1	1	2	17
Expedited Passenger Screening Program	1	3	4	5	4	12	3	3	4	7	3	3	52
Expedited Passenger Screening Program - TSA Application Program						2				1			3
Expedited Passenger Screening Program	1	3	4	5	4	10	3	3	4	6	3	3	49
Locks							1				1		2
Locks - Missing or Damaged Lock							1				1		2
Lost and Found		1	1										2
Lost and Found - Airport/TSA		1	1										2
Mishandling of Passenger Property												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
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 - Firearm/Ammunition		1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	2	2		1		2	2		1			1	11
Screening - Children							1						1
Screening - Inconsistency												1	1
Screening - Procedures/Process	2	2		1		2	1		1				9
2023	3	6	15	4									28
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service	1	1	2	1									5
Customer Service - TSO	1	1	2	1									5
Expedited Passenger Screening Program	2	4	8	2									16
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program	2	4	7	2									15
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
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening		1	1	1									3
Screening - Lengthy Lines		1											1
Screening - Procedures/Process			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
IWD				1	1	1			1				4
2022					1	1			1				3
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
No Jurisdiction							1						1
No Jurisdiction - No Referral							1						1
Patdown									1				1
Patdown - Flyer									1				1
2023				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
JAC	6	5	9	11	2	11	3		2	10	23	6	88
2020				2	1						4		7
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
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
Screening - Procedures/Process											1		1
2021	1		2			2	2		2	7	9	1	26
Customer Service										1	2		3
Customer Service - TSO										1	2		3
Expedited Passenger Screening Program							1	2		2	5	6	17
Expedited Passenger Screening Program - TSA PreCheck							1	2		2	5	6	17
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--C				1									1
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
2022		1	6	3	1	9	1			3	10	5	39
Expedited Passenger Screening Program		1	6	3	1	7				1	9	2	30
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreC		1	6	3	1	6				1	9	2	29
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown										1			1
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		3	5
Screening - Lengthy Lines												1	1
Screening - Procedures/Process						1				1		2	4
2023	5	4	1	6									16
Expedited Passenger Screening Program	2	4	1	4									11
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	3	1	4									10
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	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
JAN	12	14	13	19	14	14	7	15	14	26	16	13	177
2020				2	1	2			2	4	1	2	14
Civil Rights									1			1	2
Civil Rights - Hair Patdowns												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--Checked Baggage											1		1
Patdown				1									1
Patdown - Flyer as Observer				1									1
Property - Special Handling				1					1	1		1	4
Property - Special Handling - Damaged Items - Checked									1			1	2
Property - Special Handling - Missing Items - Checked				1						1			2
Screening						1				3			4
Screening - Procedures/Process						1				3			4
2021		1	1	2	1	5	1		2	4	5	3	25
Civil Rights						1							1
Civil Rights - Transgender Screening					1								1
Customer Service		1	1	1					2	2		1	8
Customer Service - CSM				1									1
Customer Service - TSO		1	1						2	2		1	7
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program											1	2	3
Expedited Passenger Screening Program - TSA PreCheck											1	2	3
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) - Wheelchair/ Scooter/ Segway								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						3				1	1		5
Screening - Inconsistency											1		1
Screening - Procedures/Process						2				1			3
Screening - Retrieving Abandoned/Confiscated Items						1							1
2022	3	6	6	5	12	7	6	15	10	18	10	8	106
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		2			1	2	1	2		2	1	1	12
Customer Service - TSO		2			1	2	1	2		2	1	1	12
Expedited Passenger Screening Program	1	3	2	5	10	3	5	12	10	14	6	4	75
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Proç			1				1	1		1			4
Expedited Passenger Screening Program	1	3	1	5	9	3	4	11	10	13	6	4	70
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown			1					1				1	3
Patdown - Flyer			1					1				1	3
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to tr			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-C			1									1	2
Property - Special Handling - Missing Item		1					1						2
Screening		1	2				1			1	1	1	7
Screening - Inconsistency												1	1
Screening - Lengthy Lines			1				1						2
Screening - Procedures/Process		1	1							1	1		4
2023	9	7	6	10									32
Civil Rights	1	1											2
Civil Rights - Age		1											1
Civil Rights - National Origin	1												1
Customer Service	2		1										3
Customer Service - TSO	2		1										3
Expedited Passenger Screening Program	6	5	3	9									23
Expedited Passenger Screening Program	6	5	3	9									23
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) - Hearing Impairment		1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			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
JAX	98	113	96	110	57	88	75	99	87	86	104	85	1,098
2020				8	11	9	3	4	8	9	21	10	83
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
Locks									2		1	3	6
Locks - Missing or Damaged Lock									2		1	3	6
Mishandling of Passenger Property				3	3	2	1	1	1	1	4	2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1							1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	3	2	1	1		1	1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1		2		3
Patdown					1						1		2
Patdown - Flyer					1						1		2
Persons w/ Disabilities (PWD)				1		2			1	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 Medical Supplies											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) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling				1	5	3	1	2	3	5	5	4	29
Property - Special Handling - Damaged Items - Carry-On				1	1	1							3
Property - Special Handling - Damaged Items - Checked					1			1	1	2	4	1	10
Property - Special Handling - Missing Items - Carry-On					2	2		1			1	1	7
Property - Special Handling - Missing Items - Checked					1		1		2	3		2	9
Screening				2	1	1	1	1	1	1	4		12
Screening - Inconsistency													1
Screening - Procedures/Process				2	1	1		1	1	1	4		11
2021	10	12	3	11	11	5	16	26	21	35	24	22	196
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights				4	1		2	1	1	1		1	11
Civil Rights - Hair Patdowns				1			1						2
Civil Rights - Racial Profiling or Discrimination				3	1			1	1	1			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1					1	2
Customer Service		2		2	3	2	3	3	2	6	3		26
Customer Service - TSO		2		2	3	2	3	3	2	6	3		26
Expedited Passenger Screening Program		1			1	1	7	10	6	17	17	17	77
Expedited Passenger Screening Program - Active Duty Military							1						1
Expedited Passenger Screening Program - DoD								1			1		2
Expedited Passenger Screening Program - Known Crew Member										1		1	2
Expedited Passenger Screening Program - TSA Application Program							1	1	2		2	2	8
Expedited Passenger Screening Program - TSA PreC		1			1	1	5	7	3	15	14	14	61
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1	1			3
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	1				1				1	1			4
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	3	3		2	1	1	1	4		3			18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	3	3		1		1		4		2			14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1			2
No Jurisdiction									2			1	3
No Jurisdiction - Refer to Other									2			1	3
Patdown		1	1		1			1	2	3		1	10
Patdown - Flyer		1	1		1			1	2	2		1	9
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)									3		1		4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											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) - Wheelchair/ Scooter/ Segway									1				1
Prohibited & Permitted Items					1				1		1		3
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump					1								1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1		1		2
Property - Special Handling	4	2	1	2		1	2	3	2	3	1	1	22
Property - Special Handling - Damaged Items - Carry-On									2		1	1	4
Property - Special Handling - Damaged Items - Checked	3	1		1			1	1		1			8
Property - Special Handling - Missing Items - Carry-On				1			1	1		1			4
Property - Special Handling - Missing Items - Checked	1	1	1			1		1		1			6
Screening	2	3			1		1	4	1	1		1	14
Screening - Inconsistency					1			2	1				4
Screening - Procedures/Process	2	3					1	2		1		1	10
2022	26	38	35	29	35	74	56	69	58	42	59	53	574
Airline						1			1				2
Airline - Policy/Regulations/Service						1			1				2
Civil Rights		1	2		1	1	1		1	1			8
Civil Rights - Headwear							1						1
Civil Rights - Race						1			1	1			3
Civil Rights - Racial Profiling or Discrimination		1	1		1								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Claims								1					1
Claims - General								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service		3	2	1	2	7	7	2	7	2	1	3	37
Customer Service - TSO		3	2	1	2	7	7	2	7	2	1	3	37
Expedited Passenger Screening Program	21	28	28	19	25	55	44	59	43	30	51	42	445
Expedited Passenger Screening Program	2	2	1		1	1		3			1		11
Expedited Passenger Screening Program	1	3	3	2				1	3	5	2	2	22
Expedited Passenger Screening Program	17	22	24	17	24	54	43	55	40	25	48	40	409
Expedited Passenger Screening Program	1	1					1						3
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	1								2
Lost and Found - Airport/TSA				1	1								2
Mishandling of Passenger Property		1						3	2	1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2	2	1	1		6
Mishandling of Passenger Property - Disarrayed Item		1						1					2
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown	1		1			1		1		2	2	3	11
Patdown - Flyer			1			1		1		2	2	2	9
Patdown - Flyer as Observer												1	1
Patdown - General	1												1
Persons w/ Disabilities (PWD)					2	2	1			2			7
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Property - Special Handling	2	2	1	2	2	2		2			1	2	16
Property - Special Handling - Damaged Items - Carry-On				1	1	1							3
Property - Special Handling - Damaged Item	1	1										1	3
Property - Special Handling - Missing Item	1			1		1		1			1	1	6
Property - Special Handling - Missing Items - Checke	1	1			1			1					4
Public Affairs										1			1
Public Affairs - Newspaper, Radio, TV Representatives										1			1
Screening	1	3		6	1	5	3	1	2	3	2	3	30
Screening - Children											1		1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1			1		1						3
Screening - Procedures/Process	1	1		5		5	2	1	2	3	1	3	24
Screening - Shoe Screening		1											1
2023	62	63	58	62									245
Civil Rights	1			2									3
Civil Rights - Race	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Customer Service	1	4	2	4									11
Customer Service - TSO	1	4	2	4									11
Expedited Passenger Screening Program	54	52	52	47									205
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	2	3	1	4									10
Expedited Passenger Screening Program	52	49	49	42									192
Expedited Passenger Screening Program - TSA/DHS Employee			1	1									2
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1	1	1										3
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missii	1	1											2
Patdown	1			3									4
Patdown - Children				1									1
Patdown - Flyer	1			2									3
Persons w/ Disabilities (PWD)	1			1									2
Persons w/ Disabilities (PWD) - Diabetes	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	3	4	3	5									15
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1	1	2	1									5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	2	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
JFK	633	698	745	969	485	475	413	470	501	599	693	571	7,252
2020				268	176	117	13	11	24	40	52	51	752
Civil Rights				5	10	2	2	1	2	1	1	2	26
Civil Rights - Constitutional Rights					1								1
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion									2				2
Civil Rights - Racial Profiling or Discrimination				2	6	1	2	1		1		2	15
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	2	1					1		5
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service				56	39	27	1	1	3	14	7	5	153
Customer Service - Others				7	5	1							13
Customer Service - TSO				49	34	26	1	1	3	14	7	5	140
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				23	9	6				2	1	1	42
Locks - Missing or Damaged Lock				23	9	6				2	1	1	42
Lost and Found				1	1	4	1	1	2	2	1		13
Lost and Found - Airport/TSA				1	1	4	1	1	2	2	1		13
Mishandling of Passenger Property				66	40	30	3	1	1	5	13	11	170
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				6		1					1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				56	35	27	3	1	1	5	11	10	149
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				4	5	2					1	1	13
Patdown				10	4	1		1	1				17
Patdown - Flyer				9	4	1		1	1				16
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				7	8	6			1	2	2	4	30
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
Persons w/ Disabilities (PWD) - Diabetes						1					1		2
Persons w/ Disabilities (PWD) - General				3					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 Medication				1	1	1						1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	2	1						2	6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1						1	4
Property - Special Handling				65	41	23	3	4	10	13	20	18	197
Property - Special Handling - Damaged Items - Carry-On				5	4	1				2	1		13
Property - Special Handling - Damaged Items - Checked				13	9	1	2	1	4	3	3	6	42
Property - Special Handling - Missing Items - Carry-On				8	5	9		1	3	3	4	3	36
Property - Special Handling - Missing Items - Checked				39	23	12	1	2	3	5	12	9	106
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening				33	24	18	3	2	4	1	7	10	102
Screening - Inconsistency											1		1
Screening - International Screening				1									1
Screening - Lengthy Lines				4	5	3						1	13
Screening - Procedures/Process				24	17	14	3	2	4	1	6	9	80
Screening - Retrieving Abandoned/Confiscated Items					1	1							2
Screening - Security Breach				4	1								5
2021	53	50	48	49	49	56	90	103	113	152	174	157	1,094
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline						1		2	2				5
Airline - Lost Baggage								1					1
Airline - Policy/Regulations/Service						1		1	2				4
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	3	2	3	1	4	2	3	5	4	6	9	6	48
Civil Rights - Age							1				1		2
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights								1	1		1		3
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin			1							1			2
Civil Rights - Perceived Religion	2									1			3
Civil Rights - Racial Profiling or Discrimination	1	1	1		4	2	1	2	2	2	5	3	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				1	1		2	2	1	8
Civil Rights - Sexual Orientation - Not Transgender												2	2
Civil Rights - Transgender Screening				1					1				2
Claims						2		2					4
Claims - General						2							2
Claims - Status								2					2
Customer Service	8	7	12	15	12	11	21	18	24	38	29	26	221
Customer Service - Others						1				1			2
Customer Service - TCC				1									1
Customer Service - TSO	8	7	12	14	12	10	21	18	24	37	29	26	218
DHS TRIP				2									2
DHS TRIP - General				2									2
Duplicate E-mail											3		3
Duplicate E-mail - General											3		3
Expedited Passenger Screening Program				7	2	8	22	28	26	54	80	80	307

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA Application Program					1		4	3	4	1	3	2	18
Expedited Passenger Screening Program - TSA PreCheck				7	1	8	18	25	22	53	77	78	289
Flying Armed							1						1
Flying Armed - General							1						1
Hazardous Materials Safety				1	3	2	3	2			3	1	15
Hazardous Materials Safety - General				1	3	2	3	2			3	1	15
Locks	3		1	3	2	1	2	1	2				15
Locks - General									1				1
Locks - Missing or Damaged Lock	3		1	3	2	1	2	1	1				14
Lost and Found	2	1	1	1		1	1	1	1	1	1	1	12
Lost and Found - Airport/TSA	2	1	1	1		1	1	1	1	1	1	1	12
Mishandling of Passenger Property	16	9	14	7	3	1	5	8	5	5	3	5	81
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--C			2				1	2		1	1		7
Mishandling of Passenger Property - Dam	12	9	12	7	2	1	4	4	3	4	1	5	64
Mishandling of Passenger Property - Dam	1							1					2
Mishandling of Passenger Property - Disa	2				1			1	2		1		7
No Jurisdiction				3	1	1		1		1		2	9
No Jurisdiction - Refer to CBP				1		1		1				1	4
No Jurisdiction - Refer to Department of State				1									1
No Jurisdiction - Refer to Other				1	1					1		1	4
No Subject				1									1
No Subject - General				1									1
Notice of Violation/Civil Penalties				1						1			2
Notice of Violation/Civil Penalties - General				1						1			2
Patdown	1		1		4		1	1	4	5	8	2	27
Patdown - Children							1				1		2
Patdown - Flyer	1		1		2			1	4	5	5	2	21
Patdown - Flyer as Observer											2		2
Patdown - General					2								2
Persons w/ Disabilities (PWD)	1	6	2		1	2		4	8	11	5	3	43
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1								1		2
Persons w/ Disabilities (PWD) - Diabetes									1	1			2
Persons w/ Disabilities (PWD) - General										3	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	1				1			2	2	2	2	2	12
Persons w/ Disabilities (PWD) - Mobility Disability (N		3								3	1		7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									2				2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									2				2
Persons w/ Disabilities (PWD) - Service Animals		2				1		1		1			5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1							1		1	4
Prohibited & Permitted Items			1		1			1		2		1	6
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump								1					1
Prohibited & Permitted Items - Food/Beverages					1							1	2
Prohibited & Permitted Items - Ice/Gel Packs			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols										1			1
Prohibited & Permitted Items - Sporting Goods										1			1
Property - Special Handling	9	17	5	6	5	19	21	19	25	18	25	22	191
Property - Special Handling - Damaged It	1	1			1	1	1		2	3	5	9	24
Property - Special Handling - Damaged It	1	3	1	5	1	4	6	8	1	2	5	2	39
Property - Special Handling - Missing Item	2	3			2	6	5	3	6	2	8	3	40
Property - Special Handling - Missing Item	5	10	4	1	1	8	9	8	16	11	7	8	88
Screening	10	8	7	1	11	5	10	10	11	10	8	8	99
Screening - Children					1								1
Screening - Inconsistency			1		4		2	2	2	3	1		15
Screening - International Screening			1										1
Screening - Lengthy Lines					2		2		1	2	1	2	10
Screening - Military								1					1
Screening - Procedures/Process	9	6	5	1	4	4	5	7	8	4	6	5	64
Screening - Retrieving Abandoned/Confis	1	2								1		1	5
Screening - Traveling with Cash						1	1						2
2022	163	210	263	228	260	302	310	356	364	407	467	363	3,693
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Airline	1		1	1			1	3	3	4	5	1	20
Airline - Lost Baggage								2		2	3		7
Airline - Policy/Regulations/Service	1			1			1	1	3	2	1	1	11
Airline - Wheelchair Assistance			1								1		2
Civil Rights	1	5	4	4	4	4	6	10	1	3	7	4	53
Civil Rights - Age		1											1
Civil Rights - Civil Rights Violation (TSA Employee)							1						1
Civil Rights - National Origin				1						1	1		3
Civil Rights - Not Specified						1							1
Civil Rights - Perceived Religion					1	2							3
Civil Rights - Profiling						1							1
Civil Rights - Race							2	6	1	1	5	2	17
Civil Rights - Racial Profiling or Discrimin	1	4	4	2	1								12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1		2	1				1	6
Civil Rights - Sexual Orientation - Not Transgender							1					1	2
Civil Rights - Transgender Screening					1			3		1	1		6
Claims		1							2		1		4
Claims - General		1							1				2
Claims - Status									1		1		2
Customer Service	26	31	29	22	25	39	34	37	49	63	53	52	460

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others		1										1	2
Customer Service - TSO	25	31	29	22	25	39	34	37	49	63	53	51	458
DHS TRIP		1						1	1	1			4
DHS TRIP - General		1						1	1	1			4
Expedited Passenger Screening Program	89	114	163	140	185	210	210	246	241	262	322	231	2,413
Expedited Passenger Screening Program - Active Duty Military												1	1
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program	4	10	7	5	8	4	8	7	9	11	15	7	95
Expedited Passenger Screening Program	85	103	156	135	175	204	202	239	232	250	307	223	2,311
Expedited Passenger Screening Program - TSA/DHS		1			2	1				1			5
Freedom of Information Act (FOIA)			1										1
Freedom of Information Act (FOIA) - General			1										1
Hazardous Materials Safety		2	1	1	4	2	4	2	2		1	1	20
Hazardous Materials Safety - General		2	1	1	4	2	4	2	2		1	1	20
Identification (ID) Requirements			1	2	2	2							7
Identification (ID) Requirements - Domestic				2	2	2							6
Identification (ID) Requirements - Real ID			1										1
Intranet/Internet Inquiries							1						1
Intranet/Internet Inquiries - General							1						1
Locks	1	1		1		1	1	1		3	1	4	14
Locks - Missing or Damaged Lock	1	1		1		1	1	1		3	1	4	14
Lost and Found			1	2	1	3			2	5	2	1	17
Lost and Found - Airport/TSA			1	2	1	3			2	5	2	1	17
Mishandling of Passenger Property	6	7	5	9	2	3	7	2	7	5	10	9	72
Mishandling of Passenger Property - Damaged	2	7	3	1		1	3	2	1		5	1	26
Mishandling of Passenger Property - Damaged	4		2	6	2	2	4		5	3	5	7	40
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1					1	2		1	5
No Jurisdiction		4	5	2	5	6	2	5	2	4	3	3	41
No Jurisdiction - No Referral					1			1					2
No Jurisdiction - Refer to CBP		2	1		2	5	2	1	2	3	2	3	23
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		2	3	2	2	1		3		1	1		15
Ombudsman											1		1
Ombudsman - General											1		1
Patdown	2	4	4	2	3	4	5	10	3	7	13	9	66
Patdown - Children		1					1				1		3
Patdown - Flyer	2	3	3	2	3	3	4	9	3	7	11	8	58
Patdown - Flyer as Observer						1					1	1	3
Patdown - General								1					1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	6	6	8	6	7	5	3	5	9	4	8	4	71
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				1	1		1				1		4
Persons w/ Disabilities (PWD) - Diabetes			1			1	1		1	2	1	1	8
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) - Internal Medical Device		1		1									2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1	1		1			1	1	1	1	7
Persons w/ Disabilities (PWD) - Medically Fragile	1	2							3		2		8
Persons w/ Disabilities (PWD) - Metal Implants	1							1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			3	1	1		1	1	2		2		11
Persons w/ Disabilities (PWD) - Prostheses	3	1			2				1	1			8
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/ Mobility Device		2	1			1		1	1				6
Prohibited & Permitted Items	3	3	5										11
Prohibited & Permitted Items - Alcohol and Beverages	1	1	3										5
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump			1										1
Prohibited & Permitted Items - Electronic Devices			1										1
Prohibited & Permitted Items - Food/Beverages	2	1											3
Prohibited & Permitted Items - Sporting Goods		1											1
Property - Special Handling	15	18	17	19	13	11	17	18	20	22	12	20	202
Property - Special Handling - Damaged Items	5	4	2	7	1	2	5	8	8	7	4	6	59
Property - Special Handling - Damaged Items	5	1	3	3	1		3	1	4	2	3	1	27
Property - Special Handling - Missing Items	2	9	9	4	7	4	7	3	5	7	2	6	65
Property - Special Handling - Missing Items	3	4	3	5	4	5	2	6	3	6	3	7	51
Request for Assistance											2		2
Request for Assistance - Other											2		2
Screening	12	13	18	17	9	11	19	16	22	24	26	24	211
Screening - Crew Member or Airline Employee		1	1										2
Screening - Inconsistency		3	6				5	4	2	3	3	6	32
Screening - International Screening										1	1		2
Screening - Lengthy Lines	1		1	1	2		1	3	2	1	2	6	20
Screening - Procedures/Process	11	8	9	14	6	10	12	9	16	18	19	10	142
Screening - Retrieving Abandoned/Confiscated Items		1	1	2	1	1	1		2	1		2	12
Screening - Traveling with Cash											1		1
Transfer to Security Specialist	1												1
Transfer to Security Specialist - Reportable	1												1
2023	417	438	434	424									1,713
Additional Information Required/Insufficient Information		2											2
Additional Information Required/Insufficient Information		2											2
Airline	1		5										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
Airline - Lost Baggage				4									4
Airline - Policy/Regulations/Service	1		1										2
Civil Rights	6	6	4	10									26
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin				2									2
Civil Rights - Perceived Religion				1									1
Civil Rights - Race	3	5	2	3									13
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	3		2	1									6
Civil Rights - Sexual Orientation - Not Transgender		1											1
Civil Rights - Transgender Screening				1									1
Claims			2										2
Claims - General			1										1
Claims - Status			1										1
Customer Service	35	55	51	52									193
Customer Service - Others		1											1
Customer Service - TCC		1											1
Customer Service - TSO	35	53	51	52									191
Expedited Passenger Screening Program	290	291	294	285									1,160
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program	13	13	7	8									41
Expedited Passenger Screening Program	277	277	285	274									1,113
Expedited Passenger Screening Program - TSA/DHS		1	1	3									5
Hazardous Materials Safety	2	1	1	2									6
Hazardous Materials Safety - General	2	1	1	2									6
HAZMAT Endorsement				1									1
HAZMAT Endorsement - General				1									1
Locks		1	5	2									8
Locks - Missing or Damaged Lock		1	5	2									8
Lost and Found	2	1	1										4
Lost and Found - Airport/TSA	2	1	1										4
Mishandling of Passenger Property	19	12	12	7									50
Mishandling of Passenger Property - Dam	8	4	5	5									22
Mishandling of Passenger Property - Dam	10	7	5	2									24
Mishandling of Passenger Property - Disa	1	1	2										4
No Jurisdiction	7	4	1	2									14
No Jurisdiction - Refer to CBP	7	3	1	2									13
No Jurisdiction - Refer to Other		1											1
Patdown	4	11	6	7									28
Patdown - Flyer	4	7	3	6									20
Patdown - Flyer as Observer		4	2	1									7
Patdown - General			1										1
Persons w/ Disabilities (PWD)	6	12	8	2									28
Persons w/ Disabilities (PWD) - Autism S	1	1	1										3
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes			2										2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1	1										2
Persons w/ Disabilities (PWD) - Medical [1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		4	1										5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Service A	1		1										2
Persons w/ Disabilities (PWD) - Wheelcha	3	2	1										6
Property - Special Handling	17	18	14	19									68
Property - Special Handling - Damaged It	12	6	5	5									28
Property - Special Handling - Damaged It	3		1	2									6
Property - Special Handling - Missing Item	2	8	4	4									18
Property - Special Handling - Missing Items - Checke		4	4	8									16
Screening	28	24	30	35									117
Screening - Crew Member or Airline Employee			5	1									6
Screening - Inconsistency	6	2	6	10									24
Screening - International Screening		1		1									2
Screening - Lengthy Lines	5	4	3	2									14
Screening - Procedures/Process	15	17	15	18									65
Screening - Retrieving Abandoned/Confis	1		1	3									5
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
JHM							1						1
2022							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
JLN	1	1		2	1		2		1				8
2020				2					1				2
Customer Service				1									1
Customer Service - TSO				1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021							1						1
Customer Service							1						1
Customer Service - TSO							1						1
2022	1	1			1		1		1				5
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
No Jurisdiction							1						1
No Jurisdiction - Refer to Other							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JMS				1		1							2
2021						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
2023				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
JNU	8	8	7	12	5	2	6	6	12	10	17	6	99
2020				3	2	1				3	6		15
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
Patdown - Flyer				1									1
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
2021	2	1	1	4	2			3	7	3	3		26
Civil Rights								1	1				2
Civil Rights - Racial Profiling or Discrimination								1	1				2
Customer Service			1	1				1		1	1		5
Customer Service - TSO			1	1				1		1	1		5
Expedited Passenger Screening Program									3	1	1		5
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									2	1	1		4
Patdown				1	1								2
Patdown - Flyer				1									1
Patdown - General					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										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			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	2												2
Property - Special Handling - Missing Items - Checked								1	1				2
Screening				1						2			3
Screening - Inconsistency										2			2
Screening - Procedures/Process				1									1
2022	3	1	3	2	1	1	6	3	5	4	8	6	43
Civil Rights							1				1		2
Civil Rights - Race							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service							1		2			1	4
Customer Service - TSO							1		2			1	4
Expedited Passenger Screening Program	2	1	3	1		1	2	2	3		3	4	22
Expedited Passenger Screening Program - TSA Appl		1						1					2
Expedited Passenger Screening Program	2		3	1		1	2	1	3		3	4	20
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1			2
Patdown	1										2		3
Patdown - Flyer	1										2		3
Screening					1		2	1		3	2	1	10
Screening - Inconsistency							2			2			4
Screening - Lengthy Lines					1						1		2
Screening - Procedures/Process										1	1	1	3
Screening - Retrieving Abandoned/Confiscated Items								1					1
2023	3	6	3	3									15
Civil Rights				1									1
Civil Rights - Race				1									1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1	3	1	2									7
Expedited Passenger Screening Program	1	3	1	2									7
Mishandling of Passenger Property	1	2	1										4
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missii		2											2
Mishandling of Passenger Property - Disa	1												1
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
JQF	3	1	2	3	1	2	2		5	2	3	2	26
2020				1							1	1	3
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													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 Checker				1									1
2021	1				1				2	2	2	1	9
Call Disconnect/Dropped/Wrong Number								1					1
Call Disconnect/Dropped/Wrong Number - General								1					1
Civil Rights									1	1	1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									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 - Missing Items - Checked									1				1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2022	1	1	1	1		2	2		3				11
Customer Service									1				1
Customer Service - TSO									1				1
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program			1	1		1			2				5
Expedited Passenger Screening Program - TSA PreC			1	1		1			2				5
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening							1	2					3
Screening - Procedures/Process							1	1					2
Screening - Retrieving Abandoned/Confiscated Items								1					1
2023	1		1	1									3
Expedited Passenger Screening Program	1		1	1									3
Expedited Passenger Screening Program	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
KOA	24	31	41	61	35	40	37	35	40	34	39	37	454
2020				15	17	12	3		1	1	2	3	54
Civil Rights				2		1	1				1		5
Civil Rights - Racial Profiling or Discrimination				2							1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Customer Service				1	2	1							4
Customer Service - TSO				1	2	1							4
Locks				3	2	1							6
Locks - Missing or Damaged Lock				3	2	1							6
Mishandling of Passenger Property				2	5	5	1		1		1	1	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				1	4	5	1		1		1	1	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown					2								2
Patdown - Children												1	1
Patdown - Flyer													2
Persons w/ Disabilities (PWD)				3	2	1							6
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				2	3	2	1						8
Property - Special Handling - Damaged Items - Carry-On					2								2
Property - Special Handling - Damaged Items - Checked				1		1							2
Property - Special Handling - Missing Items - Checked				1	1	1	1						4
Screening				2	1	1				1		1	6
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				2		1				1		1	5
2021	1	1	1	3	2	3	6	4	12	14	12	11	70
Civil Rights					1				1	1		1	4
Civil Rights - Hair Patdowns					1								1
Civil Rights - Racial Profiling or Discrimination										1		1	2
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Claims			1										1
Claims - General			1										1
Customer Service				2		2	1	1	3		1		10
Customer Service - TSO				2		2	1	1	3		1		10
Expedited Passenger Screening Program							2	1	4	8	4	6	25
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck							2	1	4	7	4	6	24
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			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 - Damaged/Missing Items--Unspecified Luggage										1			1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown									1				1
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)							1	1			1	2	5
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
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling		1				1	1		1	2	1	2	9
Property - Special Handling - Damaged Items - Carry-On										1	1	2	4
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked						1	1			1			3
Screening									1	2	4		7
Screening - Lengthy Lines									1				1
Screening - Procedures/Process										2	4		6
2022	7	17	19	18	16	25	28	31	27	19	25	23	255
Civil Rights		1	2			2	1					2	8
Civil Rights - Race						1	1					1	3
Civil Rights - Racial Profiling or Discrimination			2										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1				1						1	3
Claims			1										1
Claims - General			1										1
Customer Service	2	1	4	3	2	3	3	4	2	1	2		27
Customer Service - TSO	2	1	4	3	2	3	3	4	2	1	2		27
Expedited Passenger Screening Program	4	10	10	10	10	16	21	19	19	13	15	18	165
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	3	9	10	10	10	16	21	19	19	13	15	18	163
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					1			1	2	1			5
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown				3	1		1				3		8
Patdown - Flyer				3	1		1				3		8
Persons w/ Disabilities (PWD)		1	1	1		1	1		1			1	7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1						1			1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling		1			2			1		1	4	2	11
Property - Special Handling - Damaged Items - Carry-On										1	3	1	5
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	1		1	1		3	1	5	3	3	1		19
Screening - Inconsistency						1		1			1		3
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process	1		1	1		1	1	2	3	3			13
Screening - Shoe Screening								1					1
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable Commun		1											1
2023	16	13	21	25									75
Customer Service	2	1	3	1									7
Customer Service - TSO	2	1	3	1									7
Expedited Passenger Screening Program	11	11	16	19									57
Expedited Passenger Screening Program - TSA Application Pro			1	1									2
Expedited Passenger Screening Program	11	11	15	18									55
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1		1	1									3
Mishandling of Passenger Property - Dam	1			1									2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown		1		1									2
Patdown - Flyer				1									1
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	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
KTN	5	3	3	3	2	4	1	2	4	5	5	6	43
2020										1	5	1	2
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
2021	2					2	1	1	3	2	5		16
Civil Rights								1	1		1		3
Civil Rights - Age											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	1				2
Customer Service	2					1	1		1				5
Customer Service - TSO	2					1	1		1				5
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--Checked Baggage											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Screening									1		2		3
Screening - Inconsistency									1		1		2
Screening - Procedures/Process											1		1
2022	1	1	1	1	2	2		1	1	2		5	17
Customer Service		1		1									3
Customer Service - TSO		1		1									3
Expedited Passenger Screening Program	1		1		1	1				1			6
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program	1		1		1					1			5
Patdown							1						2
Patdown - Flyer							1						2
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
Screening						1		1	1	1			5
Screening - Inconsistency								1					1
Screening - Procedures/Process					1				1	1		1	4
2023	2	2	2	2									8
Civil Rights	1												1
Civil Rights - Race	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 Application Program					1								1
Expedited Passenger Screening Program - TSA PreC			1										1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Screening			1	1									2
Screening - Inconsistency			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
LAN	3	4	2	5	2		3	1		1	9	3	33
2020				1	1		1				3		6
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
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening								1					1
Screening - Procedures/Process								1					1
2021	2	1								1	1	2	7
Customer Service										1		1	2
Customer Service - TSO										1		1	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - Medically		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Screening		1	1										2
Screening - Procedures/Process		1	1										2
2022	1	1	2	2	1		2	1			5	1	16
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	1		2	1			4	1	11
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC			1	1			2	1			4	1	10
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown				1									1
Patdown - Flyer				1									1
Screening											1		1
Screening - Procedures/Process											1		1
2023		2		2									4
Expedited Passenger Screening Program		2		2									4
Expedited Passenger Screening Program - TSA PreC		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
LAR				1		1		2	1			3	8
2021								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
2022						1		1	1			3	6
Expedited Passenger Screening Program									1			1	2
Expedited Passenger Screening Program - TSA PreCheck									1			1	2
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - 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) - Metal Implants (joint)												1	1
2023				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
LAS	504	451	417	546	357	376	255	308	377	343	373	418	4,725
2020				164	157	80	11	12	37	60	54	77	652
Civil Rights				2	6	1	1	1	4	1	2	1	19
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination				1	3	1	1	1	4	1	2	1	15
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1								2
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service				37	33	24	2	3	8	9	11	21	148
Customer Service - Others				8	6	1	1		1	1	2	3	23
Customer Service - TSO				29	27	23	1	3	7	8	9	18	125
Locks				10	7	1			1		1	2	22
Locks - General				1									1
Locks - Missing or Damaged Lock				9	7	1			1		1	2	21
Lost and Found				1	2	2				1	1	2	9
Lost and Found - Airport/TSA				1	2	2				1	1	2	9
Mishandling of Passenger Property				36	38	19	4	1	10	9	11	9	137
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				8	9	7	2		3	3	3		35
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				26	27	11	2	1	6	6	7	7	93
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	2	1			1		1	2	9
Patdown				5	2	1				1		3	12
Patdown - Flyer				5	1	1				1		2	10
Patdown - Flyer as Observer					1							1	2
Persons w/ Disabilities (PWD)				10	14	1				4	2	6	37
Persons w/ Disabilities (PWD) - Autism Spectrum												2	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment				1	1								2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	5					1	1		8
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				4	3							1	8
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 Aversion (pain/trauma)					1						1	1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2					2		1	6
Property - Special Handling				44	40	19	2	2	9	25	15	26	182
Property - Special Handling - Damaged Items - Carry-On				14	9	7				2	1	3	36
Property - Special Handling - Damaged Items - Checked				9	4	1	1	1	3	8	1	4	32
Property - Special Handling - Missing Items - Carry-On				3	13	4	1	1	2	9	2	9	44
Property - Special Handling - Missing Items - Checked				18	14	7			4	6	11	10	70
Screening				19	15	12	2	5	5	10	11	7	86
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency					1	1					2	1	5
Screening - Lengthy Lines				2	1	2		1					6
Screening - Procedures/Process				14	11	9	2	4	5	9	9	5	68
Screening - Security Breach				2	2					1		1	6
2021	83	63	37	45	41	74	78	79	118	133	114	132	997
Additional Information Required/Insufficient Information					1			1					2
Additional Information Required/Insufficient Information - EMAIL ONLY					1			1					2
Airline										1		1	2
Airline - Policy/Regulations/Service										1		1	2
Civil Rights	3	3	2		1	3	5	1	3	7	3	2	33
Civil Rights - Age						1						1	2
Civil Rights - Constitutional Rights									1	1			2
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination	1	3	2		1	3			2	6	3		21
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1						1	4
Civil Rights - Transgender Screening	2					1							3
Claims			3	1			1			1		1	7
Claims - General			3	1			1			1			6
Claims - Status												1	1
Current Topic					2								2
Current Topic - Current Topic					2								2
Customer Service	26	20	11	12	13	18	15	20	32	23	27	24	241
Customer Service - CSM							1						1
Customer Service - Others	3	4	1	1									9
Customer Service - TSO	23	16	10	11	13	18	14	20	32	23	27	24	231
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			3	5	5	11	20	19	36	50	35	63	247
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		2	5	2	2	2	1	7	22
Expedited Passenger Screening Program - TSA PreCheck			3	4	5	8	15	17	33	48	33	54	220
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1						1	2
Identification (ID) Requirements		1	1							1	1		4
Identification (ID) Requirements - Domestic		1									1		2
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass			1										1
Identification (ID) Requirements - Minors Domestic										1			1
Locks	1	2				1		3	1			1	9
Locks - General									1				1
Locks - Missing or Damaged Lock	1	2				1		3				1	8
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	10	12	3	9	4	9	13	3	2	7	9	1	82
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	3	1		6	1	3	8			2	6		30

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged Item	7	10	2	3	3	4	5	3	2	5	3		47
Mishandling of Passenger Property - Disarrayed Item		1	1			2						1	5
No Jurisdiction				1		1		1		1		2	6
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other				1		1				1		2	5
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown			3	1	1	2	1	3		2	2	5	20
Patdown - Flyer			2	1		2	1	2		2	2	4	16
Patdown - Flyer as Observer								1				1	2
Patdown - General					1								1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	6	4	3			3	5	3	6	2	1	5	38
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	1				1	1		1		1	7
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary		1					2		1			3	7
Persons w/ Disabilities (PWD) - Metal Implants (Joint)									1				1
Persons w/ Disabilities (PWD) - Mobility [2					1							3
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	1				3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchairs	1	1	1			1		1	1				6
Prohibited & Permitted Items		2					1		3		1		7
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1							1				2
Prohibited & Permitted Items - General							1						1
Prohibited & Permitted Items - Lighters/Matches									1		1		2
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	22	13	3	7	6	14	8	17	25	24	25	19	183
Property - Special Handling - Damaged Item	3	3	1	2	1	6	3	5	10	8	8	6	56
Property - Special Handling - Damaged Item - Fragile	3	1	1	1	2		2	7	4	4	4	6	35
Property - Special Handling - Missing Item	4	4	1	2		3		3	6	6	8	1	38
Property - Special Handling - Missing Item - Fragile	12	5	2	3	3	5	3	2	5	6	5	6	54
Screening	13	3	6	9	8	12	9	7	10	14	8	7	106
Screening - Inconsistency				2	5	1	1	1	1	1		1	13
Screening - Lengthy Lines	1		2	3	1	1	1	1	2	1		2	15
Screening - Procedures/Process	12	3	4	4	2	9	7	4	7	12	6	4	74
Screening - Rail											1		1
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Traveling with Cash						1		1					2
2022	168	178	163	130	159	222	166	217	222	150	205	209	2,189
Additional Information Required/Insufficient Information		1											1
Additional Information Required/Insufficient Information - General		1											1
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Airline			2	2		1			1		2	1	9
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service			2	2		1					2	1	8
Animals						1							1
Animals - Carry-On						1							1
Civil Rights	6	5	5	2	1	5	4	3	2	5	2	5	45
Civil Rights - Constitutional Rights				1						1			2
Civil Rights - Headwear									1				1
Civil Rights - National Origin	2										1		3
Civil Rights - Not Specified								1					1
Civil Rights - Race	1					3	1	2	1	3	1	5	17
Civil Rights - Racial Profiling or Discrimination	3	3	4	1	1								12
Civil Rights - Screening of Religious or Cultural Garm		1				1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1	1						3
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening		1					1			1			3
Claims		3		1	1			2					7
Claims - General		2		1									3
Claims - Status		1						2					4
Customer Service	28	36	31	23	27	31	20	34	30	19	29	26	334
Customer Service - Others		1											1
Customer Service - TSO	28	35	31	23	27	31	20	34	30	19	29	26	333
Duplicate E-mail	1		1	1									3
Duplicate E-mail - General	1		1	1									3
Expedited Passenger Screening Program	76	85	84	68	87	138	108	123	130	88	113	133	1,233
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD		1	1	1	1	2	1	1			1	1	10
Expedited Passenger Screening Program - General	3	15	9	3	4	2	3	9	10	3	3	2	66
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	73	69	74	64	82	134	104	113	119	84	108	130	1,154
Hazardous Materials Safety									1		1		2
Hazardous Materials Safety - General										1			1
Identification (ID) Requirements			1		1	1							3
Identification (ID) Requirements - Domestic			1		1	1							3
Locks	1		1			2	2		1		1	1	9

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock		1		1			2	2		1		1	9
Lost and Found		1	2				1		2			1	7
Lost and Found - Airport/TSA		1	2				1		2			1	7
Mishandling of Passenger Property		4	3	5	7	1	3	6	10	11	9	7	71
Mishandling of Passenger Property - Damaged		2	3	2	2		2	3	7	5	2	5	34
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		2		3	5	1	1	2	3	6	5	2	33
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1		1	3
No Jurisdiction			1	3	4	2			1		1		12
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP			1						1				2
No Jurisdiction - Refer to Other				3	4	2							9
Patdown		5	1	2	2	3	1	3	4	3	6	2	32
Patdown - Children											1		1
Patdown - Flyer		5	1	2	2	3	1	2	4	3	4	2	29
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)		5	9	3	4	7	8	4	5	6	6	7	68
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder		1					1		1		1		4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Health				2			1			1	1	1	6
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1	2					3
Persons w/ Disabilities (PWD) - General		1			2				1		1	1	6
Persons w/ Disabilities (PWD) - Hearing Impairment			1			1							3
Persons w/ Disabilities (PWD) - Internal Medical Device			1						1		1		3
Persons w/ Disabilities (PWD) - Medical Equipment		1			1				2				4
Persons w/ Disabilities (PWD) - Medically Necessary			3			1	2	1		2	1		10
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1		2				1	1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1	1						1			3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals			1		1						1		3
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair		2	2	1	1	1		2	1	1	1	1	13
Prohibited & Permitted Items		2	2	2	1								7
Prohibited & Permitted Items - Breast Milk/Baby Formula			1										1
Prohibited & Permitted Items - Food/Beverages				2									2
Prohibited & Permitted Items - General		1	1										2
Prohibited & Permitted Items - Knives/Tools		1											1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary				1									1
Property - Special Handling		25	9	18	7	14	16	7	12	17	9	18	168
Property - Special Handling - Damaged Items		13	4	9	6	6	10	1	10	6	2	7	83
Property - Special Handling - Damaged Items - Checked		2	1	1	1	1	3			2	1	4	17
Property - Special Handling - Missing Items		4	2	4		5	3		3	8	3	6	42
Property - Special Handling - Missing Items - Checked		6	2	4		2	3	2	1	3	1	2	26
Screening		14	21	7	8	15	13	14	25	17	9	19	177
Screening - Children											1	1	2
Screening - Crew Member or Airline Employee			1									1	2
Screening - Inconsistency		5	3	1	1		3	6	3	1	4	6	33
Screening - International Screening								1					1
Screening - Lengthy Lines		3	3		2		2	4	4	4	3	2	27
Screening - Procedures/Process		6	13	6	5	14	13	9	13	10	4	11	109
Screening - Retrieving Abandoned/Confiscated Items					1			1					2
Screening - Security Breach			1										1
2023	253	210	217	207									887
Additional Information Required/Insufficient Information		1	2										3
Additional Information Required/Insufficient Information - Checked			1	2									3
Airline			1	1									2
Airline - Policy/Regulations/Service			1	1									2
Civil Rights		1	2	2	1								6
Civil Rights - National Origin					1								1
Civil Rights - Race		1	2	2									5
Customer Service		33	24	25	21								103
Customer Service - Others		2											2
Customer Service - TSO		31	24	25	21								101
Expedited Passenger Screening Program		168	138	147	130								583
Expedited Passenger Screening Program - DoD				3									3
Expedited Passenger Screening Program - TSA/DHS		10	7	5	8								30
Expedited Passenger Screening Program - TSA/DHS		158	130	139	121								548
Expedited Passenger Screening Program - TSA/DHS		1		1									2
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found				3									3
Lost and Found - Airport/TSA				3									3
Mishandling of Passenger Property		9	14	7	19								49
Mishandling of Passenger Property - Damaged		3	6	2	15								26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage		5	7	3	4								19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked		1	1	2									4
No Jurisdiction		1		1									2
No Jurisdiction - Refer to Other		1		1									2
Patdown		4	3	7	2								16
Patdown - Flyer		4	3	7	2								16
Persons w/ Disabilities (PWD)		2	2	3									7
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Medical Equipment		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) - Medically Necessary Medication				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		1											1
Property - Special Handling	12	8	6	14									40
Property - Special Handling - Damaged Items	4	4	3	9									20
Property - Special Handling - Damaged Items	1	2	1										4
Property - Special Handling - Missing Items	3		2	3									8
Property - Special Handling - Missing Items	4	2		2									8
Screening	23	16	13	20									72
Screening - Crew Member or Airline Employee	2												2
Screening - Inconsistency	4	2	3	3									12
Screening - International Screening				1									1
Screening - Lengthy Lines	4	2	2	4									12
Screening - Procedures/Process	12	11	7	11									41
Screening - Retrieving Abandoned/Confiscated	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
LAW	1		3	1	1	1	2	3		2	1	2	17
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					1	4
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
Screening												1	1
Screening - Procedures/Process												1	1
2022	1		1			1		2		2	1	1	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			1			1				2	1		5
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA PreCheck			1			1				1	1		4
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Screening								1					1
Screening - Procedures/Process								1					1
2023			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
LAX	699	724	767	748	430	528	535	558	611	625	621	630	7,476
2020				201	165	101	21	26	42	64	66	46	732
Civil Rights				7	6	2		1			6	1	23
Civil Rights - Age				1		1		1					3
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination				2	4	1					4		11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				3	2						2	1	8
Customer Service				29	25	14	4	5	4	9	8	6	104
Customer Service - Others					1	2		1	1	2			7
Customer Service - TSO				29	24	12	4	4	3	7	8	6	97
Identification (ID) Requirements										1	1		2
Identification (ID) Requirements - Domestic										1	1		2
Locks				13	14	9			2		2	5	45
Locks - General					1								1
Locks - Missing or Damaged Lock				13	13	9			2		2	5	44
Lost and Found				7	12	4			1	2	3		29
Lost and Found - Airport/TSA				7	12	4			1	2	3		29
Mishandling of Passenger Property				49	39	26	3	7	11	10	8	10	163
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	4	1			1	1			9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				38	26	19	3	7	8	8	6	8	123
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				9	9	6			2	1	2	2	31
Patdown				5	4	2	1		2	3		1	18
Patdown - Children									1	1			2
Patdown - Flyer				5	4	2	1		1	2		1	16
Persons w/ Disabilities (PWD)				10	7	5		1	1	4	2	1	31
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		3
Persons w/ Disabilities (PWD) - General				1	1	1				2			5
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 Necessary Medication and Medical Devices				1	2			1					6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				2	1	1						1	4
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) - Wheelchair/ Scooter/ Segway				1							1		2
Property - Special Handling				57	40	30	7	8	13	24	26	17	222
Property - Special Handling - Damaged Items - Carry-On				8	2	1	2				1	2	16
Property - Special Handling - Damaged Items - Checked				9	11	8		1	4	9	9	5	56
Property - Special Handling - Missing Items - Carry-On				13	10	8	2	2	3	2	3	2	45
Property - Special Handling - Missing Items - Checked				27	17	13	3	5	6	13	13	8	105
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				24	18	9	6	4	8	10	10	5	94
Screening - Inconsistency											1		1
Screening - Lengthy Lines					1		1						2
Screening - Procedures/Process				22	17	9	4	4	6	10	9	4	85
Screening - Retrieving Abandoned/Confiscated Items									1			1	2
Screening - Security Breach				2			1		1				4
2021	74	59	50	36	41	72	90	137	151	149	183	182	1,224
Airline						2	2		2				6
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service						1	2		2				5
Civil Rights		2	6	1	1	3	3	7	7	3	6	6	45
Civil Rights - Civil Rights Violation (TSA Employee)								1	1				2
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination		1	3	1	1	2	2	2	6	2	4	3	27
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1	1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	3					2		1	1	1	9
Civil Rights - Sexual Orientation - Not Transgender								1			1		2
Civil Rights - Transgender Screening												1	1
Claims			1							2	1	1	5
Claims - General			1							2			3
Claims - Status											1	1	2
Customer Service	6	9	13	10	11	4	12	26	17	20	24	21	173
Customer Service - Others		1		1			1						3
Customer Service - TCC				1									1
Customer Service - TSO	6	8	13	8	11	4	11	26	17	20	24	21	169
DHS TRIP			1						1				2
DHS TRIP - General			1						1				2
Duplicate E-mail										1	1		2
Duplicate E-mail - General										1	1		2
Expedited Passenger Screening Program			2	3	7	17	26	43	55	75	113	104	445
Expedited Passenger Screening Program - DoD						1			2	1			4
Expedited Passenger Screening Program - TSA Application Program						2	4	5	6	2	4	7	30
Expedited Passenger Screening Program - TSA PreCheck			2	3	7	14	22	37	46	72	109	97	409
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1				2
General Aviation				1									1
General Aviation - General				1									1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
HAZMAT Endorsement									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HAZMAT Endorsement - General										1			1
Human Capital										1			1
Human Capital - Former Employee										1			1
Identification (ID) Requirements	1	1	1			1	1		1		2	5	13
Identification (ID) Requirements - Domestic	1	1	1			1	1		1		2	3	11
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues												1	1
Identification (ID) Requirements - International Travel												1	1
Locks	3	4	2		2	2	1	3	1	1		1	20
Locks - Missing or Damaged Lock	3	4	2		2	2	1	3	1	1		1	20
Lost and Found	2		2		1	1		2	2		2		12
Lost and Found - Airport/TSA	2		2		1	1		2	2		2		12
Mishandling of Passenger Property	12	15	13	10	6	9	4	10	5	4	2	5	95
Mishandling of Passenger Property - Damaged/Missing		1	6	4		4		2		1		1	19
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage	10	12	7	6	5	4	4	6	4	3	2	4	67
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disposition	2	2				1		2	1				8
No Jurisdiction					1		1		2	2		1	7
No Jurisdiction - No Referral												1	1
No Jurisdiction - Refer to CBP									1				1
No Jurisdiction - Refer to Other					1		1		1	2			5
No Subject						1							1
No Subject - General						1							1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1	2	2			3	5	1	4	4	4	1	27
Patdown - Children						1			1		1		3
Patdown - Flyer	1	2	2			2	5	1	3	2	3	1	22
Patdown - General										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	7	2	1	3		4	7	4	7	7	7	3	52
Persons w/ Disabilities (PWD) - Autism Spectrum										1	1		2
Persons w/ Disabilities (PWD) - Cognitive	1	1	1				1						4
Persons w/ Disabilities (PWD) - Diabetes				1				1	2				4
Persons w/ Disabilities (PWD) - General						1		2		1			4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical	3	1				1	1						6
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility	3			1			1			2			7
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	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2					1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2			3	2	6		13
Prohibited & Permitted Items		1	1			1	2	1	1		2	2	11
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
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1	1	2
Prohibited & Permitted Items - Marijuana							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1				1	2
Prohibited & Permitted Items - Remains									1		1		2
Property - Special Handling	29	18	2	4	6	14	12	25	39	20	14	22	205
Property - Special Handling - Damaged Items	4	2		1			1	4	5	3	4	3	27
Property - Special Handling - Damaged Items	7	1	1	2	3	5	3	5	13	4	1	8	53
Property - Special Handling - Missing Items	5	3		1		2	4	6	12	5	7	8	53
Property - Special Handling - Missing Items	13	12	1		3	7	4	10	9	8	2	3	72
Screening	13	5	3	2	6	10	14	15	7	8	5	10	98
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1	1	1		3	1	2		2		3	14
Screening - Lengthy Lines					1		1	3	1			1	7
Screening - Procedures/Process	12	4	2	1	5	6	11	10	6	6	5	6	74
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach	1												1
2022	206	266	276	187	224	355	424	395	418	412	372	402	3,937
Airline	1		3	1	1		1	1	4	1		1	14
Airline - Lost Baggage					1				2				3
Airline - Policy/Regulations/Service	1		3	1			1	1	2	1		1	11
Cargo											1		1
Cargo - Indirect Air Carrier (IAC)											1		1
Civil Rights	3	5	5		4	4	6	9	6	4	1	5	52
Civil Rights - Age							1		1				2
Civil Rights - Headwear	1						1	1					3
Civil Rights - Perceived Religion												1	1
Civil Rights - Profiling								1		1			2
Civil Rights - Race					1	3	3	4	1	2	1	2	17
Civil Rights - Racial Profiling or Discrimination	1	4	2		1								8
Civil Rights - Sex/Gender/Gender Identity	1	1	1		1	1			1	1		1	8
Civil Rights - Sexual Orientation - Not Transgender			2		1			1	1				5
Civil Rights - Transgender Screening							1	2	2			1	6
Claims								1					1
Claims - Status								1					1
Customer Service	25	26	20	12	12	17	16	24	24	30	22	22	250
Customer Service - Others										1			1
Customer Service - TSO	25	26	20	12	12	17	16	24	24	29	22	22	249
DHS TRIP		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
DHS TRIP - General		1								1			2
Duplicate E-mail	10												10
Duplicate E-mail - General	10												10
Expedited Passenger Screening Program	122	191	197	129	168	289	347	301	339	327	291	334	3,035
Expedited Passenger Screening Program - Active Duty Military						2			1				3
Expedited Passenger Screening Program	2	4	1	1	1	4		2	2	1			18
Expedited Passenger Screening Program	5	31	10	12	10	9	10	9	16	14	6	7	139
Expedited Passenger Screening Program	115	156	184	116	157	274	337	289	318	311	285	327	2,869
Expedited Passenger Screening Program - TSA/DHS Employee			2					1	2	1			6
Hazardous Materials Safety		1						1			1		3
Hazardous Materials Safety - General		1						1			1		3
Identification (ID) Requirements	2			3									5
Identification (ID) Requirements - Domestic	2			3									5
Locks	2		1	2	3	1	2	1	1	1	1		14
Locks - Missing or Damaged Lock	2		1	2	3	1	2	1	1	1	1		14
Lost and Found	2	4		2	1	2		3	2	1	1	2	20
Lost and Found - Airport/TSA	2	4		2	1	2		3	2	1	1	2	20
Mishandling of Passenger Property	2	3	5	3	2	3	9	9	5	7	7	12	67
Mishandling of Passenger Property - Damaged	1	2	3		1	1	3	3		4		4	22
Mishandling of Passenger Property - Damaged/Missing		1	2	3		1	6	5	5	3		7	39
Mishandling of Passenger Property - Disposed	1				1	1		1			1	1	6
No Jurisdiction		1	2		2		6	4	3	3	6	3	30
No Jurisdiction - No Referral							1	1		1			3
No Jurisdiction - Refer to CBP			1		1		3	3	3	1	2	3	17
No Jurisdiction - Refer to FAA			1										1
No Jurisdiction - Refer to Other		1			1		2			1	4		9
Patdown	3	5	4	8	2	5	9	6	7	3	4	4	60
Patdown - Children				1			1						2
Patdown - Flyer	3	3	4	5	2	5	8	5	5	3	4	4	51
Patdown - Flyer as Observer		2		2									4
Patdown - General									1				1
Patdown - Non-Flyer								1	1				2
Persons w/ Disabilities (PWD)	8	8	4	4	4	8	3	9	3	13	5	1	70
Persons w/ Disabilities (PWD) - Autism Spectrum		1								1	1		3
Persons w/ Disabilities (PWD) - Cancer (diagnosed)	1									1			2
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1			1	1							3
Persons w/ Disabilities (PWD) - Diabetes					1		1		1		1		4
Persons w/ Disabilities (PWD) - General	1	1			1	1			1				5
Persons w/ Disabilities (PWD) - Hearing Impaired	1					1				2			4
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	1	1	1	1	1	3	1	4		3	1	1	18
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1					1		1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1	1					1		3			6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		2					1						3
Persons w/ Disabilities (PWD) - Prostheses	1			1						1			3
Persons w/ Disabilities (PWD) - Service Animals			1	1		1		1					4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Visual Impairment	1									1			2
Persons w/ Disabilities (PWD) - Wheelchair	1							1	1		1		4
Prohibited & Permitted Items	1	2	1										4
Prohibited & Permitted Items - Breast Milk/Baby Formula		1											1
Prohibited & Permitted Items - Electronic	1	1	1										3
Property - Special Handling	17	7	20	18	18	13	10	11	14	5	9	7	149
Property - Special Handling - Damaged Items - Carry-On			6	7	6	4	2	2	3			3	33
Property - Special Handling - Damaged Items - Checked	2		3	1	1	2	1	1	3	1	2	1	18
Property - Special Handling - Missing Items	10	7	9	5	7	5	5	1	5	2	5		61
Property - Special Handling - Missing Items - Checked	5		2	5	4	2	2	7	3	2	2	3	37
Screening	8	12	15	6	8	10	16	14	10	16	23	11	149
Screening - Children	1												1
Screening - Inconsistency	1	2	5	1		2	2	2	3	3	6		27
Screening - International Screening			1										1
Screening - Lengthy Lines	1				1			2		1		3	8
Screening - Procedures/Process	5	8	9	5	7	8	13	8	7	11	16	8	105
Screening - Retrieving Abandoned/Confiscated Items							1	2		1	1		5
Screening - Shoe Screening		2											2
TWIC						1							1
TWIC - General						1							1
2023	419	399	441	324									1,583
Additional Information Required/Insufficient Information		1	1										2
Additional Information Required/Insufficient Information - Checked		1	1										2
Airline		2											2
Airline - Policy/Regulations/Service		2											2
Civil Rights	3	8	4	4									19
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion				1									1
Civil Rights - Race		3	3	2									12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1	1	1									3
Civil Rights - Transgender Screening		2											2
Claims	2		1										3
Claims - General	1												1
Claims - Status	1		1										2
Customer Service	29	16	14	15									74
Customer Service - CSM	1												1
Customer Service - Others			1										1
Customer Service - TSO	28	16	13	15									72

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	344	326	368	259									1,297
Expedited Passenger Screening Program	3												3
Expedited Passenger Screening Program	12	13	7	6									38
Expedited Passenger Screening Program	329	313	361	253									1,256
Hazardous Materials Safety		1											1
Hazardous Materials Safety - General		1											1
Locks				1	3								4
Locks - Missing or Damaged Lock				1	3								4
Lost and Found	1	2	1	1									5
Lost and Found - Airport/TSA	1	2	1	1									5
Mishandling of Passenger Property	5	8	6	3									22
Mishandling of Passenger Property - Dam	2	5	3	2									12
Mishandling of Passenger Property - Dam	2	1	3	1									7
Mishandling of Passenger Property - Disa	1	2											3
No Jurisdiction	1	1	4	3									9
No Jurisdiction - Refer to CBP	1	1	3	1									6
No Jurisdiction - Refer to Other			1	2									3
Patdown	6	7	6	2									21
Patdown - Flyer	6	7	6	2									21
Persons w/ Disabilities (PWD)	3	4	7	3									17
Persons w/ Disabilities (PWD) - Autism S	1	1											2
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - General		2											2
Persons w/ Disabilities (PWD) - Medically Necessary		1	1										2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2										2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm			1										1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			3	2									5
Property - Special Handling	8	10	12	10									40
Property - Special Handling - Damaged It	1	2	2	1									6
Property - Special Handling - Damaged Items - Check		2	1	1									4
Property - Special Handling - Missing Item	4	2	5	4									15
Property - Special Handling - Missing Item	3	4	4	4									15
Screening	17	13	16	20									66
Screening - Crew Member or Airline Empl	2		1										3
Screening - Inconsistency	3	3		7									13
Screening - International Screening			1	1									2
Screening - Lengthy Lines		1		2									3
Screening - Procedures/Process	12	9	12	9									42
Screening - Retrieving Abandoned/Confiscated Items			2	1									3
TWIC				1									1
TWIC - 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
LBB	14	14	17	13	7	5	3	10	11	7	11	15	127
2020				2	2			3			2	3	12
Civil Rights											1	1	2
Civil Rights - Racial Profiling or Discrimination											1	1	2
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
Patdown				1									1
Patdown - Flyer				1									1
Screening					2			1					3
Screening - Procedures/Process					2			1					3
2021	2		2	1	1			2	8	3	5	3	27
Civil Rights				1								1	2
Civil Rights - Racial Profiling or Discrimination				1								1	2
Customer Service	1								3	1	3		8
Customer Service - CSM									1				1
Customer Service - TSO	1								2	1	3		7
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
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)								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) - Wheelchair/ Scooter/ Segway								1					1
Screening			2						3	1		2	8
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1						3	1		2	7
2022	5	5	6	7	4	5	3	5	3	4	4	9	60
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service	2	1		1	1	1	1	1	1			1	10
Customer Service - Others									1				1
Customer Service - TSO	2	1		1	1	1	1	1				1	9
Expedited Passenger Screening Program	2	3	4	5	2	3	2	3	1	3	4	7	39
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	2	4	5	2	3	2	3	1	3	4	7	38
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
No Jurisdiction												1	1
No Jurisdiction - No Referral												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 - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checke		1											1
Screening								1	1	1			3
Screening - Procedures/Process								1	1	1			3
2023	7	9	9	3									28
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	6	5	5	3									19
Expedited Passenger Screening Program	6	5	5	3									19
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Screening	1	1	3										5
Screening - Inconsistency			3										3
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
LBE	2	2	2	1	3	1	1	5	5	1	1	2	26
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
2021								1	3	1			5
Customer Service										1			1
Customer Service - TSO										1			1
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 - Disarrayed Items--Carry-on or Checked									1				1
2022		2	2		2	1	1	4	1		1	2	16
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program			2	2		2	1		4			2	13
Expedited Passenger Screening Program - TSA PreC			2	2		2	1		4			2	13
Patdown										1			1
Patdown - Children									1				1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
2023		2											2
Expedited Passenger Screening Program		2											2
Expedited Passenger Screening Program		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
LBF		1	1	1					1	1	2	2	9
2020				1								1	2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2021			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 - Missing Items - Checked												1	1
2022		1							1		2		4
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Screening		1									2		3
Screening - Inconsistency											1		1
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
LBL					1								1
2020					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	4	1		4	2	1		3	1	1	3	5	25
2020								1		1			2
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Screening								1					1
Screening - Procedures/Process								1					1
2021	2			2	1				1		1	1	8
Customer Service				1							1	1	3
Customer Service - TSO				1							1	1	3
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Food/Beverages				1									1
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
2022	1			1	1	1		2			2	4	12
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1				1	1		1			1	2	7
Expedited Passenger Screening Program	1				1	1		1			1	2	7
Patdown													1
Patdown - Flyer													1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2023	1	1		1									3
Expedited Passenger Screening Program	1	1		1									3
Expedited Passenger Screening Program	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
LCK													
2020		2	1	3	1	5	3	3	5	4	3	3	33
Mishandling of Passenger Property				1		1						1	3
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
Screening				1									1
Screening - Procedures/Process				1									1
2021				1	1	1			1	1	1	1	7
Customer Service					1					1			2
Customer Service - TSO					1					1			2
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA PreCheck									1				1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown											1	1	2
Patdown - Flyer											1	1	2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
2022				1		3	3	3	4	3	2	1	20
Civil Rights							2						2
Civil Rights - Transgender Screening							2						2
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program				1		2	1	3	1	2	1		11
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck						2	1	3	1	2	1		10
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
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 - Carry-On									1				1
Property - Special Handling - Missing Items - Checked									1				1
2023		2	1										3
Expedited Passenger Screening Program		2	1										3
Expedited Passenger Screening Program - TSA PreC		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
LEB			1			1		1			1		4
2022			1			1		1			1		4
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Beauty & Grooming Items				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
LEX	8	12	9	15	6	6	9	5	8	11	16	16	121
2020				3	1				1		3		8
Customer Service													2
Customer Service - TSO												2	2
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Screening				2	1						1		4
Screening - Procedures/Process				2	1						1		4
2021	1						1	1	1	3		6	13
Customer Service							1			1			2
Customer Service - TSO							1			1			2
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
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening	1												1
Screening - Procedures/Process	1												1
2022	1	4	4	3	5	6	8	4	6	8	13	10	72
Civil Rights											1		1
Civil Rights - Race											1		1
Claims						1							1
Claims - General					1								1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program		3	4	2	4	5	6	4	5	8	11	7	59
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program											2		2
Expedited Passenger Screening Program - TSA PreC		3	4	2	4	5	6	4	5	7	9	7	56
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	1												1
Screening		1				1	1		1			2	6
Screening - Inconsistency						1						1	2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1							1			1	3
2023	6	8	5	9									28
Expedited Passenger Screening Program	6	8	5	9									28
Expedited Passenger Screening Program	6	8	5	9									28

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LFT	10	8	9	7	6	7	7	4	10	12	10	6	96
2020					1								1
Customer Service					1								1
Customer Service - TSO					1								1
2021			1		1	1	1	1	4	7	4	2	22
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Customer Service			1		1				1				3
Customer Service - Others					1								1
Customer Service - TSO			1						1				2
Expedited Passenger Screening Program									1	4	3	2	10
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck									1	4	2	2	9
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown									1				1
Patdown - Flyer									1				1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening									1	2			3
Screening - Procedures/Process									1	2			3
2022	4	3	2	1	4	6	6	3	6	5	6	4	50
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program	3	3	2	1	4	4	5	3	6	5	4	3	43
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	2	3	1	1	4	4	5	3	6	5	4	3	41
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening											2	1	3
Screening - Inconsistency											1		1
Screening - Procedures/Process											1	1	2
2023	6	5	6	6									23
Customer Service		2											2
Customer Service - TSO		2											2
Expedited Passenger Screening Program	5	3	5	6									19
Expedited Passenger Screening Program	5	3	5	6									19
Patdown				1									1
Patdown - Flyer			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
LGA	314	360	355	332	179	273	257	258	330	277	374	275	3,584
2020				51	60	34	2	5	22	28	28	28	258
Civil Rights				3	1	4			2	1	1	1	13
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination				1		3			1		1		6
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1				1			1	4
Customer Service				10	18	9	2	3	1	3	9	6	61
Customer Service - Others					1								1
Customer Service - TSO				10	17	9	2	3	1	3	9	6	60
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks						1		1	1	1			4
Locks - Missing or Damaged Lock						1		1	1	1			4
Lost and Found				3	2					2	2	1	10
Lost and Found - Airport/TSA				3	2					2	2	1	10
Mishandling of Passenger Property				5	16				4	7	5	6	43
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1				1	1	3	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				4	13				4	3	3	3	30
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1					3	1		6
Patdown				3	2	2							7
Patdown - Flyer				3	1	2							6
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)				5	8	3				2		2	20
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) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - 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)					4	1				1			6
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Service Animals												2	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				11	5	6			5	6	9	9	51
Property - Special Handling - Damaged Items - Carry-On				2	2							1	5
Property - Special Handling - Damaged Items - Checked				1	1				2	2	6	1	13
Property - Special Handling - Missing Items - Carry-On				2	1	3			1	1	1	1	10
Property - Special Handling - Missing Items - Checked				6	1	3			2	3	2	6	23
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening				10	8	9		1	9	6	2	2	47
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency					1	1							2
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process				7	5	8		1	9	5	2	2	39
Screening - Security Breach				2	1								3
2021	35	16	28	21	21	24	31	53	83	71	98	72	553
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights		1	1		1	4	2	1	1	1		2	14
Civil Rights - Civil Rights Violation (TSA Employee)					1								1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination			1			2	1	1	1	1		2	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1				2							3
Customer Service	9	3	12	6	3		4	10	19	15	20	7	108
Customer Service - CSM			1							1	1		3
Customer Service - Others	2		1								1		4
Customer Service - TSO	7	3	10	6	3		4	10	19	14	18	7	101
DHS TRIP										1			1
DHS TRIP - General										1			1
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			5		1	7	6	19	38	32	49	44	201
Expedited Passenger Screening Program - TSA Application Program								1	1		3	6	11
Expedited Passenger Screening Program - TSA PreCheck			5		1	7	6	18	37	32	46	38	190
General Aviation				1									1
General Aviation - General				1									1
Hazardous Materials Safety				1								1	2
Hazardous Materials Safety - General				1								1	2
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks							1	1	1				3
Locks - Missing or Damaged Lock							1	1	1				3
Lost and Found		1		1		1			1	2	2		8
Lost and Found - Airport/TSA		1		1		1			1	2	2		8
Mishandling of Passenger Property	11	2	1	1	3		1		2		2	2	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1	1								1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	8	1		1	3				2			1	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1						1				1		3
No Jurisdiction			1						1	1	2		5
No Jurisdiction - No Referral									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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						1	2		4
Patdown				1			1	1		1	1	2	7
Patdown - Children												1	1
Patdown - Flyer				1			1	1		1	1	1	6
Persons w/ Disabilities (PWD)	1		2	1	1	1	2		3	1	3	4	19
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes									1	1	1	1	4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General			1				1						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Persons w/ Disabilities (PWD) - Service A	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	2			1	1	2		2	2	11
Prohibited & Permitted Items - Electronic Devices									1				1
Prohibited & Permitted Items - Food/Beverages												1	1
Prohibited & Permitted Items - General			1									1	2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1					1				2
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary				1									1
Prohibited & Permitted Items - Remains							1	1					2
Prohibited & Permitted Items - Sporting Goods											1		1
Property - Special Handling	13	7	1	2	8	7	9	8	9	8	10	4	86
Property - Special Handling - Damaged Items - Carry-On					1			1	2	2	2		8
Property - Special Handling - Damaged Items	5	2		1	4	2	1	2	1		1		19
Property - Special Handling - Missing Items	3	2		1	3	8	3	5	5	6	3		39
Property - Special Handling - Missing Items	5	3	1	1	2	2		2	1	1	1	1	20
Screening	1	2	4	4	4	4	4	12	5	9	6	4	59
Screening - Inconsistency					2			1	1				4
Screening - Lengthy Lines		1	1		1			1			2		6
Screening - Procedures/Process	1	1	2	4	1	4	4	10	4	9	4	4	48
Screening - Retrieving Abandoned/Confiscated Items			1										1
2022	93	136	131	104	98	215	224	200	225	178	248	175	2,027
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline				1			1				1	1	4
Airline - Policy/Regulations/Service				1			1				1	1	4
Civil Rights	1	2	4		2	6	7	1	3	1	1	1	29
Civil Rights - Age						1							1
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion	1						2	1					4
Civil Rights - Profiling							1						1
Civil Rights - Race					1	2	1		1		1	1	7
Civil Rights - Racial Profiling or Discrimination		2	2										4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2		1	2	1		2	1			9
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening							1						1
Claims				1									1
Claims - Status				1									1
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	15	17	19	11	6	22	12	11	19	17	11	11	171
Customer Service - Others			1				1						2
Customer Service - TSO	15	17	18	11	6	22	11	11	19	17	11	11	169
Expedited Passenger Screening Program	61	91	90	71	73	151	173	158	168	135	210	132	1,513
Expedited Passenger Screening Program	1								1			1	3
Expedited Passenger Screening Program	1					1			1		1		4
Expedited Passenger Screening Program	3	8	5	2	3	4	4	8	8	1	4	8	58
Expedited Passenger Screening Program	56	83	85	68	70	146	168	149	158	133	204	123	1,443
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1			1	1		1	1		5
Locks			1		1					1			3
Locks - Missing or Damaged Lock			1		1					1			3
Lost and Found			1		1	2	1	1	4		2	3	15
Lost and Found - Airport/TSA			1		1	2	1	1	4		2	3	15
Mishandling of Passenger Property	1	2	1		1	3	4	5	5	5	8	8	41
Mishandling of Passenger Property - Damaged/Missing		2	1				1	1	2	4	6	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	2	2	3		2	3	14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1		1		1		2	6
No Jurisdiction		1		1	1	1			2				6
No Jurisdiction - No Referral				1					2				3
No Jurisdiction - Refer to CBP					1	1							2
No Jurisdiction - Refer to Other		1											1
Notice of Violation/Civil Penalties				1						1			2
Notice of Violation/Civil Penalties - General				1						1			2
Patdown	1	2			1	6		6	3	1	2	2	24
Patdown - Children						1		1		1			3
Patdown - Flyer	1	2			1	4		5	3		2	2	20
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)	2	6	1	5	4	4	10	2	2	3		2	41
Persons w/ Disabilities (PWD) - Cognitive	1			1									2
Persons w/ Disabilities (PWD) - Diabetes		1			2		1						4
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 Dev		3							1				4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1		1						3
Persons w/ Disabilities (PWD) - Metal Imp	1	1								1		1	4
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	1				1	2		1			6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1			1		1				3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						2							2
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				1	1	1	4						7
Prohibited & Permitted Items	2		1										3
Prohibited & Permitted Items - Food/Beve	1												1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	3	4	4	3	5	12	6	6	4	5	7	7	66
Property - Special Handling - Damaged It	1	2	1	2	1	3	3	1	2		2	2	20
Property - Special Handling - Damaged Items - Check	1	1		1	3	1	1						7
Property - Special Handling - Missing Item	2	1	1	1	2	2		3	1	4	3	3	23
Property - Special Handling - Missing Items - Checked			2		1	4	2	1	1	1	2	2	16
Screening	7	11	9	9	3	7	11	11	15	9	6	8	106
Screening - Classified Materials	1												1
Screening - Inconsistency	1	4	1	1	1	1	3	1	1		2	1	17
Screening - Lengthy Lines	1	1	2	1	2	1	3	3	4	2			20
Screening - Procedures/Process	4	6	6	6		5	4	6	8	6	3	7	61
Screening - Retrieving Abandoned/Confiscated Items							1	1	2		1		5
Screening - Security Breach										1			1
Screening - Traveling with Cash				1									1
2023	186	208	196	156									746
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Airline	1			1									2
Airline - Policy/Regulations/Service				1									1
Airline - Wheelchair Assistance	1												1
Civil Rights	2	1	3	3									9
Civil Rights - Age				1									1
Civil Rights - Perceived Religion		1											1
Civil Rights - Race	1		3	2									6
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	18	9	20	13									60
Customer Service - Others	1												1
Customer Service - TCC			1										1
Customer Service - TSO	17	9	19	13									58
Expedited Passenger Screening Program	146	180	162	115									603
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - DoD		1		1									2
Expedited Passenger Screening Program	6	5	4	5									20
Expedited Passenger Screening Program	139	174	158	108									579
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Lost and Found			1	2									3
Lost and Found - Airport/TSA			1	2									3
Mishandling of Passenger Property	2	3	2	1									8
Mishandling of Passenger Property - Dam	2	2	1	1									6
Mishandling of Passenger Property - Damaged/Missi	1	1											2
No Jurisdiction			1	1									2
No Jurisdiction - No Referral			1	1									2
Patdown	3			2									5
Patdown - Flyer	3			2									5
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees	1												1
Property - Special Handling	5	4	4	9									22
Property - Special Handling - Damaged Items - Carry		1	1	2									4
Property - Special Handling - Damaged It	1			1									2
Property - Special Handling - Missing Item	3	3	2	3									11
Property - Special Handling - Missing Item	1		1	3									5
Screening	7	8	3	7									25
Screening - Inconsistency	1	1	1	2									5
Screening - Lengthy Lines	1	2											3
Screening - Procedures/Process	5	5	1	5									16
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	30	37	25	44	20	18	24	20	22	29	21	34	324
2020				4	5	4				2	1	1	17
Customer Service				2						1			4
Customer Service - TSO				2						1			4
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 Bag				2						1			3
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 Items - Checked					1						1		2
Property - Special Handling - Missing Items - Checked					1	1							2
Screening					1	1							2
Screening - Inconsistency					1								1
Screening - Procedures/Process						1							1
2021		1	2		3	3	5	5	3	9	6	4	41
Civil Rights							2				1	1	4
Civil Rights - Racial Profiling or Discrimination							2				1	1	4
Customer Service			1		2	1		1	1	1			7
Customer Service - TSO			1		2	1		1	1	1			7
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program							1	4		7	2	3	17
Expedited Passenger Screening Program - TSA PreCheck							1	4		7	2	3	17
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missin		1											1
No Subject			1										1
No Subject - General			1										1
Patdown										1	1		2
Patdown - Children											1		1
Patdown - Flyer										1			1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Firearm/Ammunition					1								1
Property - Special Handling						1	2				1		4
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Property - Special Handling - Damaged Items - Checked						1	1						2
Screening						1			2				3
Screening - Procedures/Process						1			2				3
2022	10	16	10	16	12	11	19	15	19	18	14	29	189
Civil Rights				1	1						1	3	6
Civil Rights - Race											1	2	3
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service	2	2		3	1		3	4	1	2	2	4	24
Customer Service - TSO	2	2		3	1		3	4	1	2	2	4	24
Expedited Passenger Screening Program	8	11	8	8	7	8	11	4	15	15	10	17	122
Expedited Passenger Screening Program	1	3	1						2	3	2	2	14
Expedited Passenger Screening Program	7	8	7	8	7	8	11	4	13	12	8	15	108
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					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
Patdown				1			1			1		1	4
Patdown - Flyer				1			1			1		1	4
Persons w/ Disabilities (PWD)						1	2	4	1				8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1	1					3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								3					3
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Property - Special Handling		1			1	1		1				1	5
Property - Special Handling - Damaged Items - Carry		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
Screening			2	2	1	1	2	1	2		1	2	14
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1								2	3
Screening - Procedures/Process			2		1	1	2	1	2		1		10
2023	20	20	13	24									77
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2	4	3										11
Customer Service - TSO	2	4	3	2									11
Expedited Passenger Screening Program	13	15	8	13									49
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	13	15	8	12									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
Mishandling of Passenger Property	3			1									4
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1			1									2
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)	1			1									2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	1		1	2									4
Property - Special Handling - Damaged Items - Carry-On			1	1									2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				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
LIH	29	36	36	39	32	37	27	32	38	42	33	33	414
2020				13	19	7	1	32	2	5		1	48
Civil Rights						1				1			2
Civil Rights - Racial Profiling or Discrimination							1			1			2
Customer Service				4	2	1							7
Customer Service - TSO				4	2	1							7
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				4	3	1				2			10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	3	1				2			9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1									1
Patdown								1					1
Patdown - Flyer						1							2
Persons w/ Disabilities (PWD)				1	1				1				3
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling				2	3	1	1			2			9
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	2					1			4
Screening				2	10	1			1				14
Screening - Lengthy Lines				1	7	1							9
Screening - Procedures/Process				1	3				1				5
2021	1	3	3			3	3	6	9	11	12	11	62
Airline										1			1
Airline - Policy/Regulations/Service										1			1
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	3	2	1	11
Customer Service - TSO		1						1	1	3	2	1	11
Expedited Passenger Screening Program				1				1	1	3	4	3	20
Expedited Passenger Screening Program - TSA PreCheck				1				1	1	3	4	3	20
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--C						1							1
Mishandling of Passenger Property - Damaged/Missing Items--C				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		1	1	4
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	2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Sporting Goods												1	1
Property - Special Handling		1							2	1	1		5
Property - Special Handling - Damaged Items - Carry		1							1	1			3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1	1				2		3		1	4		12
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	1				1		2		1	2		8
2022	12	19	12	15	13	27	23	26	27	26	21	21	242
Airline					2								2
Airline - Policy/Regulations/Service					2								2
Civil Rights					1		1	1	1		1		5
Civil Rights - National Origin											1		1
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	3	2	2	1	2	6		4	5	2	4	2	33
Customer Service - TSO	3	2	2	1	2	6		4	5	2	4	2	33
Expedited Passenger Screening Program	8	11	9	12	6	18	17	16	17	20	14	16	164
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1							1		1	1	4
Expedited Passenger Screening Program	8	10	9	12	6	17	17	16	16	20	13	15	159
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		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) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling	1		1	1		2		1	1	2			9
Property - Special Handling - Damaged Items - Carry-On			1			1		1					3
Property - Special Handling - Damaged Items - Checked										1			1
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
Property - Special Handling - Missing Items - Checked						1				1			2
Screening		5		1	2	1	4	3	2	1	2	1	22
Screening - Inconsistency		2						1					3
Screening - Lengthy Lines		1			1	1	2	1	1	1		1	9
Screening - Procedures/Process		2		1			2	1	1		2		9
Screening - Retrieving Abandoned/Confiscated Items					1								1
2023	16	14	21	11									62
Customer Service	3	1	2										6
Customer Service - TSO	3	1	2										6
Expedited Passenger Screening Program	10	12	18	10									50
Expedited Passenger Screening Program	10	12	18	10									50
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown				1									1
Patdown - Flyer				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
LIT	39	41	37	39	19	24	18	24	38	27	28	45	379
2020				5	5	8	1	24	1	5	2	3	30
Customer Service					1	2							3
Customer Service - TSO					1	2							3
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property						4			3	1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2			3	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) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling				2	2				1	1	1	1	8
Property - Special Handling - Damaged Items - Carry-On					1								2
Property - Special Handling - Damaged Items - Checked				1	1						1		3
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked				1						1			2
Screening					2	1	1			1		1	6
Screening - Lengthy Lines					1								1
Screening - Procedures/Process					1	1	1			1		1	5
2021	6	2	5	1	3	7	5	3	12	1	7	11	63
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights						2	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						2							2
Customer Service	2		3		1	1		1	6		1	1	16
Customer Service - TSO	2		3		1	1		1	6		1	1	16
Expedited Passenger Screening Program				1	1		2	2	2		2	5	15
Expedited Passenger Screening Program - DoD												2	2
Expedited Passenger Screening Program - TSA Application Program								2					2
Expedited Passenger Screening Program - TSA PreCheck				1	1		2		2		2	3	11
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 Checked									1				1
No Subject			1										1
No Subject - General			1										1
Patdown						1			1			1	3
Patdown - Flyer						1			1			1	3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Property - Special Handling		2	1			1					1	1	6
Property - Special Handling - Damaged Items - Carry		1										1	2
Property - Special Handling - Damaged Items - Check		1				1							2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked											1		1
Screening	2				1	2	2		1		1	2	11
Screening - Inconsistency						1							1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	2				1	1	1				1	2	8
Screening - Retrieving Abandoned/Confiscated Items									1				1
2022	10	10	17	16	11	9	12	21	25	21	19	31	202
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	1	2	2		2		1	3	2	1	2	2	18
Customer Service - Others									1				1
Customer Service - TSO	1	2	2		2		1	3	1	1	2	2	17
Expedited Passenger Screening Program	9	6	15	14	9	6	4	13	14	14	12	24	140
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD					2								2
Expedited Passenger Screening Program	2	1					1				1	1	6
Expedited Passenger Screening Program	7	5	15	14	7	6	3	12	14	12	11	23	129
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In										2			2
Locks							1					1	2
Locks - General												1	1
Locks - Missing or Damaged Lock							1						1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property							1				1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown									2				2
Patdown - Flyer									2				2
Persons w/ Disabilities (PWD)							2	1		1		1	5
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
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1				1	2
Property - Special Handling		1							4	2	2		9
Property - Special Handling - Damaged Items - Check		1							3	1	1		6
Property - Special Handling - Missing Items - Carry-On										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
Screening			1	2		2	3	4	3	2	1	2	20
Screening - Inconsistency						1			2		1		4
Screening - Lengthy Lines							1	3					4
Screening - Procedures/Process			1	2		1	2	1	1	2		2	12
2023	23	29	15	17									84
Customer Service	1	3											4
Customer Service - TSO	1	3											4
Expedited Passenger Screening Program	13	22	12	12									59
Expedited Passenger Screening Program - DoD			2										2
Expedited Passenger Screening Program - TSA Application Pro				2									2
Expedited Passenger Screening Program	13	20	10	12									55
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				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
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Property - Special Handling	1	1		2									4
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checke				1									1
Screening	8	1	2	2									13
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1			1									2
Screening - Procedures/Process	6	1	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
LNK	6	5	7	4	1		3	3	1	2	4	8	44
2020					1					2			3
Customer Service					1					2			3
Customer Service - TSO					1					2			3
2021							1		1			2	4
Customer Service							1		1				1
Customer Service - TSO							1						1
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Patdown										1			1
Patdown - Flyer										1			1
2022	3	1	1	2			2	3			4	6	22
Civil Rights													1
Civil Rights - Race													1
Customer Service	1	1					1						3
Customer Service - TSO	1	1					1						3
Expedited Passenger Screening Program				1			1	2			3	1	8
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck				1			1	2			2	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										2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Screening	1										1	1	3
Screening - Procedures/Process	1										1	1	3
2023	3	4	6	2									15
Customer Service			1	1									2
Customer Service - TSO			1	1									2
Expedited Passenger Screening Program	2	3	4	1									10
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	2	3	3	1									9
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Disa	1												1
Patdown			1										1
Patdown - Flyer			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNS	1								1				2
2021	1								1				2
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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNY						1	1		1				3
2021							1						1
Customer Service							1						1
Customer Service - TSO							1						1
2022						1			1				2
Customer Service						1			1				2
Customer Service - TSO						1			1				2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LRD	2	4	5	1		1	1		1	3	2	2	22
2020				1								1	2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2021										1			1
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
2022		3	1			1	1		1	2	2	1	12
Expedited Passenger Screening Program		2	1			1				2	2	1	9
Expedited Passenger Screening Program - TSA PreC		2	1			1				2	2	1	9
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening									1				1
Screening - Inconsistency									1				1
2023	2	1	4										7
Expedited Passenger Screening Program	2	1	4										7
Expedited Passenger Screening Program	2	1	4										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
LSE	3	3	1	1	2	3	4	4	1	2	2	3	29
2020										1		3	1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2021	1				1	1		3	1		1	1	9
Civil Rights								1					1
Civil Rights - Constitutional Rights								1					1
Customer Service	1												1
Customer Service - TSO	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
Patdown									1				1
Patdown - Flyer									1				1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
Screening									2				2
Screening - Procedures/Process									2				2
2022	2	3			1	2	4	1		1	1	2	17
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	2	1			1	1	4	1		1		1	12
Expedited Passenger Screening Program	2	1			1	1	4	1		1		1	12
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
2023			1	1									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
LWB				1	1	1	1					1	5
2021				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2022					1	1	1					1	4
Expedited Passenger Screening Program							1					1	2
Expedited Passenger Screening Program - TSA PreCheck							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
LWS			2	1	1	1					1	1	7
2020												1	1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
2021		1		1		1					1		4
Customer Service				1									1
Customer Service - TSO				1									1
Screening			1				1				1		3
Screening - Procedures/Process			1				1				1		3
2022						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
2023		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
LYH	1		3	2		2	1	1	4	4	3	5	26
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
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening											1		1
Screening - Procedures/Process											1		1
2021							1	1	3			1	6
Customer Service									2				2
Customer Service - TSO									2				2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA Application Program												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 - Checked									1				1
2022	1		2			1			1	3	2	4	14
Customer Service											1		1
Customer Service - TSO											1		1
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program	1		1						1	3		4	10
Expedited Passenger Screening Program	1		1						1	3		4	10
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Screening								1					1
Screening - Procedures/Process								1					1
2023			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
MAF	6	15	6	18	5	7	14	11	10	6	10	16	124
2020				5	2	1		1	1	1	2	1	14
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					3
Customer Service - TSO				1				1			1		3
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 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) - Service Animals				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
Screening - Procedures/Process				1									1
2021	1					1	5	2	4	2	3	5	23
Customer Service	1										1	3	5
Customer Service - TSO	1										1	3	5
Expedited Passenger Screening Program							2		1	2	2	1	8
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck							2			2	2	1	7
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							1		1				2
Patdown - Flyer							1						1
Patdown - Flyer as Observer									1				1
Screening						1	1	1	2			1	6
Screening - Lengthy Lines									1				1
Screening - Procedures/Process						1	1	1	1			1	5
2022	3	3	5	5	3	5	9	8	5	3	5	10	64
Civil Rights					1		1						2
Civil Rights - Hair Patdowns					1								1
Civil Rights - Transgender Screening							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	2	2		3	6	4	3	2	2	10	37
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1							1				2
Expedited Passenger Screening Program	1	1	2	2		2	6	4	2	2	2	10	34
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 - Damaged/Missing Items--Checked Baggage								1					1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)	1			1		1							3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				1			1		1				3
Property - Special Handling - Damaged Items - Carry-On							1		1				2
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	1	2		1			2	1	1			9
Screening - Inconsistency	1								1				2
Screening - Lengthy Lines			1		1			1					3
Screening - Procedures/Process		1	1					1		1			4
2023	2	12	1	8									23
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program	2	9	1	7									19
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	2	7	1	7									17
Screening		2											2
Screening - Lengthy Lines		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
MBL													2
2021													2
Customer Service													2
Customer Service - TSO													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	5	1	1		2			2	4	20
2020					1								1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
2021				1				1				3	5
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Expedited Passenger Screening Program								1				2	3
Expedited Passenger Screening Program - TSA PreCheck								1				2	3
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
2022	1			2		1		1			2	1	8
Civil Rights	1			1									2
Civil Rights - Racial Profiling or Discrimination	1			1									2
Expedited Passenger Screening Program				1		1				2		1	5
Expedited Passenger Screening Program - TSA PreCheck				1		1				2		1	5
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
2023	1	2	1	2									6
Expedited Passenger Screening Program	1	1	1	2									5
Expedited Passenger Screening Program - TSA PreCheck	1	1	1	2									5
No Jurisdiction			1										1
No Jurisdiction - Refer to CBP		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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			1		3
2021								1					1
Screening								1					1
Screening - Procedures/Process								1					1
2022	1										1		2
Expedited Passenger Screening Program	1										1		2
Expedited Passenger Screening Program													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
MCI	96	114	105	99	46	74	60	87	94	75	84	95	1,029
2020				9	11	11	6	87	1	5	4	8	49
Civil Rights				1									2
Civil Rights - Racial Profiling or Discrimination				1									2
Customer Service				1		1			1	2	1	1	7
Customer Service - Others												1	1
Customer Service - TSO				1		1			1	2	1		6
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				1	2	1					1	2	7
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1		1							3
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	3								5
Patdown - Flyer				1	3								4
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling				4	1	4				2	1	2	14
Property - Special Handling - Damaged Items - Checked						1				1			2
Property - Special Handling - Missing Items - Carry-On				2	1						1		4
Property - Special Handling - Missing Items - Checked				2		3				1		2	8
Screening				1	3	5				1	1	1	12
Screening - Crew Member or Airline Employee					1								1
Screening - Procedures/Process				1	1	5				1	1	1	10
Screening - Security Breach						1							1
2021	7	5	2	8	5	7	12	13	25	20	29	26	159
Civil Rights		1		1		1			1		1	2	7
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination						1			1		1	2	5
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1											1
Customer Service				1	2	1	1	1	6	1	5	4	22
Customer Service - TSO				1	2	1	1	1	6	1	5	4	22
Expedited Passenger Screening Program				1		3	7	6	12	14	21	15	79
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program							2		3				5
Expedited Passenger Screening Program - TSA PreCheck				1		3	4	6	9	14	21	15	73
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property		1	1	1	2			2		1			8
Mishandling of Passenger Property - Damaged/Missin		1	1	2				2					6
Mishandling of Passenger Property - Disa		1								1			2
Patdown		1					1		1	1	1	1	6
Patdown - Flyer		1					1		1	1	1		4
Patdown - Flyer as Observer										1		1	2
Persons w/ Disabilities (PWD)		2						2	2	1	1		8
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	1				2
Persons w/ Disabilities (PWD) - Mobility [1									1		2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Prohibited & Permitted Items							1						2
Prohibited & Permitted Items - General													1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Property - Special Handling		2		2	1	2	1		3	1			12
Property - Special Handling - Damaged Items - Carry-On									1	1			2
Property - Special Handling - Damaged It		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
Screening			3	1	2		1	2		1			13
Screening - Inconsistency				1			1						2
Screening - Procedures/Process			3		2			2		1		3	11
2022	26	44	43	27	30	56	48	74	68	50	51	61	578
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights							1		1	1			3
Civil Rights - National Origin													2
Civil Rights - Race							1			1			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service		3	4	3		3	1	4	4	7	10	6	45
Customer Service - TSO		3	4	3		3	1	4	4	7	10	6	45
Expedited Passenger Screening Program		20	36	34	22	48	40	44	50	32	34	42	429
Expedited Passenger Screening Program - DoD						1	1						2
Expedited Passenger Screening Program		1	5	5	2	2	1	1	3	2	1	1	24
Expedited Passenger Screening Program		19	30	29	20	24	45	38	43	30	32	40	397
Expedited Passenger Screening Program - TSA/DHS		1				1	1	1			1	1	6
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property		1	1						2				6
Mishandling of Passenger Property - Damaged/Missin		1							1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Dam		1											1
No Jurisdiction						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
No Jurisdiction - Refer to Other					1					1			2
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown	2	1	1	1			1	1	1	3	1	1	13
Patdown - Flyer	2		1	1			1	1	1	3	1	1	12
Patdown - General		1											1
Persons w/ Disabilities (PWD)	1		1				1	1	1			1	6
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) - Touch Aversion (pain/trauma)			1					1					2
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling		1	3			3	2			1		2	12
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-C		1					1						2
Property - Special Handling - Missing Items - Checked			1			2				1		1	5
Screening	2	2		1	2	1	2	20	10	5	6	4	55
Screening - Inconsistency							1	1	1	1	2	1	7
Screening - Lengthy Lines	1							14	3				18
Screening - Procedures/Process	1	2		1	2	1	1	5	6	2	4	3	28
Screening - Retrieving Abandoned/Confiscated Items										2			2
TWIC									1				1
TWIC - General									1				1
2023	63	65	60	55									243
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights			1										1
Civil Rights - National Origin			1										1
Customer Service	1	5	4	5									15
Customer Service - TSO	1	5	4	5									15
Expedited Passenger Screening Program	49	52	52	45									198
Expedited Passenger Screening Program	4	1	4	3									12
Expedited Passenger Screening Program	45	51	48	42									186
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	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)	6	2											8
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Medically	2	1											3
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Carry		1		1									2
Screening	5	4	2	2									13
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	3		2										5
Screening - Lengthy Lines	1	2											3
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
MCK			1	2	1	1	3						8
2020						1							1
Customer Service						1							1
Customer Service - TSO						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
2022			1	1									2
Mishandling of Passenger Property				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
2023				1	1								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
MCN	3	3	3	1	2	1	3	1	1		2	2	22
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							1				3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Patdown									1				1
Patdown - Flyer									1				1
Screening	1												1
Screening - Inconsistency	1												1
2022	1	2	2	1		1	3	1			2		13
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreCheck			2										2
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		2
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Persons w/ Disabilities (PWD)	1	1					1						3
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Metal Imp	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
Screening - Procedures/Process							1						1
2023	1		1										2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	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
MCO	651	714	749	878	479	588	517	592	501	486	513	479	7,147
2020				194	178	118	17	28	24	45	45	49	698
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights				5	8	5	1	1		3	3	2	28
Civil Rights - Age				1							1		2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns											1		1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination				3	5	3		1		3		2	17
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					2								2
Civil Rights - Transgender Screening						2	1				1		4
Customer Service				33	28	26	1	9	1	3	3	11	115
Customer Service - CSM								1					1
Customer Service - Others				3	3	4		4					14
Customer Service - TSO				30	25	22	1	4	1	3	3	11	100
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks				9	14	5			2	4	2	2	38
Locks - Missing or Damaged Lock				9	14	5			2	4	2	2	38
Lost and Found				13	1	1							15
Lost and Found - Airport/TSA				13	1	1							15
Mishandling of Passenger Property				44	36	31	6	6	2	13	10	9	157
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	2	4	1			1	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				32	29	23	3	6	2	8	9	6	118
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				9	5	4	1			4		2	25
Patdown				3	5	3							11
Patdown - Flyer				3	4	2							9
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				13	14	3		1		2	4	4	41
Persons w/ Disabilities (PWD) - Autism Spectrum				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							1	3
Persons w/ Disabilities (PWD) - Diabetes				3	3								6
Persons w/ Disabilities (PWD) - Hearing Impairment				1	1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	4	2					1	1	9
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2							2		4
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					2			1					3
Persons w/ Disabilities (PWD) - Service Animals				2						1		1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1	1							3
Property - Special Handling				46	41	24	4	4	14	10	16	15	174
Property - Special Handling - Damaged Items - Carry-On				8	6				1		3		18
Property - Special Handling - Damaged Items - Checked				10	6	7	1	1	4	4	4	9	46
Property - Special Handling - Missing Items - Carry-On				5	6	5	1		2		2	1	22
Property - Special Handling - Missing Items - Checked				23	23	12	2	3	7	6	7	5	88
Request for Assistance					1				1				2
Request for Assistance - Other					1				1				2
Screening				27	30	20	5	7	4	10	7	5	115
Screening - Children				1									1
Screening - Crew Member or Airline Employee								1	1		1		3
Screening - Inconsistency				1	2			1					4
Screening - Lengthy Lines				3	5	2							10
Screening - Procedures/Process				22	21	17	5	4	3	10	6	5	93
Screening - Retrieving Abandoned/Confiscated Items					2								2
Screening - Security Breach						1		1					2
2021	58	62	49	41	65	84	105	162	131	125	155	124	1,161
Airline						1		1	1				3
Airline - Policy/Regulations/Service						1		1	1				3
Civil Rights	3	1	3	4	2	4	3	11	5	4	7	4	51
Civil Rights - Age			1								1		2
Civil Rights - Civil Rights Violation (TSA Employee)									1				1
Civil Rights - Constitutional Rights							1	1				1	3
Civil Rights - Hair Patdowns										1			1
Civil Rights - Hostile Work Environment (TSA Employee)			1										1
Civil Rights - National Origin								2	1				3
Civil Rights - Racial Profiling or Discrimination	2	1	1	1	2	2	2	7	3	3	4	2	30
Civil Rights - Sex/Gender/Gender Identity	1			3		2		1			1		8
Civil Rights - Transgender Screening											1	1	2
Claims			1	1				1					4
Claims - General			1	1				1					4
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	12	11	20	15	22	18	21	25	20	29	24	19	236
Customer Service - CSM					1			1					2
Customer Service - Others	1			1		1	1						4
Customer Service - TCC			2										2
Customer Service - TSO	11	11	18	14	21	17	20	24	20	29	24	19	228
DHS TRIP									1				1
DHS TRIP - General									1				1
Duplicate E-mail											1		1
Duplicate E-mail - 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
Expedited Passenger Screening Program			6	2	6	11	28	51	43	44	75	61	327
Expedited Passenger Screening Program - DoD												2	2
Expedited Passenger Screening Program - Known Crew Member										1			2
Expedited Passenger Screening Program - TSA Application Proc			1				7	4	5	5		4	26
Expedited Passenger Screening Program - TSA PreCheck			5	2	6	11	21	47	38	38	75	54	297
General Aviation				2									2
General Aviation - General				2									2
Hazardous Materials Safety										1		1	2
Hazardous Materials Safety - General										1		1	2
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Identification (ID) Requirements				1							1		2
Identification (ID) Requirements - Domestic											1		1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks			3	1		1	2		1		1	1	10
Locks - Missing or Damaged Lock			3	1		1	2		1		1	1	10
Lost and Found		1		3			2	3		1	1		11
Lost and Found - Airport/TSA		1		3			2	3		1	1		11
Mishandling of Passenger Property	10	16	8	4	4	8	9	5	7	2	7	2	82
Mishandling of Passenger Property - Dam	2	2	2	1	2	2	3	1	1	1	1	1	19
Mishandling of Passenger Property - Dam	7	14	5	2	2	3	6	3	4	1	4	1	52
Mishandling of Passenger Property - Disa	1		1	1		3		1	2		2		11
No Jurisdiction				1				1	1	1			4
No Jurisdiction - No Referral				1				1					2
No Jurisdiction - Refer to Other									1	1			2
No Subject				1									1
No Subject - General				1									1
Patdown	2	4				1	2	2	6	2	4	5	28
Patdown - Flyer	1	2				1	2	1	4	2	4	5	22
Patdown - Flyer as Observer	1	1						1	1				4
Patdown - Non-Flyer		1							1				2
Persons w/ Disabilities (PWD)	5	2	3	3	3	2	6	13	8	3	8	7	63
Persons w/ Disabilities (PWD) - Autism S	1		1	1			1	1			2		7
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes			2	1				2			2	1	8
Persons w/ Disabilities (PWD) - General						1		2	2	1	2	1	9
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					2			3				1	6
Persons w/ Disabilities (PWD) - Medically	2					1	1		3	1	1	1	10
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		1					1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1			1				2
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1							1	1			3
Persons w/ Disabilities (PWD) - Wheelcha	1			1			1	1			1	1	6
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1
Prohibited & Permitted Items	1			1		1	2		1	1	3	5	15
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump										1			1
Prohibited & Permitted Items - Electronic Devices												1	1
Prohibited & Permitted Items - Firearm/Ammunition				1			1						2
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - General											2		2
Prohibited & Permitted Items - Ice/Gel Pa	1					1							2
Prohibited & Permitted Items - Lighters/Matches											1		1
Prohibited & Permitted Items - Liquids/Gels/Aerosols							1					1	2
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items												1	1
Prohibited & Permitted Items - Remains												1	1
Property - Special Handling	17	11	3	1	6	17	14	29	26	18	12	9	163
Property - Special Handling - Damaged Items - Carry-On						2	1	8	6	6	4	2	29
Property - Special Handling - Damaged It	3	3	1		4	5	4	5	6	5	2	3	41
Property - Special Handling - Missing Item	3	2		1		3	3	7	9	4	5	4	41
Property - Special Handling - Missing Item	11	6	2		2	7	6	9	5	3	1		52
Request for Assistance								1					1
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening	7	14	4	2	21	18	18	18	12	17	11	10	152
Screening - Children		1				1		1		1	2		6
Screening - Crew Member or Airline Employee		1	1										2
Screening - Inconsistency		1			8	1	1	5	3	2	2	3	26
Screening - Lengthy Lines							3	3	1	1	2		10
Screening - Procedures/Process	6	11	3	2	13	16	13	9	8	12	5	7	105
Screening - Retrieving Abandoned/Confis	1						1			1			3
2022	214	254	301	240	236	386	395	402	346	316	313	306	3,709
Additional Information Required/Insufficient Information				1								2	3
Additional Information Required/Insufficient Information - EMAIL ONLY				1								2	3
Airline		1	1				1	1	1	1		2	8
Airline - Lost Baggage								1	1			1	3
Airline - Policy/Regulations/Service		1	1				1			1		1	5
Business, Suggestions, and Ideas					1								1
Business, Suggestions, and Ideas - General					1								1
Civil Rights	2	5	7	5	2	5	9	4	5	5	10	5	64
Civil Rights - Age		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 - Constitutional Rights				2				1		1		1	5
Civil Rights - National Origin			1							1	1		3
Civil Rights - Profiling							1						1
Civil Rights - Race					1	4	6	3	2	2	5	3	26
Civil Rights - Racial Profiling or Discrimination	1	2	5	3									11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1		1			1	1	5
Civil Rights - Sexual Orientation - Not Transgender									2	1			3
Civil Rights - Transgender Screening	1	2					1			1	2		7
Claims		1			1	1		1					4
Claims - General		1			1			1					3
Claims - Status						1							1
Customer Service	46	49	34	36	32	49	42	55	53	44	40	27	507
Customer Service - CSM	1												1
Customer Service - Others	1			1	1	1		1					5
Customer Service - TCC						1							1
Customer Service - TSO	44	49	34	35	31	47	42	54	53	44	40	27	500
Expedited Passenger Screening Program	99	112	156	121	130	236	253	244	207	195	200	202	2,155
Expedited Passenger Screening Program - Known Crew Member	1	1		1	1	3	3	1	1	1	2		15
Expedited Passenger Screening Program - Known Crew Member								1	1				2
Expedited Passenger Screening Program	3	15	11	5	8	5	8	9	10	6	4	7	91
Expedited Passenger Screening Program	93	95	145	115	121	228	241	232	195	188	193	194	2,040
Expedited Passenger Screening Program	2	1					1	1			1	1	7
Hazardous Materials Safety									1		1	1	3
Hazardous Materials Safety - General									1		1	1	3
Identification (ID) Requirements	2	1	1										4
Identification (ID) Requirements - Domestic	2	1	1										4
Intranet/Internet Inquiries						1							1
Intranet/Internet Inquiries - General						1							1
Locks	3	1	1	2		2	1			1	2		13
Locks - Missing or Damaged Lock	3	1	1	2		2	1			1	2		13
Lost and Found	1	3	2	1	3	2		1	2	3	4	1	23
Lost and Found - Airport/TSA	1	3	2	1	3	2		1	2	3	4	1	23
Mishandling of Passenger Property	4	5	6	2	4	6	4	9	11	11	14	11	87
Mishandling of Passenger Property - Damaged	3	3	2	1		3		3	2	5	4	4	30
Mishandling of Passenger Property - Damaged/Missing		2	4		4	2	3	6	7	4	10	6	48
Mishandling of Passenger Property - Disposition	1			1		1	1		2	2		1	9
No Jurisdiction		1		3	2	1		4	2	3		1	17
No Jurisdiction - No Referral								3	1	1			5
No Jurisdiction - Refer to CBP		1		1	1	1		1	1	2		1	9
No Jurisdiction - Refer to Other				2	1								3
Patdown	1	8	4	3	1	4	3	7	3	5	6	7	52
Patdown - Children		1		1		2					3	1	8
Patdown - Flyer	1	7	3	2	1	2	3	6	3	5	3	6	42
Patdown - Flyer as Observer				1				1					2
Persons w/ Disabilities (PWD)	11	12	10	8	9	10	12	15	6	9	7	10	119
Persons w/ Disabilities (PWD) - Autism Spectrum				1							1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				2	1	1	1					2	7
Persons w/ Disabilities (PWD) - Diabetes	1		1		1		3	1	3	1	1		12
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1						1		1	3
Persons w/ Disabilities (PWD) - General	2	1	1	1	3	1	1		1		1		12
Persons w/ Disabilities (PWD) - Hearing Impairment		1			1								2
Persons w/ Disabilities (PWD) - Internal Medical Device		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1			1	1						3
Persons w/ Disabilities (PWD) - Medically Necessary	3	6	1		1	2	2	10		4	3	1	33
Persons w/ Disabilities (PWD) - Metal Implants	1			1			1						3
Persons w/ Disabilities (PWD) - Mobility Devices	1				1					1	1	2	9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			2			1		1					4
Persons w/ Disabilities (PWD) - Touch Aids	1	2					1		1				5
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchairs	2	1	1	2	1	4	2	3		2		3	21
Prohibited & Permitted Items	4	3	2										9
Prohibited & Permitted Items - Alcohol and Tobacco		1											1
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Food/Beverages	2												2
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Liquids/Gels	2		1										3
Prohibited & Permitted Items - Marijuana		1											1
Property - Special Handling	20	12	25	16	16	22	18	15	13	12	10	10	189
Property - Special Handling - Damaged Items	8	5	6	4	4	3	8	5	2	3	6	1	55
Property - Special Handling - Damaged Items	4	4	5	4	4	3	1		2	2		2	31
Property - Special Handling - Missing Items	7	2	9	4	6	12	6	6	4	5	1	3	65
Property - Special Handling - Missing Items	1	1	5	4	2	4	3	4	5	2	3	4	38
Request for Assistance		1	1		2	1	1				1		7
Request for Assistance - Non-Persons w/ Disabilities		1											1
Request for Assistance - Other			1		2	1	1				1		6
Screening	21	39	51	42	32	47	51	46	42	27	18	26	442
Screening - Children		2						1					3
Screening - Crew Member or Airline Employee									1	1			2
Screening - Gate Pass										1			1
Screening - Inconsistency	2	2	10	7	4	1	7	6	7	2	1	6	55
Screening - Lengthy Lines	3	11	26	7	14	22	20	16	10	2	2	3	136
Screening - Opposite Gender			1										1
Screening - Procedures/Process	15	24	13	27	13	21	24	20	24	21	13	15	230
Screening - Retrieving Abandoned/Confiscated	1		1	1	1	3		3			2	2	14
TWIC													1
TWIC - General													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2023	379	398	399	403									1,579
Additional Information Required/Insufficient Information			2	2									4
Additional Information Required/Insufficient Information - EMAIL			2	2									4
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - General			1										1
Airline				1	1								2
Airline - Policy/Regulations/Service				1	1								2
Civil Rights	2	3	6	8									19
Civil Rights - Age	1		2										3
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - National Origin			1										1
Civil Rights - Not Specified					1								1
Civil Rights - Perceived Religion					1								1
Civil Rights - Race	1	1	2	2									6
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2		2									4
Civil Rights - Transgender Screening				2									2
Claims	1			1									2
Claims - General				1									1
Claims - Status	1												1
Customer Service	35	35	36	46									152
Customer Service - Others			2										2
Customer Service - TSO	35	35	34	46									150
Expedited Passenger Screening Program	254	270	267	237									1,028
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program	1	3	2	4									10
Expedited Passenger Screening Program	9	11	15	4									39
Expedited Passenger Screening Program	244	255	249	225									973
Expedited Passenger Screening Program - TSA/DHS		1	1	3									5
Hazardous Materials Safety		1		1									2
Hazardous Materials Safety - General		1		1									2
Locks	1	2	2	1									6
Locks - Missing or Damaged Lock	1	2	2	1									6
Mishandling of Passenger Property	12	12	7	12									43
Mishandling of Passenger Property - Dam	3	7	6	8									24
Mishandling of Passenger Property - Dam	6	4	1	3									14
Mishandling of Passenger Property - Disa	3	1		1									5
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	6	3	7	8									24
Patdown - Children			1	2									3
Patdown - Flyer	6	3	5	5									19
Patdown - Flyer as Observer			1	1									2
Persons w/ Disabilities (PWD)	10	13	8	13									44
Persons w/ Disabilities (PWD) - Autism S	2	2	1										5
Persons w/ Disabilities (PWD) - Breast Cancer				2									2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	2										3
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General		2											2
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		1									3
Persons w/ Disabilities (PWD) - Medically	1	1	1										3
Persons w/ Disabilities (PWD) - Mobility D	1	2		2									5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1	1	1									3
Persons w/ Disabilities (PWD) - Respirato	1												1
Persons w/ Disabilities (PWD) - Wheelcha	3	2		7									12
Property - Special Handling	14	6	6	19									45
Property - Special Handling - Damaged It	5	2	1	5									13
Property - Special Handling - Damaged It	3	2		1									6
Property - Special Handling - Missing Item	1	2	2	6									11
Property - Special Handling - Missing Item	5		3	7									15
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	43	53	56	52									204
Screening - Crew Member or Airline Empl	4		2	6									12
Screening - Inconsistency	1	1	15	6									23
Screening - International Screening				1									1
Screening - Lengthy Lines	18	21	21	12									72
Screening - Procedures/Process	17	28	13	27									85
Screening - Retrieving Abandoned/Confis	3	3	4										10
Screening - Security Breach			1										1
TWIC				1									1
TWIC - 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
MCW				1				1					2
2022				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
MDT	22	31	17	27	14	20	18	10	15	13	19	32	238
2020				5	4	3		1	1	1	4	7	26
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service				1		1							1
Customer Service - TSO				1		1							1
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													2
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Property - Special Handling				3	1								5
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked													1
Property - Special Handling - Missing Items - Checked				2	1								3
Screening				1	1	2		1					7
Screening - Inconsistency					1								2
Screening - Lengthy Lines													1
Screening - Procedures/Process				1		1							4
2021	1	3	2	1	2	3	6	1	4	6	2	15	46
Civil Rights													1
Civil Rights - National Origin													2
Civil Rights - Racial Profiling or Discrimination													2
Customer Service				1	1			1	3	2			9
Customer Service - TSO				1	1			1	3	2			9
Expedited Passenger Screening Program													8
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program - TSA Application Program													1
Expedited Passenger Screening Program - TSA PreCheck													6
Locks													1
Locks - Missing or Damaged Lock													2
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--C													1
Mishandling of Passenger Property - Damaged/Missii													2
Mishandling of Passenger Property - Disarrayed Item													1
Patdown													2
Patdown - Children													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Damaged It													1
Screening													3
Screening - Inconsistency													1
Screening - Lengthy Lines													1
Screening - Procedures/Process													2
2022	8	8	7	9	8	14	12	8	10	6	13	10	113
Civil Rights													1
Civil Rights - Race													1
Customer Service													2
Customer Service - TSO													1
Expedited Passenger Screening Program													3
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program - TSA Application Prog													1
Expedited Passenger Screening Program													3
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Disarrayed Item													1
Patdown													1
Patdown - Flyer													1
Patdown - General													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Hearing Impairment													1
Persons w/ Disabilities (PWD) - Internal Medical Devices													1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Liquids/Gels/Aerosols													1
Property - Special Handling													2
Property - Special Handling - Damaged It													1
Property - Special Handling - Damaged It													1
Property - Special Handling - Missing Items - Checked													1
Screening													1
Screening - Procedures/Process													1
2023	13	20	8	12									53
Airline													1
Airline - Policy/Regulations/Service													1
Customer Service													3
Customer Service - TSO													1
Expedited Passenger Screening Program													14
Expedited Passenger Screening Program - DoD													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	11	13	5	8									37
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Patdown		1	1										2
Patdown - Flyer		1	1										2
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Carry-C			1										1
Screening	1			1									2
Screening - Inconsistency	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
MDW	134	129	145	160	90	72	91	111	114	117	128	115	1,406
2020				24	38	11	4	8	13	15	13	15	141
Civil Rights				1							1	1	3
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination				1								1	2
Customer Service				3	12	4		4	2	2	2	2	31
Customer Service - Others					1			1	1				3
Customer Service - TSO				3	11	4		3	1	2	2	2	28
Locks				1	2	1				1	1		6
Locks - Missing or Damaged Lock				1	2	1				1	1		6
Lost and Found				2	1		1			1			5
Lost and Found - Airport/TSA				2	1		1			1			5
Mishandling of Passenger Property				5	8	2	1	2	3	1	5	5	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					2				1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				5	4	1	1	2	1	1	5	3	23
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	1			1			1	5
Patdown				2						1			3
Patdown - Flyer				2									2
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				1	1				1	2	1	1	7
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) - Mobility Disability (Not Wheelchair or Scooter)				1						1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling				7	10	3	1	1	4	4	3	5	38
Property - Special Handling - Damaged Items - Carry-On					1	1						1	3
Property - Special Handling - Damaged Items - Checked				3	2	1			2	2	1	1	12
Property - Special Handling - Missing Items - Carry-On				2	1		1		1	1	2	2	10
Property - Special Handling - Missing Items - Checked				2	6	1		1	1	1	1	1	13
Screening				2	4	1	1	1	3	3		1	16
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1					1			2
Screening - Procedures/Process					2	1	1	1	2	2		1	10
Screening - Security Breach				2	1								3
2021	18	10	7	10	11	13	23	32	32	31	30	35	252
Civil Rights	1						1	1	2	1	3	1	10
Civil Rights - Hair Patdowns								1			1		2
Civil Rights - Racial Profiling or Discrimination	1									1		1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									2				2
Civil Rights - Transgender Screening							1				2		3
Claims			1										1
Claims - General			1										1
Current Topic					1								1
Current Topic - Current Topic					1								1
Customer Service		2	3	6	2	3	8	12	5	10	7	3	61
Customer Service - Others			1			1		1		1			4
Customer Service - TSO		2	2	6	2	2	8	11	5	9	7	3	57
Duplicate E-mail									1		1		2
Duplicate E-mail - General									1		1		2
Expedited Passenger Screening Program					2	6	6	10	15	11	11	22	83
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - TSA Application Program							1	4	1	2		1	9
Expedited Passenger Screening Program - TSA PreCheck					2	6	5	6	14	9	10	21	73
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	1	1						1					3
Locks - Missing or Damaged Lock	1	1						1					3
Lost and Found	2						1			1			4
Lost and Found - Airport/TSA	2						1			1			4
Mishandling of Passenger Property	5	4	2	2				2	2	1	1		19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	4	2	2			1	2		1	1		18
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown					1		1	2	1				5
Patdown - Flyer					1		1	2	1				5
Persons w/ Disabilities (PWD)	2									1			3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Prohibited & Permitted Items					1				1	1	2	1	6
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Prohibited & Permitted Items - Electronic Devices										1			1
Prohibited & Permitted Items - Food/Beverages					1						1	1	3
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items											1		1
Property - Special Handling	5	2		1	4	2	1	3	5	4	3	4	34
Property - Special Handling - Damaged Items - Carry-On		1				1			3	1	1	2	9
Property - Special Handling - Damaged Items - Checked	1				3	1		1	2	2	2	1	13
Property - Special Handling - Missing Items - Carry-On	1						1						2
Property - Special Handling - Missing Items - Checked	3	1		1	1			2		1		1	10
Screening	2	1		1		1	4	1	2	1	2	3	18
Screening - Inconsistency				1				1		1		3	6
Screening - Procedures/Process	2	1				1	4		2		1		11
Screening - Shoe Screening											1		1
2022	44	35	46	41	41	48	64	71	69	71	85	65	680

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Additional Information Required/Insufficient Information												1	1	
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1	
Airline				1							1		2	
Airline - Policy/Regulations/Service				1							1		2	
Civil Rights		1		1	2		1	1	4		1	1	12	
Civil Rights - Constitutional Rights									1				1	
Civil Rights - Hair Patdowns									1				1	
Civil Rights - Perceived Religion				1			1						2	
Civil Rights - Race								1	2			1	4	
Civil Rights - Racial Profiling or Discrimination		1		1									3	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1	
Claims											1		1	
Claims - General											1		1	
Customer Service		8	4	5	2	5	4	6	7	12	10	10	7	80
Customer Service - TSO		8	4	5	2	5	4	6	7	12	10	10	7	80
Expedited Passenger Screening Program		27	28	30	27	27	36	46	53	37	46	53	42	452
Expedited Passenger Screening Program - DoD							1							1
Expedited Passenger Screening Program		1	3		3	1	2		5	3	2	1		21
Expedited Passenger Screening Program		26	25	30	24	26	33	45	48	34	44	52	42	429
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1							1
Locks											1	1	2	
Locks - Missing or Damaged Lock											1	1	2	
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			1	2	1		1	2	3	3	4	2	19	
Mishandling of Passenger Property - Damaged/Missing Items--C				1	1			1	1	2	1	2	9	
Mishandling of Passenger Property - Damaged/Missi			1	1			1	1	2	1	3		10	
No Jurisdiction							1	1	1	1			4	
No Jurisdiction - No Referral									1				1	
No Jurisdiction - Refer to CBP								1					1	
No Jurisdiction - Refer to Other							1			1			2	
Notice of Violation/Civil Penalties				1									1	
Notice of Violation/Civil Penalties - General				1									1	
Patdown		1		1		1	1				1	4	9	
Patdown - Children				1		1							2	
Patdown - Flyer		1					1				1	3	6	
Patdown - Non-Flyer												1	1	
Persons w/ Disabilities (PWD)		2		3	2	4	2	1	1	2	2	1	20	
Persons w/ Disabilities (PWD) - Breast Cancer							1						1	
Persons w/ Disabilities (PWD) - Cognitive		1											1	
Persons w/ Disabilities (PWD) - Diabetes						1		1					2	
Persons w/ Disabilities (PWD) - General						1							1	
Persons w/ Disabilities (PWD) - Medical C		1											1	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1				2	2		6	
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) - Visual Impairment				1									1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2	
Property - Special Handling		1		4	1	5	1		2	3	5	2	24	
Property - Special Handling - Damaged Items - Carry-On				2	1	1	1			1	3	1	10	
Property - Special Handling - Damaged Items - Checked				1									1	
Property - Special Handling - Missing Items - Carry-On				1		2			1	1	1	1	7	
Property - Special Handling - Missing Item		1			2				1	1	1		6	
Screening		4	2	2	3	2	2	5	6	8	5	5	3	47
Screening - Crew Member or Airline Employee										1			1	
Screening - Inconsistency				1		1		2			1		5	
Screening - Lengthy Lines									1				1	
Screening - Procedures/Process		4	2	2	1	2	1	4	4	7	4	4	3	38
Screening - Retrieving Abandoned/Confiscated Items				1				1					2	
2023		72	84	92	85								333	
Additional Information Required/Insufficient Inf		1											1	
Additional Information Required/Insufficient		1											1	
Airline			1										1	
Airline - Policy/Regulations/Service			1										1	
Civil Rights		1	3	3	2								9	
Civil Rights - Race			1	1	1								3	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2	
Civil Rights - Sexual Orientation - Not Tra		1											1	
Civil Rights - Transgender Screening			2		1								3	
Customer Service		11	6	12	13								42	
Customer Service - TSO		11	6	12	13								42	
Expedited Passenger Screening Program		46	54	60	50								210	
Expedited Passenger Screening Program		2	1	2	1								6	
Expedited Passenger Screening Program		44	53	58	49								204	
Locks					1								1	
Locks - Missing or Damaged Lock					1								1	
Mishandling of Passenger Property		2	6	3	1								12	
Mishandling of Passenger Property - Dam		2	2	3									7	
Mishandling of Passenger Property - Damaged/Missi		4		1									5	
No Jurisdiction					1								1	
No Jurisdiction - Refer to Other			1										1	
Patdown		3		1									4	
Patdown - Flyer		3		1									4	
Persons w/ Disabilities (PWD)		3	1	4	3								11	
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1	

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - Medically		1		1									3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Persons w/ Disabilities (PWD) - Wheelcha		1	1		1								3
Property - Special Handling		2	2	2	2								8
Property - Special Handling - Damaged Items - Carry-On				2	1								3
Property - Special Handling - Missing Item		1	2		1								4
Property - Special Handling - Missing Item		1											1
Screening		3	10	7	13								33
Screening - Crew Member or Airline Empl		1	2		1								4
Screening - Inconsistency			1	2	1								4
Screening - Lengthy Lines			1		1								2
Screening - Procedures/Process		2	6	4	7								19
Screening - Retrieving Abandoned/Confiscated Items					3								3
Screening - Shoe Screening				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEI	1		1	2	2	1	2	1		1	1		12
2020				1						1	1		3
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
Screening - Inconsistency												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
2022				1	1		2	1					5
Civil Rights								1					1
Civil Rights - Not Specified								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 - 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
2023	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	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
MEM	87	69	64	66	27	62	39	61	59	69	63	72	738
2020				7	7	7	2	4	8	13	9	8	65
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				2	3	1			1	3	1	2	13
Customer Service - Others												1	1
Customer Service - TSO				2	3	1			1	3	1	1	12
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				2		1			2	2	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			2			1			2	1		1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown							1	2			1	1	5
Patdown - Flyer							1	2			1	1	5
Persons w/ Disabilities (PWD)							1				1	1	3
Persons w/ Disabilities (PWD) - General											1	1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Property - Special Handling				1	2	3	2	1	4	8	3	2	26
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked				1	2	1	1	1	1	1		2	10
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked							1		2	7	3		13
Screening				1				1			1		3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1							1		2
2021	13	1	4	8	4	11	11	11	10	20	18	22	133
Civil Rights							1			1	1		3
Civil Rights - Age							1						1
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service	4		2	4	3		3	3	3	4	2	5	33
Customer Service - TSO	4		2	4	3		3	3	3	4	2	5	33
Expedited Passenger Screening Program						2	1	3	4	9	8	11	38
Expedited Passenger Screening Program - TSA Application Program								1		1	2	2	6
Expedited Passenger Screening Program - TSA PreCheck						2	1	2	4	8	5	9	31
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Locks	1						1	1		1			4
Locks - General								1					1
Locks - Missing or Damaged Lock	1						1			1			3
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3		1	1	1	2	2			1	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	3			1	1	1	2				1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown								1		1	1		3
Patdown - Flyer								1		1			2
Patdown - General											1		1
Persons w/ Disabilities (PWD)	1			1		2		1			1	1	7
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											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	2
Persons w/ Disabilities (PWD) - Prostheses	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Chemical/Household Products											1		1
Property - Special Handling	4	1	1				2	1	3	2	1	3	18
Property - Special Handling - Damaged Items - Carry-On										2			2
Property - Special Handling - Damaged Items - Checked	2		1					1				1	5
Property - Special Handling - Missing Items - Carry-On									1			2	3
Property - Special Handling - Missing Items - Checked	2	1					2		2				8
Screening				1		4	1	1			2		9
Screening - Inconsistency						1					1		2
Screening - Procedures/Process				1		3	1	1			1		7
2022	23	21	29	17	16	44	26	46	41	36	36	42	377
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights	2		1			1	1						5
Civil Rights - Headwear							1						1
Civil Rights - National Origin	1												1
Civil Rights - Race						1							1
Civil Rights - Racial Profiling or Discrimination	1		1										2
Claims				1									1
Claims - General				1									1
Customer Service	6	3	4	2	2	4	5	8	5	2	4	4	49
Customer Service - TSO	6	3	4	2	2	4	5	8	5	2	4	4	49
Duplicate E-mail			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program	13	17	16	14	9	36	18	28	31	26	28	34	270
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	1	2		3	1	1	1	1	2		2		14
Expedited Passenger Screening Program	12	15	14	10	8	35	17	27	28	26	25	34	251
Expedited Passenger Screening Program - TSA/DHS Employee:			2								1		3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1					2	1	1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2	1		1		4
Patdown	1		3		3				1	3	2		13
Patdown - Children			1		1								2
Patdown - Flyer	1		2		2				1	3	2		11
Persons w/ Disabilities (PWD)							1	3		1			5
Persons w/ Disabilities (PWD) - General								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) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling		1				2		1	1	2		2	9
Property - Special Handling - Damaged Items - Carry-On									1	1		1	3
Property - Special Handling - Damaged Items - Checked						1			1	1			3
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked						1						1	2
Screening	1		3		2	1	1	3	1	1	1	2	16
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	1		3		1	1	1	3	1	1	1	1	14
2023	51	47	31	34									163
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Civil Rights			2										2
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Trans			1										1
Customer Service	5	3	2	1									11
Customer Service - TSO	5	3	2	1									11
Expedited Passenger Screening Program	37	38	24	28									127
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	1	1	2	1									5
Expedited Passenger Screening Program	36	37	22	26									121
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Patdown	2		1	1									4
Patdown - Flyer	2		1	1									4
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)			1										1
Property - Special Handling	1		1	2									4
Property - Special Handling - Damaged It	1			2									3
Property - Special Handling - Missing Items - Carry-On			1										1
Screening	5	2	2	1									10
Screening - Lengthy Lines	2	1											3
Screening - Procedures/Process	3	1	2	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
MFE	11	12	9	12	6	2	4	16	6	11	6	7	102
2020					1	1			1		1	3	7
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Patdown													1
Patdown - Flyer													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Missing Items - Checked													2
2021	1	1					2	1		2	1	3	11
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Expedited Passenger Screening Program													7
Expedited Passenger Screening Program - TSA PreCheck													7
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Dam													2
Screening													1
Screening - Procedures/Process													1
2022	4	6	3	5	5	1	2	15	5	9	4	1	60
Civil Rights													2
Civil Rights - Racial Profiling or Discrimination													2
Customer Service													3
Customer Service - TSO													3
Expedited Passenger Screening Program													45
Expedited Passenger Screening Program - Active Du													1
Expedited Passenger Screening Program - TSA Application Pro													3
Expedited Passenger Screening Program													41
Mishandling of Passenger Property													2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
Persons w/ Disabilities (PWD)													1
Persons w/ Disabilities (PWD) - Diabetes													1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Medication/Prescriptio													1
Property - Special Handling													2
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Missing Items - Carry-On													1
Screening													3
Screening - Crew Member or Airline Employee													1
Screening - Procedures/Process													2
TWIC													1
TWIC - General													1
2023	6	5	6	7									24
Expedited Passenger Screening Program													21
Expedited Passenger Screening Program													21
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missii													1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Carry-On													1
Screening													1
Screening - Lengthy Lines													1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFR	9	15	16	18	7	6	13	6	14	10	13	13	140
2020				3	2	1				4	1	1	12
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					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
Patdown - Flyer						1							1
Property - Special Handling				1						2	1	1	5
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items - Checked										2		1	3
Screening				1						1			2
Screening - Procedures/Process				1						1			2
2021	1	1	3		1	1	1	1	1	1	3	3	17
Customer Service			2				1				1	1	5
Customer Service - TSO			2				1				1	1	5
Expedited Passenger Screening Program						1			1	1	2	1	6
Expedited Passenger Screening Program - TSA PreCheck						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 - Dam	1												1
Property - Special Handling						1			1				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked						1							1
Screening			1										1
Screening - Procedures/Process			1										1
2022	3	4	3	6	4	4	12	5	13	5	9	9	77
Civil Rights													1
Civil Rights - Race													1
Customer Service	1	2							1				2
Customer Service - TSO	1	2							1				2
Expedited Passenger Screening Program	2	1	2	3	3	3	10	4	11	5	7	4	55
Expedited Passenger Screening Program - TSA Appl		1					3		1	1			6
Expedited Passenger Screening Program	2		2	3	3	3	7	4	10	4	7	4	49
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			1		1			2	8
Property - Special Handling - Damaged Items - Carry-On			1	2									3
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On							1		1				2
Property - Special Handling - Missing Items - Checked												2	2
Screening				1	1			1			1		4
Screening - Procedures/Process				1	1			1			1		4
2023	5	10	10	9									34
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		2		1									3
Customer Service - TSO		2		1									3
Expedited Passenger Screening Program	4	5	9	6									24
Expedited Passenger Screening Program	4	5	9	6									24
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Screening		2	1	2									5
Screening - Inconsistency		2		2									4
Screening - Procedures/Process			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	7	4	5	5	2	2	2	4	3	10	6	5	55
2020				2						1		1	4
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				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 - Missing Items - Checked										1			1
2021	1		1						1	3	1		7
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
Ombudsman										1			1
Ombudsman - General										1			1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening	1												1
Screening - Procedures/Process	1												1
2022	2	2			2	2	2	4	2	6	5	4	31
Customer Service					1					1		1	3
Customer Service - TSO					1					1		1	3
Expedited Passenger Screening Program	2	2			1	2	1	2	2	4	4	3	23
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA Application Program										1		1	2
Expedited Passenger Screening Program	1	2			1	2	1	2	2	3	4	2	20
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								2			1		3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process								1			1		2
2023	4	2	4	3									13
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
Expedited Passenger Screening Program	3	1	3	3									10
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program	3		2	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
MGW				3			1						4
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
2023				1									1
Civil Rights				1									1
Civil Rights - Race				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHK	1	2	2	1	1	2	1	3	1	2			16
2020						1				1			2
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
2021	1				1	1	1	1		1			6
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
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Touch Av	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
2022		1	2					2	1				6
Expedited Passenger Screening Program		1	1					2	1				5
Expedited Passenger Screening Program - TSA PreC		1	1					2	1				5
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
2023		1		1									2
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				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
MHT	16	16	15	17	8	13	6	8	13	15	13	13	153
2020				4	5	1			2	3		2	17
Customer Service				1		1							2
Customer Service - TSO				1		1							2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property						3			1	2			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						3			1	2			6
Property - Special Handling									1	1		2	4
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
Screening				2	2								4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				2	1								3
2021	4	1		1	1	2	2	1	4	5	2	6	29
Customer Service	1						1			2			4
Customer Service - Others										2			2
Customer Service - TSO	1						1						2
Expedited Passenger Screening Program					1	2			2	2	2	4	13
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck					1	2			2	2	2	3	12
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Real ID									1				1
Mishandling of Passenger Property		1		1			1						3
Mishandling of Passenger Property - Damaged/Missii		1		1			1						3
Patdown	2												2
Patdown - Flyer	1												1
Patdown - Flyer as Observer	1												1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Sporting Goods								1					1
Property - Special Handling	1								1	1		2	5
Property - Special Handling - Damaged It	1								1	1			3
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022	4	5	9	4	2	10	4	7	7	7	11	5	75
Airline						1							1
Airline - Policy/Regulations/Service						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 - TSO								1			1	1	3
Expedited Passenger Screening Program	2	4	9	3	1	8	4	5	6	5	8	3	58
Expedited Passenger Screening Program - TSA Application Program				2				1					3
Expedited Passenger Screening Program	2	4	9	1	1	8	4	4	6	5	8	3	55
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Persons w/ Disabilities (PWD)								1	1			1	3
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	1								1	1		4
Property - Special Handling - Damaged Items - Check		1								1			2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Item	1												1
Screening	1						2						3
Screening - Procedures/Process	1						2						3
2023	8	10	6	8									32
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	8	9	5	6									28
Expedited Passenger Screening Program - TSA Appl		2											2
Expedited Passenger Screening Program	8	7	5	6									26
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 - 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
MIA	310	376	452	651	373	410	274	304	323	302	306	298	4,379
2020				155	149	98	15	18	23	31	20	40	549
Civil Rights				2	1	6			1		2		12
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination				1		5			1		2		9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1							2
Customer Service				14	22	17	2	4	3	4	2	6	74
Customer Service - Others				2	1			1	1				5
Customer Service - TSO				12	21	17	2	3	2	4	2	6	69
Locks				14	16	10		1	2	1		3	47
Locks - General					1								1
Locks - Missing or Damaged Lock				14	15	10		1	2	1		3	46
Lost and Found					1	1				1			3
Lost and Found - Airport/TSA					1	1				1			3
Mishandling of Passenger Property				52	47	30	8	4	7	10	3	12	173
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	2				1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				41	38	26	5	2	5	9	3	11	140
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1				2					3
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checke				8	7	4	3		1	1		1	25
Patdown				4									4
Patdown - Flyer				4									4
Persons w/ Disabilities (PWD)				7	5	3			1	3			19
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				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) - Service Animals				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				1			3
Property - Special Handling				43	41	24	4	7	9	7	9	14	158
Property - Special Handling - Damaged Items - Carry-On				6	3	1		1	1		2		14
Property - Special Handling - Damaged Items - Checked				6	6	7	1	2	2	1		3	28
Property - Special Handling - Missing Items - Carry-On				5	5	5	1	1	1	1	3	2	24
Property - Special Handling - Missing Items - Checked				26	27	11	2	3	5	5	4	9	92
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening				19	15	7	1	2		5	4	5	58
Screening - Lengthy Lines				2	1	1						1	5
Screening - Procedures/Process				17	10	5		2		5	4	4	47
Screening - Retrieving Abandoned/Confiscated Items					2		1						3
Screening - Security Breach					2	1							3
2021	30	33	30	43	38	64	56	97	97	83	115	87	773
Airline						1	1	1					3
Airline - Policy/Regulations/Service						1	1	1					3
Animals						1							1
Animals - Carry-On						1							1
Civil Rights			1	2		3	1	1	3	1	9	6	27
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination				1		2	1	1	3	1	6	4	19
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1							2	2	6
Civil Rights - Sexual Orientation - Not Transgender						1							1
Claims			1		1	1			1				4
Claims - General			1		1	1			1				4
Customer Service		1	13	11	9	12	10	20	26	19	24	10	155
Customer Service - CSM			1										1
Customer Service - Others							1			1			2
Customer Service - TCC			1										1
Customer Service - TSO		1	11	11	9	12	9	20	26	18	24	10	151
Duplicate E-mail				1							1		2
Duplicate E-mail - General				1							1		2
Expedited Passenger Screening Program				2	2	11	14	19	25	37	37	41	188
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - Known Crew Member									1				1
Expedited Passenger Screening Program - TSA Application Program						1	2	3	1	2	2		11
Expedited Passenger Screening Program - TSA PreCheck			2	2	9	12	16	23	35	35	41		175
Hazardous Materials Safety			2			1							3
Hazardous Materials Safety - General			2			1							3
Identification (ID) Requirements						1	1	2				1	5
Identification (ID) Requirements - Domestic						1	1	1				1	4
Identification (ID) Requirements - Real ID								1					1
Locks	2	2		2	1	2	1	1	1		2	1	15
Locks - Missing or Damaged Lock	2	2		2	1	2	1	1	1		2	1	15
Lost and Found		1		1			1	1				1	5
Lost and Found - Airport/TSA		1		1			1	1				1	5
Mishandling of Passenger Property	11	9	5	11	10	4	4	12	4	3	6	1	80
Mishandling of Passenger Property - Dam	1	1	1	1	2	1	1	2	2	1	1	1	15
Mishandling of Passenger Property - Dam	8	8	3	10	7	3	3	9	1	2	5		59
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1		1		1			1	1				5
No Jurisdiction			1			2		3	4		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
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP			1			1		1	3		1		7
No Jurisdiction - Refer to Other						1		1	1		1		4
Patdown	1					1	1	2	2	1	2	1	11
Patdown - Children											1		1
Patdown - Flyer	1					1		2		1	1	1	7
Patdown - Flyer as Observer							1		1				2
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	1	1				2	3	5	3	1	6	3	25
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) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - General						1						1	3
Persons w/ Disabilities (PWD) - Hearing Impairment								1			3		4
Persons w/ Disabilities (PWD) - Internal Medical Devices								2				1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically	1	1				1	1				1		5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1			1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		1	1	1		4
Prohibited & Permitted Items			1	3				1	3	2	2		12
Prohibited & Permitted Items - Alcohol and Tobacco				3						2	2		7
Prohibited & Permitted Items - Electronic Devices											1		1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Prohibited & Permitted Items - Liquids/Gels/Aerosols								1					1
Prohibited & Permitted Items - Sporting Goods									1				1
Property - Special Handling	11	14	5	7	11	15	6	13	15	14	15	14	140
Property - Special Handling - Damaged Items - Carry		2			2		1	1	3	5	4	8	26
Property - Special Handling - Damaged Items - Missing Item	1	1		1	4	8	2	4	4	2	5	1	33
Property - Special Handling - Missing Items - Carry	1				1	1	2	2	2	1	1	3	14
Property - Special Handling - Missing Items - Missing Item	9	11	5	6	4	6	1	6	6	6	5	2	67
Screening	4	5	1	3	4	7	13	16	9	5	9	8	84
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency					1	1	2	2	4		2		12
Screening - Lengthy Lines		1			1	2	2	6	1	2	1	1	17
Screening - Opposite Gender												1	1
Screening - Procedures/Process	4	4	1	3	2	4	9	7	4	2	6	5	51
Screening - Retrieving Abandoned/Confiscated Items								1					1
Screening - Shoe Screening												1	1
Transfer to Security Specialist									1				1
Transfer to Security Specialist - Reportable Communication									1				1
2022	102	132	181	205	186	248	203	189	203	188	171	171	2,179
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Airline					1	1	1	2	1	2	2	1	11
Airline - Policy/Regulations/Service					1	1	1	2	1	2	1	1	10
Airline - Wheelchair Assistance											1		1
Animals	1												1
Animals - Carry-On	1												1
Civil Rights	5	3	2	4	5	5	10	4	2	3	3	4	50
Civil Rights - Age				1			1						2
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 - Profiling						1	1						2
Civil Rights - Race						4	4	4		2	2	1	17
Civil Rights - Racial Profiling or Discrimination	2	3	1	2	3								11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1				3		1		1	2	8
Civil Rights - Sexual Orientation - Not Transgender	1				1								2
Civil Rights - Transgender Screening					1				1				2
Claims	1							2					3
Claims - General	1							2					3
Customer Service	16	22	32	37	25	32	27	22	33	35	31	23	335
Customer Service - TSO	16	22	32	37	25	32	27	22	33	35	31	23	335
DHS TRIP								1	1	1			3
DHS TRIP - General								1	1	1			3
Expedited Passenger Screening Program	48	77	100	108	104	126	111	111	122	99	88	106	1,200
Expedited Passenger Screening Program - DoD			1			1	2	1			1	2	8
Expedited Passenger Screening Program - TSA/DHS	2	4	6	2	2	7	3	4	7	3	3	4	47
Expedited Passenger Screening Program - TSA/DHS	46	72	93	106	102	118	106	106	114	96	84	100	1,143
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	2	1	2	1	1	1	2			12
Locks - General										1			1
Locks - Missing or Damaged Lock	1		1	2	1	2	1	1	1	1			11
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	3	1	4	4	2	4	8	4	7	4	9	3	53
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1		1	3	1	6	2	3	1	20
Mishandling of Passenger Property - Damaged/Missing Items--D	3		2	3	1	3	5	3		2	5	2	29
Mishandling of Passenger Property - Disarrayed Item		1		1					1		1		4
No Jurisdiction		3	3	2	3	4	1	4	3	2	7	2	34

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 - No Referral			1			1		2		1			5
No Jurisdiction - Refer to CBP			1	2	3			2	3	1	6	2	20
No Jurisdiction - Refer to Other			1	3		3	1			1			9
Patdown			1	2	3	4	3	6	1	1	1	3	25
Patdown - Children						1	1						2
Patdown - Flyer			1	2	3	3	2	4	1	1	1	3	21
Patdown - Flyer as Observer						1	1						2
Persons w/ Disabilities (PWD)			1	2	3	4	9	9	5	2	7	2	49
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1		1	1					4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes						2	1			1			4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General			1		1	1		1		2			6
Persons w/ Disabilities (PWD) - Hearing Impairment								2					2
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 Medication				1		1	2				1	3	8
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1	2	1		1		1	7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								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)				1			1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2		1		1	1		5
Prohibited & Permitted Items				2									2
Prohibited & Permitted Items - Alcohol and Tobacco				2									2
Property - Special Handling	14	9	6	18	13	19	8	15	12	17	8	10	149
Property - Special Handling - Damaged Items	3	1	1	6	1	5	1	4	7	6	2	3	40
Property - Special Handling - Damaged Items - Missing Items	3	2	2	3	2	1	3	2	2	1	2	3	26
Property - Special Handling - Missing Items	3	3	2	4	5	7	2	6	2	2	1	1	38
Property - Special Handling - Missing Items - Damaged Items	5	3	1	5	5	6	2	3	1	8	3	3	45
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	10	13	25	22	24	42	21	17	18	14	19	14	239
Screening - Children										1			1
Screening - Crew Member or Airline Employee											1		1
Screening - Cruise Ships							1						1
Screening - Inconsistency	2	3	4	2	4	3	1	2	3	1	2	1	28
Screening - Lengthy Lines	3	1	2	4	10	22	5	6	3		4	2	62
Screening - Procedures/Process	5	9	19	15	10	14	12	7	11	11	11	10	134
Screening - Retrieving Abandoned/Confiscated Items				1		3	2	2	1	1		1	11
Screening - Shoe Screening											1		1
Transfer to Security Specialist				1									1
Transfer to Security Specialist - Reportable Communication				1									1
TWIC				1									1
TWIC - General				1									1
2023	178	211	241	248									878
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Airline	1	1	2	3									7
Airline - Baggage Requirements				1									1
Airline - Lost Baggage	1		1	2									4
Airline - Policy/Regulations/Service		1	1										2
Civil Rights	2	5	1	4									12
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin				1									1
Civil Rights - Race	1	3	1	2									7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1		1									2
Civil Rights - Transgender Screening	1												1
Customer Service	31	31	19	33									114
Customer Service - Others				1									1
Customer Service - TSO	31	31	19	32									113
Expedited Passenger Screening Program	102	129	156	141									528
Expedited Passenger Screening Program - Damaged Items	1	1											2
Expedited Passenger Screening Program - Damaged Items - Missing Items	6	5	6	4									21
Expedited Passenger Screening Program - Damaged Items - Missing Items - Damaged Items	94	123	150	137									504
Expedited Passenger Screening Program - Damaged Items - Missing Items - Damaged Items - Missing Items	1												1
Locks		1	2	2									5
Locks - General				1									1
Locks - Missing or Damaged Lock		1	1	2									4
Lost and Found	1		1										2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	7	10	8	5									30
Mishandling of Passenger Property - Damaged Items	2	4	1	4									11
Mishandling of Passenger Property - Damaged Items - Missing Items	5	3	6	1									15
Mishandling of Passenger Property - Damaged Items - Missing Items - Damaged Items		2											2
Mishandling of Passenger Property - Disarrayed Item	1		1										2
No Jurisdiction	3	1	6	4									14
No Jurisdiction - No Referral				2									2
No Jurisdiction - Refer to CBP	3	1	3	2									9
No Jurisdiction - Refer to Other				3									3
Patdown	1	1	4	5									11
Patdown - Flyer		1	4	5									10
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	3	3	5	5									16
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1									2
Persons w/ Disabilities (PWD) - Medical Devices - At		1		1									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1									2
Persons w/ Disabilities (PWD) - Mobility Devices	1	1		1									3
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchairs	1		1	1									3
Property - Special Handling	7	8	10	15									40
Property - Special Handling - Damaged Items - Carry		2	3	3									8
Property - Special Handling - Damaged Items - Checked	3			4									7
Property - Special Handling - Missing Items - Carry	1	5	2	3									11
Property - Special Handling - Missing Items - Checked	3	1	5	5									14
Screening	20	21	27	30									98
Screening - Children				1									1
Screening - Crew Member or Airline Employee	2	2	8	6									18
Screening - Inconsistency	4	5	3	4									16
Screening - Lengthy Lines	4	4	2	4									14
Screening - Procedures/Process	10	10	14	13									47
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
MKE	63	54	65	60	22	44	55	43	59	48	62	79	654
2020				14	7	5	3	2	5	6	10	10	62
Civil Rights					1						1	1	3
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1							1	2
Customer Service				1		1	1	2	1		1	1	8
Customer Service - TSO				1		1	1	2	1		1	1	8
Locks										1	1	2	4
Locks - Missing or Damaged Lock										1	1	2	4
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				4	2	1	1			2	6	3	19
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2	1	1			2	5	3	17
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) - Diabetes					1								1
Property - Special Handling				7	1	2			3	3	1	2	19
Property - Special Handling - Damaged Items - Carry-On									2				2
Property - Special Handling - Damaged Items - Checked				2					1	1		1	5
Property - Special Handling - Missing Items - Carry-On						2							2
Property - Special Handling - Missing Items - Checked				5	1					2	1	1	10
Screening				1	2	1			1				5
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1	1	1							3
Screening - Retrieving Abandoned/Confiscated Items									1				1
2021	4	3	7	2	1	4	6	15	12	14	8	21	97
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1		2							1		2	6
Civil Rights - Racial Profiling or Discrimination	1		1							1		1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1									1	2
Customer Service		1		1			2	1	1		3	2	11
Customer Service - Others							1						1
Customer Service - TSO		1		1			1	1	1		3	2	10
Expedited Passenger Screening Program			1			1	2	11	8	10	3	14	50
Expedited Passenger Screening Program - TSA Application Program								1				3	4
Expedited Passenger Screening Program - TSA PreCheck			1			1	2	10	8	10	3	11	46
Mishandling of Passenger Property		1	1			1	1		1	1		1	7
Mishandling of Passenger Property - Damaged/Missing		1	1			1	1		1			1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	3	1		1		1	1	2	1	1	1	1	13
Property - Special Handling - Damaged Items	1					1		1	1		1		5
Property - Special Handling - Missing Items	1											1	2
Property - Special Handling - Missing Items	1	1		1			1	1		1			6
Screening			2		1			1		1			5
Screening - Inconsistency										1			1
Screening - Procedures/Process			2		1			1					4
2022	20	22	29	13	14	35	46	26	42	28	44	48	367
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights	1					1		1		2	1		6
Civil Rights - Race						1				2			3
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Transgender Screening								1			1		2
Customer Service			3	1		1	1	2	3	3	2	1	14
Customer Service - TSO			3	1		1	1	2	3	2	2	1	14
Expedited Passenger Screening Program	15	20	22	10	10	30	39	20	36	19	35	40	296
Expedited Passenger Screening Program - DoD						1		1					2
Expedited Passenger Screening Program - TSA Appl		5	2	1	3	1	1		1	1		1	16
Expedited Passenger Screening Program	15	15	20	8	7	28	38	18	35	18	35	39	276
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1				1					2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Lost and Found			1								1		2
Lost and Found - Airport/TSA			1								1		2
Mishandling of Passenger Property			2			1	1		1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
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							3			1	1	3	8
Patdown - Children							1						1
Patdown - Flyer							2			1	1	3	7
Persons w/ Disabilities (PWD)			1		1			2			1		5
Persons w/ Disabilities (PWD) - Diapers/Garments/D			1										1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								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
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objec			1										1
Property - Special Handling	2			1	2	1	1		2		1	1	11
Property - Special Handling - Damaged Items - Carry-On							1		1			1	3
Property - Special Handling - Damaged It	1			1									2
Property - Special Handling - Missing Item	1				2								3
Property - Special Handling - Missing Items - Checked						1			1		1		3
Screening	2		1	1	1	2	1	1	1	3	1	2	16
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		1	1		1		1	1	3	1	2	13
2023	39	29	29	31									128
Civil Rights	1			1									2
Civil Rights - Race	1			1									2
Customer Service	3	2		2									7
Customer Service - TSO	3	2		2									7
Expedited Passenger Screening Program	30	26	23	24									103
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	1	2		1									4
Expedited Passenger Screening Program	29	24	23	22									98
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2		1	1									4
Mishandling of Passenger Property - Dam	1		1										2
Mishandling of Passenger Property - Dam	1			1									2
Persons w/ Disabilities (PWD)	1			1									2
Persons w/ Disabilities (PWD) - Mobility C	1												1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling	1		1	2									4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked				1									2
Property - Special Handling - Missing Items - Carry-On					1								1
Screening	1	1	2	1									5
Screening - Inconsistency				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
MKG			1		2					1			4
2020					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 - Checked					1								1
2022			1							1			2
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Property - Special Handling										1			1
Property - Special Handling - 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
MKK											1		1
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
MLB	6	7	8	6	2	4	8	6	1	6	1	3	58
2020				2		1	8	1	1	2	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
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
2021					1		2	1		1		1	6
Customer Service							1			1			2
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
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
2022	1		2	2	1	3	6	4	1	3		2	25
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Expedited Passenger Screening Program	1		2	1		2	6	2		3		1	18
Expedited Passenger Screening Program	1		2	1		2	6	2		3		1	18
Mishandling of Passenger Property								1	1				2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1	1				2
Patdown								1					1
Patdown - Flyer								1					1
Screening					1	1							2
Screening - Procedures/Process					1	1							2
2023	5	7	6	2									20
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	3	1	1										5
Customer Service - Others			1										1
Customer Service - TSO	3	1											4
Expedited Passenger Screening Program	1	4	5	2									12
Expedited Passenger Screening Program	1	4	5	2									12
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	3	7	5	9	3	6	13	6	7	4	18	2	83
2020				2	1				1	1	2	1	8
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				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
2021		3	1	1	1		3		1		4	1	15
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program					1			1		1		4	7
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA PreCheck				1			1		1		3		6
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
2022	1	1	2	4	1	6	10	6	5	3	12		51
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program	1	1	2	4	1	6	9	4	4	3	11		46
Expedited Passenger Screening Program - TSA Application Program							1		1	1			3
Expedited Passenger Screening Program	1	1	2	4	1	6	8	4	3	2	11		43
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Screening							1	1					2
Screening - Procedures/Process							1	1					2
2023	2	3	2	2									9
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program	1	2	1	2									6
Expedited Passenger Screening Program	1	2	1	2									6
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
MLU	3		5	8		4	2	2	4		1	6	35
2020				3					1		1	6	5
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				2									2
Screening - Children				1									1
Screening - Inconsistency				1									1
2021				2		2		1	1			3	9
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service									1				1
Customer Service - TSO									1				1
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 Checker				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1								2	3
Screening - Inconsistency												1	1
Screening - Procedures/Process				1								1	2
2022			3			2	2	1	2			3	13
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program			1				1	1	2			2	7
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program - TSA PreCheck							1	1	2			2	6
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown							1					1	2
Patdown - Flyer							1					1	2
Screening								1					1
Screening - Inconsistency								1					1
2023	3		2	3									8
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Expedited Passenger Screening Program	1		1	1									3
Expedited Passenger Screening Program	1		1	1									3
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1			2									3
Screening - Inconsistency				1									1
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
MMH				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
MOB	4	3	10	4	4	9	8	3	5	7	12	10	79
2020				3		2			1		2	3	11
Customer Service						1							1
Customer Service - TSO						1							1
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
Patdown									1		1		2
Patdown - Children									1				1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Property - Special Handling				1								1	2
Property - Special Handling - Missing Items - Checked				1								1	2
Screening				1									1
Screening - Children				1									1
2021	1		1					2	2	2	3	1	12
Civil Rights										1			1
Civil Rights - Civil Rights Violation (TSA Employee)										1			1
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program			1					1	1		1	1	5
Expedited Passenger Screening Program - TSA PreCheck			1					1	1		1	1	5
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
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 - Damaged Items - Carry-On									1				1
2022	1	1	4		4	7	8	1	2	5	7	6	46
Additional Information Required/Insufficient Information													1
Additional Information Required/Insufficient Information - EMAIL ONLY													1
Civil Rights					1						1		2
Civil Rights - Race											1		1
Civil Rights - Transgender Screening					1								1
Customer Service							3		1				4
Customer Service - TSO							3		1				4
Expedited Passenger Screening Program	1		3		2	7	3			5	5	3	29
Expedited Passenger Screening Program - TSA Application Program											2		2
Expedited Passenger Screening Program	1		3		2	7	3			5	3	3	27
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
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 - Missing Items - Carry-On									1				1
Screening		1			1						1		3
Screening - Inconsistency					1								1
Screening - Procedures/Process		1									1		2
2023	2	2	5	1									10
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program		2	5	1									8
Expedited Passenger Screening Program - TSA PreC		2	5	1									8
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
MOT	3	4	6	3	5	5	3	1	6	3	3	1	43
2020				1	1	3			1		1	1	8
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
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
2021	1	1				1	1		1		1		6
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/Missii			1						1				2
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
2022			2		4	1	2	1	4	3	1		18
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program			1		4	1	2	1	2		1		12
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA PreCheck			1		4	1	1	1	2		1		11
Property - Special Handling			1								1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked			1										1
Screening									2	1			3
Screening - Procedures/Process									2	1			3
2023	2	3	4	2									11
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	1	2	4	2									9
Expedited Passenger Screening Program	1	2	4	2									9
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
MRY	8	6	7	5	5	7	1	7	3	7	6	8	70
2021	1	1	1	1	1	2		4		3	1	4	19
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program								2		2	1	3	8
Expedited Passenger Screening Program - DoD											1		1
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		2	5
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
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 - 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 - Inconsistency								1					1
Screening - Procedures/Process								1					1
2022	5	3		1	4	5	1	3	3	4	5	4	38
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Civil Rights						1							1
Civil Rights - Transgender Screening						1							1
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program	4	3		1	3	5	1	3	2	3	5	3	33
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	4	2		1	3	5	1	3	2	3	5	2	31
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Patdown													1
Patdown - Flyer													1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
2023	2	2	6	3									13
Expedited Passenger Screening Program	2	1	4	3									10
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Application Pro			1										1
Expedited Passenger Screening Program	2		3	3									8
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
MSL						1		2			3		6
2021								1			1		2
Customer Service								1			1		2
Customer Service - TSO								1			1		2
2022						1		1			2		4
Expedited Passenger Screening Program						1		1			1		3
Expedited Passenger Screening Program - TSA PreCheck						1		1			1		3
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
MSN	25	27	24	32	11	38	21	12	20	12	17	22	261
2020				6	3	4		1		1	2	1	18
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	2
Customer Service - TSO				1								1	2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1							1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			2				1		4
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Property - Special Handling				1			1				1	1	4
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items - Checked							1						2
Screening				1				1					3
Screening - Procedures/Process				1				1					3
2021	3	1	2	3		4	5		5	4	5	4	36
Civil Rights	2	1	1				1						5
Civil Rights - Racial Profiling or Discrimination	2	1	1				1						5
Customer Service				1					2	2			6
Customer Service - TSO				1					2	2			6
Expedited Passenger Screening Program			1					2	1	1	5	2	12
Expedited Passenger Screening Program - TSA PreCheck			1					2	1	1	5	2	12
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			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	1									1			2
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items - Checked										1			1
Screening				2			1						4
Screening - Children							1						1
Screening - Procedures/Process				2									3
2022	8	12	13	8	8	30	16	11	15	7	10	17	155
Civil Rights			1						1	2			4
Civil Rights - Race									1	2			3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	2		4									1	8
Customer Service - TSO	2		4									1	8
Expedited Passenger Screening Program	4	12	6	8	8	28	14	8	12	5	7	14	126
Expedited Passenger Screening Program	2	3	1							1			7
Expedited Passenger Screening Program	2	9	5	8	8	28	14	8	12	4	7	14	119
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--Checked Baggage	1										1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	1						1	1					3
Patdown - Flyer	1						1	1					3
Property - Special Handling			1							1			2
Property - Special Handling - Missing Items - Carry-On			1							1			2
Screening							1	1	2		1	1	7
Screening - Children												1	1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency									1				1
Screening - Procedures/Process							1	1			1		3
Screening - Retrieving Abandoned/Confiscated Items									1				1
2023	14	14	9	15									52
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program	11	11	9	14									45
Expedited Passenger Screening Program - TSA Application Process			1										1
Expedited Passenger Screening Program	11	11	8	14									44
Patdown	1	1											2
Patdown - Flyer	1	1											2
Screening	1	2											3
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency		1											1
Screening - Procedures/Process		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSO	15	7	2	18	7	9	4	6	9	9	12	18	116
2020				3	1	2				1	1		8
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					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							2
Screening - Procedures/Process				1		1							2
2021	2	1	1	1		2	1		2	3	3	4	20
Customer Service	1			1						1			3
Customer Service - TSO	1			1						1			3
Expedited Passenger Screening Program						2			2		3	4	11
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck						2			1		3	4	10
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
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 - Checke		1											1
2022	3	3		7	6	5	3	6	7	5	8	14	67
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service												1	1
Customer Service - TSO												1	1
Expedited Passenger Screening Program	3	3		7	6	5	3	4	6	4	8	11	60
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program	3	3		7	5	5	3	4	6	4	8	11	59
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Screening								2				1	3
Screening - Inconsistency								1					1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process								1					1
2023	10	3	1	7									21
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	9	3	1	6									19
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	8	3	1	6									18
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
MSP	306	328	316	420	220	241	205	206	225	233	294	265	3,259
2020				63	63	25	3	9	8	17	28	16	232
Civil Rights				3	4	1		1	1	2	3	3	18
Civil Rights - Age					1								1
Civil Rights - Hair Patdowns				1						1		1	3
Civil Rights - National Origin						1					2		3
Civil Rights - Racial Profiling or Discrimination				1				1	1	1	1	2	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	2								3
Civil Rights - Transgender Screening					1								1
Customer Service				12	12	5		3		3	4	1	40
Customer Service - Others					1			1					2
Customer Service - TSO				12	11	5		2		3	4	1	38
Locks				3	3	1	1	1	1		1		11
Locks - Missing or Damaged Lock				3	3	1	1	1	1		1		11
Lost and Found				4	1	2				1			8
Lost and Found - Airport/TSA				4	1	2				1			8
Mishandling of Passenger Property				13	16	8		1	2	1	8	2	51
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	2				1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				9	10	5		1		1	8	1	35
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	4	3			1			1	10
Patdown				5	2		1						8
Patdown - Flyer				5	2		1						8
Persons w/ Disabilities (PWD)				1	3	2				1	1	2	10
Persons w/ Disabilities (PWD) - Diabetes						2						1	3
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		1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1
Property - Special Handling				14	11	2		2	3	4	7	4	47
Property - Special Handling - Damaged Items - Carry-On				3							2		5
Property - Special Handling - Damaged Items - Checked				3	1				2	2	1	1	10
Property - Special Handling - Missing Items - Carry-On				3	2							2	7
Property - Special Handling - Missing Items - Checked				5	8	2		2	1	2	4	1	25
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				8	11	4	1	1	1	4	4	4	38
Screening - Inconsistency				1						1	1	1	4
Screening - Lengthy Lines				2	2								4
Screening - Procedures/Process				4	9	4	1	1	1	3	3	3	29
Screening - Security Breach				1									1
2021	21	15	13	12	18	32	39	39	52	65	65	89	460
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights	2	1			1			1		2	2	1	10
Civil Rights - Racial Profiling or Discrimination	2							1			2	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1			1					1			3
Civil Rights - Transgender Screening										1			1
Customer Service	6	1	5	3	7	4	7	5	9	10	10	8	75
Customer Service - Others												1	1
Customer Service - TCC					1								1
Customer Service - TSO	6	1	5	3	6	4	7	5	9	10	10	7	73
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program			3		3	15	16	16	26	35	37	59	210
Expedited Passenger Screening Program - Known Crew Member											1		1
Expedited Passenger Screening Program - TSA Application Process			1			1	5	1	3	1	3	8	23
Expedited Passenger Screening Program - TSA PreCheck			2		3	14	11	15	23	34	33	51	186
General Aviation				1									1
General Aviation - General				1									1
Identification (ID) Requirements				1			1		1	1			4
Identification (ID) Requirements - Domestic				1			1			1			3
Identification (ID) Requirements - Real ID									1				1
Locks	2						1	1		1			5
Locks - General								1					1
Locks - Missing or Damaged Lock	2						1			1			4
Lost and Found					1		1	1					3
Lost and Found - Airport/TSA					1		1	1					3
Mishandling of Passenger Property	3	5		4	1		2			3			18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	1			2									3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	5		2	1		2			2			13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1										1		2
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown		1	1		1	1		1	2	4	4	2	17
Patdown - Children									1			1	2
Patdown - Flyer		1			1	1		1	1	3	3	1	12
Patdown - Flyer as Observer			1							1			2
Patdown - General											1		1
Persons w/ Disabilities (PWD)	4	1			1	1	2	1	4	2		2	18
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medical	2												2
Persons w/ Disabilities (PWD) - Medically Necessary		1							1			1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aids	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		2				3
Prohibited & Permitted Items			1			1		1	1	1		2	7
Prohibited & Permitted Items - Beauty & Grooming Items										1			1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - General								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1									2	3
Prohibited & Permitted Items - Remains						1							1
Property - Special Handling	2	3	1	1		4	6	5	4	5	4	3	38
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Property - Special Handling - Damaged Items - Checked		1		1			1	2		2	1	1	9
Property - Special Handling - Missing Items - Carry-On		1				1	2	2	1	1	1	1	10
Property - Special Handling - Missing Items - Checked	2	1	1			3	2	1	3	2	1	1	17
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	2	2	1	2	3	5	3	6	5	4	5	10	48
Screening - Inconsistency					2						1		3
Screening - Lengthy Lines						2	2	1	1			2	8
Screening - Procedures/Process	2	2	1	2	1	3	1	4	4	4	3	8	35
Screening - Retrieving Abandoned/Confiscated Items								1			1		2
2022	102	143	123	134	139	184	163	158	165	151	201	160	1,823
Additional Information Required/Insufficient Information		1										1	2
Additional Information Required/Insufficient Information - Other		1										1	2
Airline			1								1		2
Airline - Policy/Regulations/Service			1										1
Airline - Wheelchair Assistance										1			1
Civil Rights	2	2	2		2	2	3		3	2	2	3	23
Civil Rights - Age	1						1						2
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns		1										1	2
Civil Rights - Perceived Religion							1						1
Civil Rights - Race						2			2	1	1	2	8
Civil Rights - Racial Profiling or Discrimination	1	1			1								3
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		2
Claims			1				1						2
Claims - Status			1				1						2
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	10	11	4	11	4	12	7	9	14	6	8	14	110
Customer Service - CSM				1									1
Customer Service - Others				2		1							3
Customer Service - TSO	10	11	4	8	4	11	7	9	14	6	8	14	106
Expedited Passenger Screening Program	72	107	92	100	118	159	127	130	130	120	163	119	1,437
Expedited Passenger Screening Program - DoD		1			1		1	4			1		8
Expedited Passenger Screening Program - Other	2	13	6	7	5	6	9	6	3	5	1	1	63
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	70	93	86	93	112	159	120	116	123	117	157	118	1,364
Hazardous Materials Safety		1		1					1	1			4
Hazardous Materials Safety - General		1		1					1	1			4
Locks						2		1	1		1	1	6
Locks - General								1					1
Locks - Missing or Damaged Lock						2			1		1	1	5
Lost and Found					2							1	3
Lost and Found - Airport/TSA					2							1	3
Mishandling of Passenger Property		2	2	2	4	1	2	4	2	2	3	2	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1	1		1		1	1		1	6
Mishandling of Passenger Property - Damaged/Missing Items - Checked		1	2	1	2		1	3	1	1	1		13
Mishandling of Passenger Property - Disarrayed Item		1			1			1			2	1	6
No Jurisdiction		1		1		1	2				1		6
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP		1				1	2						4
No Jurisdiction - Refer to Other											1		1
Patdown	3	6	2	4	2		4	1	3	2	7	7	41
Patdown - Children									1				1
Patdown - Flyer	1	4	2	4	2		4	1	2	2	6	7	35
Patdown - Flyer as Observer	2	2									1		5
Persons w/ Disabilities (PWD)	4	4	3	3	1	1	3	1		2	4	2	28
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		1	1										2
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) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary		1					1	1		1		1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1		1		2						4
Persons w/ Disabilities (PWD) - Prosthesis		1	1								2		4
Persons w/ Disabilities (PWD) - Respiratory		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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) - Wheelchair	2	1									1		4
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Property - Special Handling	5	1	7	4	2	3	2	3		4	4	3	38
Property - Special Handling - Damaged Items	1		3		1			3					8
Property - Special Handling - Damaged Items - Checked	1		1	1	1					2			7
Property - Special Handling - Missing Items	3		1	2		1	1				3	2	13
Property - Special Handling - Missing Items - Checked		1	2	1		1	1			2	1	1	10
Screening	6	6	9	8	4	3	12	9	11	12	7	7	94
Screening - Inconsistency	2	1		1	1	1	2	1		2			12
Screening - International Screening						1							1
Screening - Lengthy Lines	1	1	2	3		1	1	1	3	1	3		17
Screening - Procedures/Process	3	4	5	3	3		9	7	7	8	4	6	59
Screening - Retrieving Abandoned/Confiscated Items		2	1						1	1			5
2023	183	170	180	211									744
Airline				1									1
Airline - Wheelchair Assistance				1									1
Civil Rights	3	3	3	2									11
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin	1												1
Civil Rights - Not Specified		1											1
Civil Rights - Race	1	1	3	1									6
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Transgender Screening	1												1
Customer Service	14	8	11	10									43
Customer Service - TSO	14	8	11	10									43
Expedited Passenger Screening Program	148	143	152	180									623
Expedited Passenger Screening Program - Checked	3	4	6	3									16
Expedited Passenger Screening Program - TSA/DHS	145	138	146	177									606
Locks		2											2
Locks - General		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2	1	3										6
Mishandling of Passenger Property - Damaged/Missing	1												1
Mishandling of Passenger Property - Damaged/Missing - Checked		1											1
Mishandling of Passenger Property - Disposition	1		3										4
No Jurisdiction	1	1	1	2									5
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP	1	1		1									3
No Jurisdiction - Refer to Other			1										1
Patdown	2	3		3									8
Patdown - Flyer	2	2		2									6
Patdown - Flyer as Observer				1									1
Patdown - General		1											1
Persons w/ Disabilities (PWD)	3		2	1									6
Persons w/ Disabilities (PWD) - Autism Spectrum	1												1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medically	2		1	1									4
Property - Special Handling	2	2	3	2									9
Property - Special Handling - Damaged Items	2	1	1										4
Property - Special Handling - Missing Items - Carry-Covered		1	1										2
Property - Special Handling - Missing Items - Checked		1	1	2									3
Screening	8	7	5	10									30
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1	2		1									4
Screening - Lengthy Lines	1		1	2									4
Screening - Procedures/Process	4	3	3	7									17
Screening - Retrieving Abandoned/Confiscated Items	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
MSS			1			2							3
2022			1			2							3
Expedited Passenger Screening Program			1			2							3
Expedited Passenger Screening Program - TSA PreC			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
MSY	173	161	148	191	98	139	132	140	131	142	126	129	1,710
2020				36	39	32	5	7	12	18	16	10	175
Civil Rights				1	1					2			4
Civil Rights - Racial Profiling or Discrimination				1	1					2			4
Customer Service				5	9	1	1		1	7		2	26
Customer Service - TSO				5	9	1	1		1	7		2	26
Locks				1	1			1			1		4
Locks - Missing or Damaged Lock				1	1			1			1		4
Mishandling of Passenger Property				13	14	9	1	2	4	2	3	1	49
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1				1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				12	13	7		2	3	2	2	1	42
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		2	1				1		5
Patdown				2	1					1			4
Patdown - Flyer				2	1					1			4
Persons w/ Disabilities (PWD)				1	1	1			1	1	1	2	8
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												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) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling				8	8	16	3	2	6	1	8	3	55
Property - Special Handling - Damaged Items - Carry-On				1	1	1					2	1	6
Property - Special Handling - Damaged Items - Checked				2					1				3
Property - Special Handling - Missing Items - Carry-On				4	2	4		1	2		1		14
Property - Special Handling - Missing Items - Checked				1	5	11	3	1	3	1	5	2	32
Screening				5	4	5		2		4	3	2	25
Screening - Procedures/Process				5	4	5		2		4	3	2	25
2021	11	11	6	12	11	10	21	24	31	41	36	22	236
Civil Rights						1	1	1	2	1	3		9
Civil Rights - Constitutional Rights								1					1
Civil Rights - Racial Profiling or Discrimination									2	1	2		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1				1		3
Customer Service	2	2	3	3	2	4	2	4	7	9	7	3	48
Customer Service - Others								1					1
Customer Service - TSO	2	2	3	3	2	4	2	3	7	9	7	3	47
Expedited Passenger Screening Program			1	2	3	3	8	10	11	20	18	13	89
Expedited Passenger Screening Program - TSA Application Program				1	2	1		1	1		2		8
Expedited Passenger Screening Program - TSA PreCheck			1	1	1	2	8	9	10	20	16	12	80
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property					4	1	1			1	1		15
Mishandling of Passenger Property - Damaged/Missing Items		1	1	1	1							1	5
Mishandling of Passenger Property - Damaged/Missing Items - Checked		2	1	1	3		1				1		9
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown								1					3
Patdown - Flyer								1					3
Persons w/ Disabilities (PWD)		1		1				1	1	2	2		8
Persons w/ Disabilities (PWD) - Diabetes									1		1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				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) - Service Animals								1		1			2
Prohibited & Permitted Items				1	1				1	1			4
Prohibited & Permitted Items - Electronic Devices				1									1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1				1			2
Property - Special Handling	6	3			1	1	5	1	6	2	2	2	29
Property - Special Handling - Damaged Items	1	1							3	1			6
Property - Special Handling - Damaged Items - Checked	2	2			1		2		2	1	1	1	12
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items - Checked	2					1	3	1	1		1	1	10
Screening	1	2		1	2	1	4	5	3	6	2	1	28
Screening - Inconsistency					2			1			1		4
Screening - Lengthy Lines								2	2	3	1	1	9
Screening - Procedures/Process	1	2		1		1	4	2	1	3			15
2022	39	50	55	44	48	97	106	109	88	83	74	97	890
Airline				1							1		2
Airline - Policy/Regulations/Service				1									1
Airline - Wheelchair Assistance											1		1
Civil Rights	2	1					1		1	1		3	9
Civil Rights - Race							1		1			1	3
Civil Rights - Racial Profiling or Discrimination	2												2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1		2	3
Civil Rights - Transgender Screening		1											1
Customer Service	2	3	3	2	4	5	10	10	9	7	2	7	64
Customer Service - TSO	2	3	3	2	4	5	10	10	9	7	2	7	64
Expedited Passenger Screening Program	28	36	44	36	40	79	76	86	68	64	59	74	690
Expedited Passenger Screening Program - Active Duty Military												1	1
Expedited Passenger Screening Program - DoD		1		1			4						6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program	3	1	2		1		4	8	3	2	1	2	27
Expedited Passenger Screening Program	24	34	41	35	39	79	68	78	65	62	58	71	654
Expedited Passenger Screening Program	1		1										2
Locks			2				1						3
Locks - Missing or Damaged Lock			2				1						3
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property		1		1		1	3	3	1	2		1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missii		1		1		1	2	2	1	2		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
No Jurisdiction													2
No Jurisdiction - Refer to Other													2
Patdown		1	1		1	1	2	1	1		5	6	19
Patdown - Flyer		1			1	1	2	1	1		5	6	18
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	2			1	3	5	1	3	3	1		20
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1	1			2
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		1				1				1			3
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) - Prosthesi	1							1					2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1					1		2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Food/Beve	1												1
Property - Special Handling	4	3	2	3		2	1	1		3	1		20
Property - Special Handling - Damaged It	1		1	2						3	1		8
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Missing Items - Carry-C		2		1									3
Property - Special Handling - Missing Item	2	1	1			1	1	1					7
Screening	1	3	2	2	1	6	7	7	5	3	5	4	46
Screening - Cruise Ships											1		1
Screening - Inconsistency			1				2	1	1				5
Screening - Lengthy Lines					1	5	2	1	1		1	1	12
Screening - Procedures/Process	1	3	1	2		1	3	5	3	2	3	3	27
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	123	100	87	99									409
Airline			1	1									2
Airline - Lost Baggage			1	1									2
Civil Rights	4	3	1	1									9
Civil Rights - Civil Rights Violation (TSA Employee)		1											1
Civil Rights - Race	2	1	1	1									5
Civil Rights - Sex/Gender/Gender Identity	2	1											3
Customer Service	5	8	8	8									29
Customer Service - Others			1										1
Customer Service - TSO	5	8	7	8									28
Expedited Passenger Screening Program	100	74	67	79									320
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	3	2	3	1									9
Expedited Passenger Screening Program	96	72	63	78									309
Mishandling of Passenger Property	2	3	1	1									7
Mishandling of Passenger Property - Dam	1	1											2
Mishandling of Passenger Property - Dam	1	2	1	1									5
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	4	2	3	2									11
Patdown - Flyer	4	1	3	2									10
Patdown - General		1											1
Persons w/ Disabilities (PWD)		2											2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	2	2	1	2									7
Property - Special Handling - Damaged It	2	1		1									4
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checke		1	1										2
Screening	6	6	4	4									20
Screening - Inconsistency		3											3
Screening - Lengthy Lines	2		1										3
Screening - Procedures/Process	4	3	2	3									12
Screening - Retrieving Abandoned/Confiscated Items			1	1									2
TWIC				1									1
TWIC - 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
MTJ	3	6	17	26	13	10	3	2	2	2	4	11	99
2020				2	2							1	5
Customer Service				1	1								2
Customer Service - TSO				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
2021	2	1		1	5	1		2			4	3	19
Civil Rights								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2				2								4
Customer Service - TSO	2				2								4
Expedited Passenger Screening Program											2	3	5
Expedited Passenger Screening Program - TSA PreCheck											2	3	5
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
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Sporting Goods											1		1
Property - Special Handling			1								1		2
Property - Special Handling - Missing Items - Checke			1								1		2
Screening					1	1							2
Screening - Inconsistency					1								1
Screening - Procedures/Process						1							1
2022	1	1	8	20	6	9	3		2	2		7	59
Customer Service		1	2	3	2				1	1		1	11
Customer Service - TSO		1	2	3	2				1	1		1	11
Expedited Passenger Screening Program			5	11	3	7	3		1			6	36
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Proq			2										2
Expedited Passenger Screening Program - TSA PreCheck			2	11	3	7	3		1			6	33
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown				1									1
Patdown - Children				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			3	1	2				1			8
Screening - Inconsistency				2		1				1			4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1			1		1							3
2023		4	9	3									16
Expedited Passenger Screening Program		4	5	3									12
Expedited Passenger Screening Program - TSA PreC		4	5	3									12
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Screening				2									2
Screening - Lengthy Lines				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
MVY										1	5	6	12
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
2021										1	1		2
Expedited Passenger Screening Program										1	1		2
Expedited Passenger Screening Program - TSA PreCheck										1	1		2
2022											4	4	8
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program											2	4	6
Expedited Passenger Screening Program - TSA PreCheck											2	4	6
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
MWA			1	1			1			1			4
2021										1			1
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
2022				1			1						2
Civil Rights							1						1
Civil Rights - Not Specified							1						1
Customer Service				1									1
Customer Service - TSO					1								1
2023			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
MYR	59	36	22	27	15	17	16	37	57	43	39	48	416
2020					4	1	1	37	2	3	5	3	19
Customer Service											2		2
Customer Service - TSO											2		2
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property					2				1		2	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2				1		2	2	7
Patdown					1				1	1			3
Patdown - Flyer					1				1	1			3
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										2			2
Screening - Crew Member or Airline Employee										1			1
Screening - Procedures/Process										1			1
2021	5	3		3	1	3	6	10	21	22	6	16	96
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights									1			3	4
Civil Rights - Headwear									1				1
Civil Rights - Racial Profiling or Discrimination												2	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Claims							1						1
Claims - General							1						1
Customer Service		1		1				3	9	5	1	3	23
Customer Service - CSM										1			1
Customer Service - Others									2				2
Customer Service - TSO		1		1				3	7	4	1	3	20
Expedited Passenger Screening Program							1	1	3	6	12	1	8
Expedited Passenger Screening Program - TSA PreCheck							1	1	3	6	12	1	8
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--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1							1		1			3
Mishandling of Passenger Property - Disposition	1												1
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown	1								1			1	3
Patdown - Flyer	1								1				2
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)						1	1	2		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			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	1	1	1	2	1	10
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked Baggage							1						3
Property - Special Handling - Missing Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Checked				1						1	1	1	4
Screening		1				1	2		2	2	1		9
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1				1	1		2	2	1		8
2022	17	12	14	12	10	13	9	27	34	18	28	29	223
Civil Rights	1		1					1		2		1	6
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race								1		1			2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Claims						1							1
Claims - General						1							1
Customer Service	2					1			3			1	7
Customer Service - TSO	2					1			3			1	7
Expedited Passenger Screening Program	13	9	12	8	6	10	7	24	24	15	19	19	166
Expedited Passenger Screening Program	2	1							2	2	1	2	10
Expedited Passenger Screening Program	11	8	12	8	6	10	7	24	22	13	18	17	156
Human Capital					1								1
Human Capital - Prospective Employment with TSA					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	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	1	2
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			1			1		4		8
Patdown - Flyer	1		1			1			1		3		7
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)		1		1			1				1	2	6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes		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) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Property - Special Handling									1				3
Property - Special Handling - Damaged Items - Carry-On													3
Property - Special Handling - Damaged Items - Checked								1					1
Screening		1		3		2	1	1	5	1	2	2	18
Screening - Inconsistency									1				1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		3			1	1	1	4	1	2	15
2023	37	21	8	12									78
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights	1	1	1										3
Civil Rights - Not Specified		1											1
Civil Rights - Race	1												1
Civil Rights - Transgender Screening			1										1
Customer Service	1	1		1									3
Customer Service - TSO	1	1		1									3
Expedited Passenger Screening Program	29	15	6	9									59
Expedited Passenger Screening Program	29	15	6	9									59
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		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
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	5	2											7
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency	1	1											2
Screening - Procedures/Process	3	1											4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NYL	1	3		3	1		2		2	3	1	3	19
2020				1			1						2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ				1									1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2021	1			1					1	2		3	8
Customer Service				1						1		1	3
Customer Service - TSO				1						1		1	3
Expedited Passenger Screening Program										1		2	3
Expedited Passenger Screening Program - TSA PreCheck										1		2	3
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening		1											1
Screening - Procedures/Process		1											1
2022		3		1	1		1		1	1	1		9
Expedited Passenger Screening Program		1		1	1		1		1	1	1		3
Expedited Passenger Screening Program - TSA PreC		1					1				1		3
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Screening			2	1					1				4
Screening - Procedures/Process			2						1				3
Screening - Shoe Screening				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAJ	5	6	5	8	2	10	7	5	3	4	4	2	61
2020				7	1	4			1	1	3	1	18
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
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property							1				2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1				1		2
Mishandling of Passenger Property - Disarranged 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		3
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	1				1	4		2	1	1		11
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
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/Missii			1				1						2
Mishandling of Passenger Property - Disarranged 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
2022	2	3	3	1	1	5	3	5		2		1	26
Civil Rights				1				2				1	4
Civil Rights - Profiling								1					1
Civil Rights - Race								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					4
Customer Service - TSO	1	1	1					1					4
Expedited Passenger Screening Program		1				1	2	1					5
Expedited Passenger Screening Program - TSA PreC		1				1	2	1					5
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
Persons w/ Disabilities (PWD)						1	2						3
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
Property - Special Handling - Damaged It		1											1
Screening				2		2	1	1		2			8
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1									1
Screening - Procedures/Process						2	1	1		2			6
2023	2	2	2										6
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Prosthesis	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
OAK	88	100	98	105	52	48	57	72	59	88	80	102	949
2020				35	18	12	2	6	7	18	8	19	125
Civil Rights				2	2						1		5
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination				1	1						1		3
Civil Rights - Transgender Screening					1								1
Customer Service				3	1	3	1			2	1	4	15
Customer Service - TSO				3	1	3	1			2	1	4	15
Locks				3					2		1	1	7
Locks - General												1	1
Locks - Missing or Damaged Lock				3					2		1		6
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				13	5	1		1	1	7	1	5	34
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	5	1		1	1	6	1	4	26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				5								1	7
Patdown				2	3					1			6
Patdown - Flyer				2	3					1			6
Persons w/ Disabilities (PWD)					1		1			1		1	4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1		1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Property - Special Handling				7	4	4		2	3	4	4	6	34
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked				3	1	2		1		1	1	2	11
Property - Special Handling - Missing Items - Carry-On				1				1	1				3
Property - Special Handling - Missing Items - Checked				3	2	2			2	3	3	4	19
Screening				4	1	3		2		3		1	14
Screening - Procedures/Process				4	1	3		1		3		1	13
Screening - Security Breach								1					1
2021	6	5	5		9	8	9	19	9	24	24	30	148
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights					1			1					2
Civil Rights - Racial Profiling or Discrimination					1			1					2
Customer Service		1	1		1	1	2	2	1	4	2	2	17
Customer Service - TSO		1	1		1	1	2	2	1	4	2	2	17
Expedited Passenger Screening Program			1		2	4	3	13	7	12	18	20	80
Expedited Passenger Screening Program - TSA Application Program							1	2	1		2	4	10
Expedited Passenger Screening Program - TSA PreCheck			1		2	4	2	11	6	12	16	16	70
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Mishandling of Passenger Property	5	1	1						1	1	1		10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	5	1	1						1	1	1		10
Persons w/ Disabilities (PWD)						1				3	1	1	6
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Prohibited & Permitted Items					1							1	2
Prohibited & Permitted Items - Electronic Devices												1	1
Prohibited & Permitted Items - Food/Beverages					1								1
Property - Special Handling	1	3	1		3	1	1	1		4	2	3	20
Property - Special Handling - Damaged Items - Carry-On										2			2
Property - Special Handling - Damaged Items - Checked		1			1					2		1	5
Property - Special Handling - Missing Items - Carry-On				1			1	1			1		4
Property - Special Handling - Missing Items - Checked	1	2	1		1	1					1	2	9
Screening					1	1	2	2				2	8
Screening - Inconsistency					1			1					2
Screening - Procedures/Process						1	2	1				2	6
2022	26	36	40	23	25	28	46	47	43	46	48	53	461
Airline							1		1		1		3
Airline - Policy/Regulations/Service							1		1		1		3
Civil Rights	2	1		1	1	1				2	2		10
Civil Rights - Age	1												1
Civil Rights - Perceived Religion									1				1
Civil Rights - Race						1			1	1			3
Civil Rights - Racial Profiling or Discrimination	1	1		1									3
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Claims										1			1
Claims - Status										1			1
Customer Service	4	2	1		1	2	2	4	5	1	3	1	26
Customer Service - TSO	4	2	1		1	2	2	4	5	1	3	1	26
Expedited Passenger Screening Program	10	31	35	17	19	20	38	32	31	38	41	44	356
Expedited Passenger Screening Program - TSA Appl		2	2		1		5		3	2	4	3	22
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	10	29	33	17	18	20	33	32	28	36	36	41	333
Mishandling of Passenger Property		2	1	3		1	1	2	1				11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		2		2		1	1	2	1				9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1									2
Notice of Violation/Civil Penalties					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Notice of Violation/Civil Penalties - General					1								1
Patdown	1						1		3			2	7
Patdown - Flyer	1						1		3			1	6
Patdown - General												1	1
Persons w/ Disabilities (PWD)			1				1	1	1	1	1	1	7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1					1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1	1			3
Persons w/ Disabilities (PWD) - Service Animals											1	1	2
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Knives/Toc	1												1
Property - Special Handling	1		1	2		1	1	1		1		1	9
Property - Special Handling - Damaged It	1												1
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
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	7		1		2	3	2	6		2	2	3	28
Screening - Inconsistency					1		1	2					4
Screening - Lengthy Lines						1					1		2
Screening - Procedures/Process	7		1		1	2	1	4		2	1	3	22
2023	56	59	53	47									215
Civil Rights	2	2		1									5
Civil Rights - Age		1											1
Civil Rights - Race	1			1									2
Civil Rights - Transgender Screening	1	1											2
Customer Service	3	4	1	5									13
Customer Service - TSO	3	4	1	5									13
DHS TRIP		1											1
DHS TRIP - General		1											1
Expedited Passenger Screening Program	42	43	46	35									166
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	3		1									5
Expedited Passenger Screening Program	41	40	45	34									160
Mishandling of Passenger Property	2	1		2									5
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
Patdown	1	1	3	1									6
Patdown - Flyer	1	1	2	1									5
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Property - Special Handling	3	3	2										8
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checl		2											2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Item	2	1	1										4
Screening	2	4	1	3									10
Screening - Crew Member or Airline Empl	1												1
Screening - Procedures/Process	1	4	1	3									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
OGD					1		1	1	1				4
2021					1				1				2
Civil Rights									1				1
Civil Rights - Constitutional Rights									1				1
Customer Service					1								1
Customer Service - TCC					1								1
2022							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
OGG	108	90	88	137	45	67	65	78	84	97	113	96	1,068
2020				17	13	13	3	78	2	1	1	2	52
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service				5	1	2	2			1		1	12
Customer Service - TSO				5	1	2	2			1		1	12
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				3	6	3			1		1		14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	5	3			1		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
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 Medical Supplies					1								1
Property - Special Handling				2	3	1			1			1	8
Property - Special Handling - Damaged Items - Checked					1							1	2
Property - Special Handling - Missing Items - Carry-On					2								2
Property - Special Handling - Missing Items - Checked				2		1			1				4
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening				1	1	5	1						8
Screening - Lengthy Lines					1	2							3
Screening - Procedures/Process				1		3	1						5
2021	2	5		3	2	7	12	20	27	32	47	15	172
Civil Rights								1			3	1	5
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimination								1			2		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		1		3		1	3	3	9	7	5	1	33
Customer Service - Others				1									1
Customer Service - TSO		1		2		1	3	3	9	7	5	1	32
Expedited Passenger Screening Program					1	1	5	14	14	19	25	9	88
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program					1			2	1				4
Expedited Passenger Screening Program - TSA PreCheck							5	12	13	19	25	9	83
Locks						1	1						2
Locks - Missing or Damaged Lock						1	1						2
Mishandling of Passenger Property	2	2					1		1		2		8
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Dam	2	1							1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				2		3
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		2					1	1	2	1	5	1	13
Property - Special Handling - Damaged Items - Carry-On										1	2	1	4
Property - Special Handling - Damaged Items - Check		1						1	1				3
Property - Special Handling - Missing Items - Carry-On											3		3
Property - Special Handling - Missing Items - Checke		1					1		1				3
Screening					1	3	1	1	1	5	6	3	21
Screening - Children												1	1
Screening - Inconsistency										1			1
Screening - Lengthy Lines									1	2	5		8
Screening - Procedures/Process					1	3	1	1		2	1	2	11
2022	35	33	29	53	30	47	50	58	55	64	65	79	598
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Civil Rights	2	1			2	1	1		1	3	1		12
Civil Rights - Hair Patdowns	1												1
Civil Rights - Race						1	1			1			3
Civil Rights - Racial Profiling or Discrimination		1			1								2
Civil Rights - Screening of Religious or Cultural Garments										1	1		2
Civil Rights - Sex/Gender/Gender Identity	1				1				1	1			4
Customer Service	2	4	7	10	2	5	6	6	2	6	4	3	57
Customer Service - TSO	2	4	7	10	2	5	6	6	2	6	4	3	57
Expedited Passenger Screening Program	24	26	18	36	21	33	34	44	49	49	54	40	428
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - Known Crew Member								1					1
Expedited Passenger Screening Program	2	5	1	5		1	2	1	1	3	1		22
Expedited Passenger Screening Program	22	21	17	31	21	32	32	42	48	45	52	40	403
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			1					1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction				1				1					2
No Jurisdiction - Refer to CBP								1					1
No Jurisdiction - Refer to Other				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	2		1		8
Patdown - Children										1			1
Patdown - Flyer		1					2	2	2				7
Persons w/ Disabilities (PWD)	2			1		2		1	1		2	28	37
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Diabetes						1					1		2
Persons w/ Disabilities (PWD) - General	1											3	4
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												23	23
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1			1				3
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	1		1	2	3		1	2	1		1		12
Property - Special Handling - Damaged It	1			2			1	1					5
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	1			3
Screening	3	1	2	2	1	4	5	2	1	2	3	7	33
Screening - Inconsistency	1			1		1	1					1	5
Screening - Lengthy Lines					1		2		1		2	1	7
Screening - Procedures/Process	2	1	2	1		3	2	2		2	1	5	21
2023	71	52	59	64									246
Civil Rights		2	1										3
Civil Rights - Race		1	1										2
Civil Rights - Transgender Screening		1											1
Customer Service	2	2	4	8									16
Customer Service - TSO	2	2	4	8									16
Expedited Passenger Screening Program	50	33	42	42									167
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program - TSA Appl		3	1	3									7
Expedited Passenger Screening Program	49	30	41	39									159
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	5	1									7
Patdown - Flyer		1	5	1									7
Persons w/ Disabilities (PWD)	16	6	1	1									24
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Metal Imp	14	5	1										20
Persons w/ Disabilities (PWD) - Wheelcha	2												2
Property - Special Handling		1	1	1									3
Property - Special Handling - Missing Items - Carry-C		1		1									2
Property - Special Handling - Missing Items - Checked			1										1
Screening	2	7	4	10									23
Screening - Inconsistency		1	2	2									5
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	2	6	2	7									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
OGS				1	2	1	1			1			6
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
Patdown										1			1
Patdown - Flyer										1			1
Screening							1						1
Screening - Procedures/Process							1						1
2022					2								2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					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
OKC	34	61	62	58	32	37	35	33	51	45	44	41	533
2020				7	10	4	5		1	6	3	3	39
Civil Rights					1								1
Civil Rights - Hair Patdowns					1								1
Customer Service				1								2	3
Customer Service - Others												2	2
Customer Service - TSO				1									1
Mishandling of Passenger Property						2		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		2			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) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling				3	2	3	2			3	1		14
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked				2	1	3	1						7
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked					1		1			3			5
Screening				1	4		1		1	2		1	10
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1	3		1		1	2		1	9
2021	2	4	5	3	3	7	9	13	21	8	18	13	106
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	1	1	3	1	1	1	1	1	2		2	2	16
Customer Service - CSM			1										1
Customer Service - TSO	1	1	2	1	1	1	1	1	2		2	2	15
Expedited Passenger Screening Program					2	3	4	4	13		12	9	51
Expedited Passenger Screening Program - DoD										1		2	3
Expedited Passenger Screening Program - TSA Application Program									2				2
Expedited Passenger Screening Program - TSA PreCheck					2	3	4	4	11	3	12	7	46
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	1		1					2					4
Mishandling of Passenger Property - Dam	1		1					2					4
Patdown							2			1			3
Patdown - Flyer							2						2
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)								2					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				2		2	2	1	1		9
Property - Special Handling - Damaged Items - Carry-On						1		1	1				3
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checke		1						1		1			3
Screening		1	1	2		1	2	1	3	2	2	1	16
Screening - Inconsistency			1					1	1	1			4
Screening - Lengthy Lines							1			1			2
Screening - Procedures/Process		1		2		1	1		2		2	1	10
2022	14	29	20	11	19	26	21	20	29	31	23	25	268
Airline											1		1
Airline - Baggage Requirements											1		1
Civil Rights				1			3				1	1	6
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Race							2						2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1	6			3	3	1	1			1		16
Customer Service - TSO	1	6			3	3	1	1			1		16
Expedited Passenger Screening Program	5	19	15	8	15	17	15	15	21	28	17	22	197
Expedited Passenger Screening Program - DoD					1						1		2
Expedited Passenger Screening Program	1	2			2	3			1	3	1	1	14
Expedited Passenger Screening Program	4	17	15	8	12	14	15	14	20	25	15	21	180
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								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 - Damaged/Missing Items--Checked Baggage										1	1		2
No Jurisdiction						1					1		2
No Jurisdiction - Refer to Other						1					1		2
Patdown				1		1	1		1				4
Patdown - Flyer				1		1	1						3
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	1					1			1		1	1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Im		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
Property - Special Handling			1								1		2
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
Property - Special Handling - Missing Items - Checked			1										1
Screening	7	4	4	1		4	1	4	6			1	32
Screening - Inconsistency									1				1
Screening - Lengthy Lines	1	1	1			1		4					8
Screening - Procedures/Process	5	3	3	1		3			5			1	21
Screening - Retrieving Abandoned/Confis	1						1						2
2023	18	28	37	37									120
Customer Service	1	2	1	1									5
Customer Service - Others		1											1
Customer Service - TSO	1	1	1	1									4
Expedited Passenger Screening Program	16	26	29	32									103
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA Appl			2	1									3
Expedited Passenger Screening Program	16	24	29	30									99
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	1		5	4									10
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency			1	1									2
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process	1		2	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
OLF			1										1
2022			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
OMA	69	62	68	76	49	45	42	49	42	62	57	60	681
2020				10	9	7	1	4	3	8	4	10	56
Civil Rights				2	1	1							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				1	1	1				1	1		5
Customer Service - TSO				1	1	1				1	1		5
Locks					1	1				1		1	4
Locks - Missing or Damaged Lock					1	1				1		1	4
Mishandling of Passenger Property				1	3	2	1	1	1	1	2	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	2	1	1	1	1	2	1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2								2
Patdown				2	1								3
Patdown - Flyer				2	1								3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling				2	1	1		2	1	2		2	11
Property - Special Handling - Damaged Items - Checked								1	1	2			4
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Checked				1	1	1						2	5
Screening				1	1	1		1	1	3	1	6	15
Screening - Procedures/Process				1	1	1		1	1	2	1	6	14
Screening - Retrieving Abandoned/Confiscated Items										1			1
2021	9	6	5	5	7	6	13	14	10	19	17	14	125
Civil Rights			1		1		2	1	1	1	1		8
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination					1		1		1	1	1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Sexual Orientation - Not Transgender								1					1
Claims							1						1
Claims - General							1						1
Customer Service	1	3	2	2	1		1	1	2		3	3	19
Customer Service - TCC				2									2
Customer Service - TSO	1	3	2		1		1	1	2		3	3	17
DHS TRIP								1					1
DHS TRIP - General								1					1
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Expedited Passenger Screening Program							1	4	3	6	9	5	28
Expedited Passenger Screening Program - TSA Application Program									1			2	3
Expedited Passenger Screening Program - TSA PreCheck							1	4	2	6	9	3	25
Locks							1		1				2
Locks - Missing or Damaged Lock							1		1				2
Mishandling of Passenger Property	3			3		2	1	2		1	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	3			2			1	1		1	1		9
Patdown	2				1		1			4	2	2	12
Patdown - Flyer	2						1			4	2	2	11
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)							1	1		2		1	5
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) - Service Animals							1						1
Prohibited & Permitted Items			1			1	2			1		1	6
Prohibited & Permitted Items - Alcohol and Tobacco							1						1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1					1	2
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1				1			2
Property - Special Handling	1	2			1	2	1	3		3		1	14
Property - Special Handling - Damaged Items - Carry-On								1				1	2
Property - Special Handling - Damaged Items - Checked		2			1	1	1	1		2			8
Property - Special Handling - Missing Items - Checked	1							1					2
Property - Special Handling - Missing Items - Checked						1				1			2
Screening	2	1			3	1	1	1	3	1	1	1	15
Screening - Children								1					1
Screening - Inconsistency									1		1		2
Screening - Procedures/Process	1				2	1	1		2	1		1	9
Screening - Security Breach	1				1								2
Screening - Shoe Screening		1											1
2022	20	21	24	17	33	32	28	31	29	35	36	36	342
Airline				2									2
Airline - Policy/Regulations/Service				2									2
Civil Rights		1	3	1	1			1					7
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination		1	3	1	1								6
Customer Service	3	2	2	1	4	3	4	4	3	6	4	9	45
Customer Service - TSO	3	2	2	1	4	3	4	4	3	6	4	9	45
Expedited Passenger Screening Program	8	15	14	8	21	27	19	23	23	23	26	23	230
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program	1	1	1				1						4
Expedited Passenger Screening Program - TSA Appl		3				1		2		1	1	2	10
Expedited Passenger Screening Program	7	11	13	8	21	26	18	21	23	22	24	21	215
Locks							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1	1		2	1	1		2	1	2	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			1				2
Mishandling of Passenger Property - Damaged/Missii		1		1				1		1			4
Mishandling of Passenger Property - Disa	1			1	1			1		1	1		6
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	1	1			1		1	1			4		9
Patdown - Children		1			1		1						3
Patdown - Flyer	1							1			4		6
Persons w/ Disabilities (PWD)	2	1	1	1	2								7
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) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1	1											2
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Breast Milk	1												1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling			2	1	1	1			2	1		1	9
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			3
Property - Special Handling - Missing Items - Checked			1						1				2
Screening	3		1	1	2		3			3	1	3	17
Screening - Inconsistency							2					2	4
Screening - Procedures/Process	3		1	1	1					3	1	1	11
Screening - Retrieving Abandoned/Confiscated Items					1		1						2
2023	40	35	39	44									158
Civil Rights		1	1										2
Civil Rights - Race			1										1
Civil Rights - Transgender Screening		1											1
Customer Service	5	1	2	4									12
Customer Service - TSO	5	1	2	4									12
Expedited Passenger Screening Program	31	30	31	32									124
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	30	28	30	32									120
Expedited Passenger Screening Program - TSA/DHS		1											1
Mishandling of Passenger Property		1		2									3
Mishandling of Passenger Property - Damaged/Missii		1											1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				2									2
No Jurisdiction	1												1
No Jurisdiction - Refer to Other	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				2									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	2	2	4	3									11
Screening - Lengthy Lines	1	1											2
Screening - Procedures/Process	1	1	3	3									8
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
OME			1			1		1	2				5
2022						1		1	2				4
Civil Rights						1							1
Civil Rights - Not Specified						1							1
Expedited Passenger Screening Program								1	2				3
Expedited Passenger Screening Program - TSA PreCheck								1	2				3
2023				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
ONT	60	74	77	81	41	60	47	54	52	51	64	74	735
2020				19	13	8	2	2	3	5	5	10	67
Civil Rights													3
Civil Rights - Racial Profiling or Discrimination													2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender													1
Customer Service				3	3	1	2	1	2	1	1		14
Customer Service - TSO				3	3	1	2	1	2	1	1		14
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				7	4	1		1		1	3	2	19
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	4			1		1	3	1	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1							3
Patdown				1	2	1							4
Patdown - Flyer				1	2	1							4
Persons w/ Disabilities (PWD)				1	1					1			3
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling				5		3				1	1	2	12
Property - Special Handling - Damaged Items - Checked				1		1					1	2	5
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked				3		2				1			6
Screening				1	2	2			1	1		3	10
Screening - Procedures/Process				1	2	2			1	1		3	10
2021	10	7	9	7	5	12	8	11	15	13	16	27	140
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	1	1	3	2	1	4	1	4	3	2		7	29
Customer Service - TSO	1	1	3	2	1	4	1	4	3	2		7	29
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program			1		1	1	3	2	4	3	7	9	31
Expedited Passenger Screening Program - TSA Application Program												2	2
Expedited Passenger Screening Program - TSA PreCheck			1		1	1	3	2	4	3	7	7	29
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Minors Domestic												1	1
Lost and Found										2			2
Lost and Found - Airport/TSA										2			2
Mishandling of Passenger Property	3	5	1	1		1	1	1	1				14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		1		1									2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	3	4	1			1							9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1	1				3
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)		1				1			1	1		3	7
Persons w/ Disabilities (PWD) - Diabetes												1	1
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											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Prohibited & Permitted Items			1	1									2
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling	4		1	1		2	1	3	3	1	3	4	23
Property - Special Handling - Damaged Items - Carry-On								1	2	1			4
Property - Special Handling - Damaged Items - Checked	1		1	1							2	1	6
Property - Special Handling - Missing Items - Carry-On	1					1		1	1			2	6
Property - Special Handling - Missing Items - Checked	2					1	1	1			1	1	7
Screening	2			1	3	3	2	1	2	4	3	3	24
Screening - Children										1			1
Screening - Inconsistency				1		1						1	3
Screening - Lengthy Lines						1	1			2	2		6
Screening - Procedures/Process	2				3		1	1	2	1	1	2	13
Screening - Retrieving Abandoned/Confiscated Items						1							1
2022	14	28	27	23	23	40	37	41	34	33	43	37	380
Civil Rights		1	1		1		3	1	1	3		1	12
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin									1	1			2
Civil Rights - Not Specified										1			1
Civil Rights - Race							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	3	5	2	2	2	8	4	4	3	6	1	2	42
Customer Service - TSO	3	5	2	2	2	8	4	4	3	6	1	2	42
Expedited Passenger Screening Program	5	14	17	14	16	20	24	26	21	17	31	30	235
Expedited Passenger Screening Program - DoD									1			1	2
Expedited Passenger Screening Program - TSA Application Program	1	2	2		4			2	1	1	4	5	22
Expedited Passenger Screening Program - TSA PreCheck	4	12	15	14	12	20	24	24	19	16	27	24	211
Locks							1	2					3
Locks - Missing or Damaged Lock							1	2					3
Lost and Found		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property			1	2		1	1			2			7
Mishandling of Passenger Property - Damaged/Missin			1	1		1							3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			2			3
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checke				1									1
Patdown			2	1									3
Patdown - Flyer			2	1			6	2		2	1	2	16
Persons w/ Disabilities (PWD)		2	1	1		2	2		3		6		17
Persons w/ Disabilities (PWD) - Autism S		1							1				2
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) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medicatio				1					1		2		4
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) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1		1		2
Property - Special Handling		1	1	2	2		1	4	2		2	1	16
Property - Special Handling - Damaged Items - Carry-On					1						1	1	3
Property - Special Handling - Damaged It			1	1				1					4
Property - Special Handling - Missing Items - Carry-C			1				1	1	1		1		5
Property - Special Handling - Missing Items - Checked				1				2	1				4
Screening		3	2	3	3	2	1	4	4	3	2	1	31
Screening - Inconsistency							1	1	2				4
Screening - Lengthy Lines										1	1		2
Screening - Procedures/Process		2	2	3	3	2	2	1	2	2	1		22
Screening - Retrieving Abandoned/Confis		1						1					2
Screening - Shoe Screening												1	1
2023	36	39	41	32									148
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		1	1	1									3
Civil Rights - Race		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		3	1	1									5
Customer Service - TSO			3	1	1								5
Expedited Passenger Screening Program	28	28	27	27									110
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	26	25	27	27									105
Expedited Passenger Screening Program - TSA/DHS		2											2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		2	2	3									7
Mishandling of Passenger Property - Damaged/Missin			1	2									3
Mishandling of Passenger Property - Dam			1	1									2
Mishandling of Passenger Property - Disa		1	1										2
Patdown		1			1								2
Patdown - Flyer					1								1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)		1	1	1									3
Persons w/ Disabilities (PWD) - Internal Medical Dev			1										1
Persons w/ Disabilities (PWD) - Medically		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Property - Special Handling		1	1	4									6
Property - Special Handling - Damaged Items - Carry-On				2									2
Property - Special Handling - Damaged It			1										1
Property - Special Handling - Missing Items - Checke			1	2									3
Screening		2	2	3	3								10
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		2	1		2								5
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
ORD	630	666	717	650	309	581	551	481	515	517	601	626	6,844
2020				96	92	60	10	15	19	46	44	34	416
Civil Rights				6	3	4	2	2		4	3		24
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination				3	1	3	2	1		2	2		14
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1	1					1		5
Civil Rights - Sexual Orientation - Not Transgender					1					1			2
Civil Rights - Transgender Screening								1					1
Customer Service				23	23	10	2	2	2	10	4	3	79
Customer Service - Others					3		1			1		1	6
Customer Service - TSO				23	20	10	1	2	2	9	4	2	73
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks				3	3	4		1	1	1		1	14
Locks - Missing or Damaged Lock				3	3	4		1	1	1		1	14
Lost and Found				2	3	1	1		1	1		2	11
Lost and Found - Airport/TSA				2	3	1	1		1	1		2	11
Mishandling of Passenger Property				24	22	15		2	4	11	12	8	98
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	3	1							6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				19	16	14		2	2	9	11	7	80
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				3	3				2	2	1	1	12
Patdown				3	2	2				1	2		10
Patdown - Flyer				3	2	2				1	2		10
Persons w/ Disabilities (PWD)				3	5	2	1			5	1	1	18
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - General										1		1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2	2	1						5
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				2	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) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				25	21	19	1	5	5	11	15	14	116
Property - Special Handling - Damaged Items - Carry-On				2							1	2	5
Property - Special Handling - Damaged Items - Checked				2	3	4		1	1	4	4	3	22
Property - Special Handling - Missing Items - Carry-On				3	5	4	1	2	2		3	3	23
Property - Special Handling - Missing Items - Checked				18	13	11		2	2	7	7	6	66
Screening				7	10	3	3	2	6	2	7	4	44
Screening - Inconsistency											1		1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				6	9	3	3	2	6	2	6	4	41
Screening - Security Breach				1									1
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2021	58	28	36	23	34	50	76	96	114	128	147	148	938
Airline									1	1			2
Airline - Lost Baggage										1			1
Airline - Policy/Regulations/Service									1				1
Animals			1										1
Animals - Checked			1										1
Civil Rights	2	1	1		2	2	2	5	3	4	7	4	33
Civil Rights - National Origin							1	1					2
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination	1	1	1		1	2		2	2	1	4	3	18
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Sex/Gender/Gender Identity	1						1	2		2	2		8
Civil Rights - Sexual Orientation - Not Transgender									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	15	20	17	26	16	168
Customer Service - Others						1			1			1	3
Customer Service - TCC												1	1
Customer Service - TSO	13	8	13	8	9	8	14	15	19	17	26	14	164
DHS TRIP									1				2
DHS TRIP - General											1		1
DHS TRIP - Status									1				1
Expedited Passenger Screening Program			2	1	5	12	31	41	59	72	83	108	414
Expedited Passenger Screening Program - DoD									1	1			2
Expedited Passenger Screening Program - TSA Application Program						1	5	4	4	2	4	12	32
Expedited Passenger Screening Program - TSA PreCheck			2	1	5	11	26	37	53	69	78	96	378
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1		1		2
Hazardous Materials Safety									1				1
Hazardous Materials Safety - General									1				1
Human Capital										1			1
Human Capital - Current Employee										1			1
Identification (ID) Requirements								1			1		2
Identification (ID) Requirements - Domestic								1			1		2
Locks	1		1		1		2	1	1			1	8
Locks - General					1							1	1
Locks - Missing or Damaged Lock	1		1		1		2	1	1				7
Lost and Found	3			1		1	1		1		1		8
Lost and Found - Airport/TSA	3			1		1	1		1		1		8
Mishandling of Passenger Property	10	10	7	8	6	1	5	5	1	5	5	1	64

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	4		2				1		2			11
Mishandling of Passenger Property - Dam	6	4	7	5	5	1	5	3	1	2	5	1	45
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1	2		1	1			1		1			7
No Jurisdiction			2	2				1	1		2		8
No Jurisdiction - Refer to CBP			1	2				1	1		2		7
No Jurisdiction - Refer to Other			1										1
No Subject						1							1
No Subject - General						1							1
Patdown			2		1	2				4	2	5	16
Patdown - Flyer			1		1	2				4	2	5	15
Patdown - General			1										1
Persons w/ Disabilities (PWD)	1					4	2	1	2	2		2	14
Persons w/ Disabilities (PWD) - General						2	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 Necessary Medication and Medical Supplies										2			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Service A	1					1		1					3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1						2
Prohibited & Permitted Items			1		1			1	2	4	2		11
Prohibited & Permitted Items - Alcohol and Tobacco										1	2		3
Prohibited & Permitted Items - Beauty & Grooming Items								1					1
Prohibited & Permitted Items - Food/Beverages					1								1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									2				2
Prohibited & Permitted Items - Liquids/Gels/Aerosols										2			2
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items										1			1
Property - Special Handling	20	7	1	3	5	13	12	22	14	13	14	7	131
Property - Special Handling - Damaged It	1	1			1		2		1	2	3		11
Property - Special Handling - Damaged It	4	1		1	2	7	6	6	1		2	2	32
Property - Special Handling - Missing Item	3	1	1			2	1	2	2	5	3	4	24
Property - Special Handling - Missing Item	12	4		2	2	4	3	14	10	6	6	1	64
Screening	8	2	5		3	5	7	3	7	5	3	4	52
Screening - Crew Member or Airline Employee			1					1					2
Screening - Inconsistency	1				1		2	1	2				7
Screening - Lengthy Lines								1	2		1		4
Screening - Procedures/Process	7	2	3		2	5	4	1	3	4	2	4	37
Screening - Retrieving Abandoned/Confiscated Items			1							1			2
2022	168	217	238	166	183	471	465	370	382	343	410	444	3,857
Additional Information Required/Insufficient Information				1							1		2
Additional Information Required/Insufficient Information - EMAIL ONLY				1							1		2
Airline	1	1	1		1	1	2	2	3	1	1	1	15
Airline - Lost Baggage						1		1	2	1			5
Airline - Policy/Regulations/Service	1	1	1		1		2	1	1		1	1	10
Civil Rights	3	3	2		1	3	4	3	1	2	2		24
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion	1						1						2
Civil Rights - Profiling							1						1
Civil Rights - Race						3	2	2		2	2		11
Civil Rights - Racial Profiling or Discrimin	1	3	1		1								6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening								1					1
Claims				1			1	1	1				4
Claims - General				1				1	1				3
Claims - Status							1						1
Customer Service	14	20	21	14	8	22	28	24	24	38	29	31	273
Customer Service - Others		1	1			1	1			1			5
Customer Service - TSO	14	19	20	14	8	21	27	24	24	37	29	31	268
Expedited Passenger Screening Program	125	162	163	124	150	421	396	311	329	277	349	389	3,196
Expedited Passenger Screening Program - Active Duty Military								1			1		2
Expedited Passenger Screening Program	3					1			2		2	1	9
Expedited Passenger Screening Program	7	26	10	6	10	10	13	10	11	6	6	14	129
Expedited Passenger Screening Program	114	135	153	118	140	410	383	300	316	270	340	374	3,053
Expedited Passenger Screening Program	1	1								1			3
Hazardous Materials Safety	1			1									2
Hazardous Materials Safety - General	1			1									2
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Identification (ID) Requirements		1	1										2
Identification (ID) Requirements - Domestic		1	1										2
Locks					1		1	1	1	2		1	7
Locks - Missing or Damaged Lock					1		1	1	1	2		1	7
Lost and Found		3		1		1	2	1	3	1	2	4	18
Lost and Found - Airport/TSA		3		1		1	2	1	3	1	2	4	18
Mishandling of Passenger Property	1		7	1	4	3	5	7	2	2	3	2	37
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	1	3	1	1	1	2	11
Mishandling of Passenger Property - Dam	1		6	1	4	1	3	2	1	1	2		22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1	2					4
No Jurisdiction	2		4	2	2		4	1	1	3	4	2	25
No Jurisdiction - No Referral					1			1					2
No Jurisdiction - Refer to CBP	1		1				3			2	3	1	11
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other	1		3	2				1	1	1	1	1	11
Notice of Violation/Civil Penalties					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Notice of Violation/Civil Penalties - General					1								1
Patdown	1	6	5	3		1	1		1	1	3	3	25
Patdown - Flyer	1	5	5	3		1	1		1	1	3	3	24
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	5	6	8	1	4	4	2	5	4	2	4	3	48
Persons w/ Disabilities (PWD) - Cancer (general) Not		1						1		1			3
Persons w/ Disabilities (PWD) - Diabetes						1	1					1	3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1	1										2
Persons w/ Disabilities (PWD) - General	1		1		1	1							4
Persons w/ Disabilities (PWD) - Hearing I	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	2		1			2	2	1	2		11
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1			1		1				1	4
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1									2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Prosthesi	1								1		1		3
Persons w/ Disabilities (PWD) - Respirator	2					1							3
Persons w/ Disabilities (PWD) - Service Animals		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/Ge	1												1
Property - Special Handling	9	4	13	9	4	6	8	6	3	6	2		70
Property - Special Handling - Damaged It	3	1	4	1		1	1						11
Property - Special Handling - Damaged It	1		2		1	1	1	1	1	2			10
Property - Special Handling - Missing Item	2	2	4	2	2	2		3	2	3	1		23
Property - Special Handling - Missing Item	3	1	3	6	1	2	6	2	1	1			26
Screening	4	10	13	8	7	9	11	8	9	8	10	8	105
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1	1	2			2			2	2	2	13
Screening - International Screening												1	1
Screening - Lengthy Lines					1	2		4	3	1			11
Screening - Procedures/Process	3	9	11	6	6	5	5	2	6	5	7	5	70
Screening - Retrieving Abandoned/Confiscated Items						2	4	1			1		8
Screening - Shoe Screening								1					1
Transfer to Security Specialist		1											1
Transfer to Security Specialist - Reportable Commun		1											1
2023	404	421	443	365									1,633
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Airline	1	1	1	2									5
Airline - Lost Baggage		1		1									2
Airline - Policy/Regulations/Service	1		1	1									3
Civil Rights	4	3	4	1									12
Civil Rights - Not Specified			1										1
Civil Rights - Perceived Religion				1									1
Civil Rights - Race	3	2	3										8
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening		1											1
Claims				1									1
Claims - Status				1									1
Customer Service	16	20	32	15									83
Customer Service - Others			1										1
Customer Service - TCC			1										1
Customer Service - TSO	16	20	30	15									81
Expedited Passenger Screening Program	352	366	376	311									1,405
Expedited Passenger Screening Program - Active Duty Military			2										2
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	7	9	5	4									25
Expedited Passenger Screening Program	344	355	369	307									1,375
Expedited Passenger Screening Program - TSA/DHS		1											1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Locks		1		3									4
Locks - Missing or Damaged Lock		1		3									4
Lost and Found	1		1										2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	7	3	2	6									18
Mishandling of Passenger Property - Dam	1	2	2	1									6
Mishandling of Passenger Property - Dam	5	1		3									9
Mishandling of Passenger Property - Disa	1			2									3
No Jurisdiction		2	4	3									9
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to CBP		1	2	2									5
No Jurisdiction - Refer to Other		1	2										3
Patdown	1	3	3	1									8
Patdown - Flyer	1	3	2	1									7
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	5	3		2									10
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General	1	1											2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility D	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) - Prosthesis/Amputees			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	2	7	2	4									15
Property - Special Handling - Damaged Items - Carry		1	1	1									3
Property - Special Handling - Damaged Items - Checked	1	2											3
Property - Special Handling - Missing Items	1	2											3
Property - Special Handling - Missing Items - Checked		2	1	3									6
Screening	14	12	18	15									59
Screening - Children		1											1
Screening - Crew Member or Airline Employee	1	1	2										4
Screening - Inconsistency		3	4	6									13
Screening - Lengthy Lines	1	1	2	1									5
Screening - Procedures/Process	11	5	9	6									31
Screening - Retrieving Abandoned/Confiscated	1	1	1	2									5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORF	46	67	77	63	38	42	44	70	54	62	73	46	682
2020				10	9	5	1	3	6	4	2		40
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1	1		1		1		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				3	5	1		1	1	1			12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				3	4	1		1	1				10
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1					1			2
Patdown							1						1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)				1	1	1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				1	1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				2	1	1		1	4	3			12
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			1				4
Property - Special Handling - Missing Items - Checked				1				1	1	3			6
Screening				2	1	1							4
Screening - Military				1									1
Screening - Procedures/Process					1	1							2
Screening - Security Breach				1									1
2021	3	4	4	5	7	9	7	10	9	13	19	15	105
Civil Rights						1			1		1		3
Civil Rights - Constitutional Rights									1				1
Civil Rights - Racial Profiling or Discrimination						1					1		2
Claims				1									1
Claims - General				1									1
Customer Service			1		2		3	2	2	3	3	2	18
Customer Service - TCC			1										1
Customer Service - TSO					2		3	2	2	3	3	2	17
Expedited Passenger Screening Program						1	1	3	5	9	9	9	33
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck						1	1	3	4	5	8	9	31
Hazardous Materials Safety													1
Hazardous Materials Safety - General													1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property	1	1	2	3	1	1		1		2	1		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1	1	2	1	1	1				1			8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				2				1					3
Patdown							1					1	2
Patdown - Flyer							1					1	2
Persons w/ Disabilities (PWD)			1			2		1			1		5
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) - 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	2	1	2	1	1	16
Property - Special Handling - Damaged Items - Carry-On								1		1	1	1	4
Property - Special Handling - Damaged Items - Checked	1	1			1	1	1		1				6
Property - Special Handling - Missing Items - Carry-On	1					2	1	1		1			6
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening		2		1	1	2		1		1	2	1	11
Screening - Inconsistency					1						1	1	3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process		2		1		2				1	1		7
2022	12	23	35	12	22	28	36	57	39	45	52	31	392
Airline							1						1
Airline - Policy/Regulations/Service							1						1
Civil Rights				1		1					1		3
Civil Rights - Race											1		1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service	1	1	5	4	1	3	2	4	3	4	2	1	31
Customer Service - TSO	1	1	5	4	1	3	2	4	3	4	2	1	31
Expedited Passenger Screening Program	9	19	21	6	17	19	30	45	31	35	39	27	298
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		1	2		1	2	1	1	1				9
Expedited Passenger Screening Program - TSA Appl		5	1	1	1				1	1	1	2	13
Expedited Passenger Screening Program - TSA/DHS	9	12	18	5	15	17	29	44	28	32	38	25	272
Identification (ID) Requirements				2							2		3
Identification (ID) Requirements - Domestic				2									2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1		1				2		3	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1						2		4
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown			1					2		2	2		7
Patdown - Flyer			1					2		1	2		6
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)			1				1	1	1	1	1	1	7
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/			1						1		1		3
Property - Special Handling			1	1	1	2	1	2			1	1	10
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
Property - Special Handling - Missing Items - Checked			1		1	1	1						4
Screening	1	2	4		2	3	1	3	2	2	3		23
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines			2										2
Screening - Military								1					1
Screening - Opposite Gender			1										1
Screening - Procedures/Process	1	2	1		2	2		2	2	2	3		17
2023	31	40	38	36									145
Airline		2											2
Airline - Policy/Regulations/Service		2											2
Civil Rights		1											1
Civil Rights - Race		1											1
Claims		1											1
Claims - General		1											1
Customer Service	5	4	1	3									13
Customer Service - TSO	5	4	1	3									13
Expedited Passenger Screening Program	17	24	31	27									99
Expedited Passenger Screening Program	1		1	1									3
Expedited Passenger Screening Program - TSA Application Pro			3										3
Expedited Passenger Screening Program	16	24	27	26									93
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		3	3										6
Mishandling of Passenger Property - Damaged/Missi		2	1										3
Mishandling of Passenger Property - Damaged/Missi		1	2										3
Patdown	2	2		1									5
Patdown - Flyer	2	2		1									5
Property - Special Handling	1	2	1										4
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checke		1											1
Screening	5	1	2	5									13
Screening - Children	1												1
Screening - Inconsistency	2	1	1	1									5
Screening - Procedures/Process	2		1	4									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
ORH	2	4	2		1	2				1	2		14
2021											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2022	2	1	1		1	2				1	1		9
Civil Rights	1										1		2
Civil Rights - Headwear	1												1
Civil Rights - Race											1		1
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	1				1	1						4
Expedited Passenger Screening Program	1	1				1	1						4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Screening							1						1
Screening - Procedures/Process							1						1
2023		3	1										4
Expedited Passenger Screening Program		3											3
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program - TSA PreC			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
OTH		1		3	1		1		7	3	1	2	19
2020				2	1				1	1			5
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			2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked										1			1
2021				1			1		2	1		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
Property - Special Handling							1		1	1			3
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Items - Checked									1				1
2022		1							4	1	1		7
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program			1						1	1			3
Expedited Passenger Screening Program - TSA PreC			1						1	1			3
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
OTZ	1		2	1		1		2					7
2021	1												1
Screening	1												1
Screening - Lengthy Lines	1												1
2022			1			1		2					4
Customer Service								1					1
Customer Service - TSO								1					1
Expedited Passenger Screening Program			1			1		1					3
Expedited Passenger Screening Program - TSA PreCheck			1			1		1					3
2023			1	1									2
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			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
OWB				1								1	2
2021				1									1
Customer Service				1									1
Customer Service - TSO				1									1
2022												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
PAE	4	2	6	8	4	3	3	5	3	5	7	4	54
2020				3	3								6
Civil Rights				1									1
Civil Rights - Age				1									1
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021	1					2				1	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
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
Property - Special Handling - Missing Items	1												1
2022	1		4	1	1	1	3	5	3	4	6	4	33
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Expedited Passenger Screening Program	1		2	1	1	1	2	5	1	2	2	3	21
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	1		2	1	1	1	2	5	1	1	2	3	20
Patdown			2							2	1		5
Patdown - Flyer			2							2	1		5
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		1	1	4
Screening - Inconsistency												1	1
Screening - Procedures/Process									2		1		3
2023	2	2	2	4									10
Expedited Passenger Screening Program	1	2	2	4									9
Expedited Passenger Screening Program	1	2	2	4									9
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
PAH	1	1		2		1		1			1	2	9
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
2021								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
2022		1				1					1	2	5
Expedited Passenger Screening Program		1									1	2	4
Expedited Passenger Screening Program - TSA PreC		1									1	2	4
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
2023	1												1
Screening	1												1
Screening - Crew Member or Airline Empl	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	3	2					2			2	2		11
2021							1			2	2		5
Customer Service										1			1
Customer Service - TSO										1			1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA Application Program							1						1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											2		2
Screening										1			1
Screening - Procedures/Process										1			1
2022		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
2023	3	1											4
Expedited Passenger Screening Program	3	1											4
Expedited Passenger Screening Program	3	1											4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBI	72	136	154	142	93	122	110	89	88	59	61	81	1,207
2020				28	33	18	1	4	7	7	2	8	108
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
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service				5	8	4		3	1			1	22
Customer Service - Others								1					1
Customer Service - TSO				5	8	4		2	1			1	21
Locks				1	1	1					1		5
Locks - Missing or Damaged Lock				1	1	1				1		1	5
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property				9	9	8			1	1		2	30
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	8	7			1	1		2	28
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)				3	4								7
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) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling				6	6	1	1		3	3	1	2	23
Property - Special Handling - Damaged Items - Carry-On				2									2
Property - Special Handling - Damaged Items - Checked				2	2				1	1		2	8
Property - Special Handling - Missing Items - Carry-On					2		1			1			4
Property - Special Handling - Missing Items - Checked				2	2	1			2	1	1		9
Screening				3	2	2		1	1	2	1	1	13
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process				2	2	1		1	1	2	1		10
Screening - Security Breach				1								1	2
2021	6	8	7	10	12	10	34	24	26	13	19	28	197
Civil Rights				1		2	2	1					6
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination				1		1	1	1					4
Claims			1										1
Claims - General			1										1
Customer Service	1	1	2	7	2	3	7	6	6	2	1	3	41
Customer Service - Others							1						1
Customer Service - TSO	1	1	2	7	2	3	6	6	6	2	1	3	40
Expedited Passenger Screening Program			1		3	4	17	9	11	9	16	19	89
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program						1		1	1			1	4
Expedited Passenger Screening Program - TSA PreCheck			1		2	4	16	8	10	9	15	18	83
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found							1	1					2
Lost and Found - Airport/TSA							1	1					2
Mishandling of Passenger Property			2	1				1	1				5
Mishandling of Passenger Property - Damaged/Missii			2	1				1	1				5
No Jurisdiction					1								1
No Jurisdiction - Refer to Other						1							1
No Subject			1										1
No Subject - General			1										1
Patdown	1						1	1	2				5
Patdown - Flyer	1						1		2				4
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1				1		3	1				2	8
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) - 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) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling	1	4		1	1	1	1	4	3	2	1	2	21
Property - Special Handling - Damaged Items - Carry-On							1	1					2
Property - Special Handling - Damaged Items - Check	2				1			1		1	1		6
Property - Special Handling - Missing Items - Carry-On									1	1			2
Property - Special Handling - Missing Item	1	2		1		1		2	2			2	11
Screening	1	1		1	4		2		3		1	2	15
Screening - Inconsistency					1								1
Screening - Procedures/Process	1	1		1	3		2		3		1	2	14
2022	30	50	75	31	48	94	75	61	55	39	40	45	643
Civil Rights				1	1	1	1				1	1	6
Civil Rights - Age					1		1						2
Civil Rights - National Origin												1	1
Civil Rights - Race							1				1		2
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	5	8	7	5	3	6	7	4	8			6	59

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 - CSM			1										1
Customer Service - TSO	5	7	7	5	3	6	7	4	8			6	58
Expedited Passenger Screening Program	22	39	58	20	36	75	59	53	36	32	35	33	498
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Appl		1	7	1	1	1	2	3	4	1	1	1	23
Expedited Passenger Screening Program	22	38	51	19	35	72	57	50	31	31	34	32	472
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
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			1						1		1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1		1	1	4
No Jurisdiction		1				1			1				3
No Jurisdiction - No Referral						1							1
No Jurisdiction - Refer to Other		1							1				2
Patdown					1	1			2	1			5
Patdown - Flyer					1	1			2	1			5
Persons w/ Disabilities (PWD)		1	3	1		1		1	1			1	9
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 Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	3		4	3	4	4	2	1		3	2	2	28
Property - Special Handling - Damaged It	1		1		2	2	2			2			10
Property - Special Handling - Damaged It	1		2	1	1							2	7
Property - Special Handling - Missing Item	1			1		1					1		4
Property - Special Handling - Missing Items - Checked			1	1	1	1		1		1	1		7
Screening		1		1	3	5	6	2	6	3	1	1	29
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency						3	1		1	1	1		7
Screening - Lengthy Lines				1					1				2
Screening - Procedures/Process		1			2	2	3	2	4	2		1	17
Screening - Retrieving Abandoned/Confiscated Items							2						2
2023	36	78	72	73									259
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights			2										2
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Trans			1										1
Claims				1									1
Claims - Status				1									1
Customer Service	4	6	6	5									21
Customer Service - TSO	4	6	6	5									21
Expedited Passenger Screening Program	27	62	55	62									206
Expedited Passenger Screening Program - Known Crew Membe			1										1
Expedited Passenger Screening Program - TSA Appl		3	1										4
Expedited Passenger Screening Program	27	59	53	62									201
Mishandling of Passenger Property		3	3										6
Mishandling of Passenger Property - Damaged/Missi		1	2										3
Mishandling of Passenger Property - Damaged/Missi		1	1										2
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	1		2	1									4
Patdown - Flyer	1		2	1									4
Persons w/ Disabilities (PWD)		2	1										3
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	2		2	2									6
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Item	2		1										3
Screening	2	3	2	1									8
Screening - Inconsistency		1											1
Screening - Procedures/Process	2	2	2	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
PDX	220	206	203	202	74	114	131	147	181	174	181	203	2,036
2020				32	22	23	3	4	10	26	11	27	158
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights				1	1				3		1	1	7
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination									2			1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1				1				2
Civil Rights - Transgender Screening				1									1
Customer Service				4		4	1				5	2	16
Customer Service - Others											2		2
Customer Service - TSO				4		4	1				3	2	14
Identification (ID) Requirements				1									1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks				1								1	2
Locks - Missing or Damaged Lock				1								1	2
Lost and Found										2			2
Lost and Found - Airport/TSA										2			2
Mishandling of Passenger Property				9	8	11	1	1	1	5	3	9	48
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2		1				2	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	7	7	1	1	1	2	1	5	31
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	1	3				1	1	3	10
Patdown				1	1					3			5
Patdown - Flyer				1	1					3			5
Persons w/ Disabilities (PWD)				4	5	1							10
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 Medication and Medical Supplies						3							3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Property - Special Handling				5	2	4		2	3	13		7	36
Property - Special Handling - Damaged Items - Carry-On				1						3			4
Property - Special Handling - Damaged Items - Checked				1		1		2	1	3		5	13
Property - Special Handling - Missing Items - Carry-On					1					2			3
Property - Special Handling - Missing Items - Checked				3	1	3			2	5		2	16
Screening				4	5	3	1	1	3	3	2	7	29
Screening - Inconsistency					1								1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				4	2	3	1	1	3	3	2	7	26
Screening - Retrieving Abandoned/Confiscated Items						1							1
2021	16	14	8	11	10	12	26	28	45	46	54	49	319
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Civil Rights			2			2	1	1	2	1		3	12
Civil Rights - Racial Profiling or Discrimination						2	1			1		2	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1						2				3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening								1				1	2
Claims								1					1
Claims - General								1					1
Customer Service	2	3	1	3	5	4	3	4	7	7	6	6	51
Customer Service - TSO	2	3	1	3	5	4	3	4	7	7	6	6	51
Expedited Passenger Screening Program			1	1	2	2	10	14	15	22	33	35	135
Expedited Passenger Screening Program - DoD								2					2
Expedited Passenger Screening Program - TSA Application Program							1	3	1		2	3	10
Expedited Passenger Screening Program - TSA PreCheck			1	1	2	2	8	9	14	22	31	32	122
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Identification (ID) Requirements							1			1	2		4
Identification (ID) Requirements - Domestic										1	2		3
Identification (ID) Requirements - Real ID							1						1
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Lost and Found	1								1	1			3
Lost and Found - Airport/TSA	1								1	1			3
Mishandling of Passenger Property	3	3		1	1		3	3	2	3	1	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1				1		1	1				1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	3		1			2	2	2	2	1		15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown	1		1				3		2	1	4		12
Patdown - Children										1			1
Patdown - Flyer	1						3		2		4		10
Patdown - General			1										1
Persons w/ Disabilities (PWD)	3	5		1					4	1	2		16
Persons w/ Disabilities (PWD) - Diabetes	1										2		3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									2				2
Persons w/ Disabilities (PWD) - Mobility [1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1					2				3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items				1		1							2
Prohibited & Permitted Items - Food/Beverages				1		1							2
Property - Special Handling	2	1	1		1	1	2		10	3	2	3	26
Property - Special Handling - Damaged Items - Carry-On									3	1		1	5
Property - Special Handling - Damaged Items - Checked	1						2		1	1	1		6
Property - Special Handling - Missing Items - Carry-On									2	1		2	5
Property - Special Handling - Missing Items - Checked	1	1	1		1	1			4		1		10
Request for Assistance										1			1
Request for Assistance - Non-Persons w/ Disabilities (PWD)										1			1
Screening	4	2		4		2	3	3	2	4	4	1	29
Screening - Inconsistency						1		2					3
Screening - Lengthy Lines							1		1		1	1	4
Screening - Procedures/Process	3	2		4		1	2	1	1	4	3		21
Screening - Security Breach	1												1
Transfer to Security Specialist								1					1
Transfer to Security Specialist - Reportable Communication								1					1
TWIC			1	1									2
TWIC - General			1	1									2
2022	57	63	75	57	42	79	102	115	126	102	116	127	1,061
Airline						1						1	2
Airline - Policy/Regulations/Service						1							1
Airline - Wheelchair Assistance												1	1
Civil Rights	4	1	6	2	2		4	2	2	3	1		27
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear			2										2
Civil Rights - National Origin								1					1
Civil Rights - Race							2	1	1	1			5
Civil Rights - Racial Profiling or Discrimination	4	1	2	1	1								9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		2		1	1			5
Civil Rights - Transgender Screening			2	1							1		4
Claims				2									2
Claims - General				2									2
Customer Service	7	8	9	7	5	8	5	2	11	12	7	12	93
Customer Service - TCC						1							1
Customer Service - TSO	7	8	9	7	5	7	5	2	11	12	7	12	92
DHS TRIP							1						1
DHS TRIP - General							1						1
Expedited Passenger Screening Program	35	42	44	34	32	63	81	99	101	71	92	105	799
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA	1	8	5	3	2			5	4	2	3	7	40
Expedited Passenger Screening Program - TSO	34	34	39	31	30	62	81	94	97	69	89	98	758
Human Capital	1												1
Human Capital - Current Employee	1												1
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	2			3	2	1		4	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked			1	2			1	1	1		3	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction				2		1			1				4
No Jurisdiction - No Referral									1				1
No Jurisdiction - Refer to Other				2		1							3
Patdown	2	2			1	1	2	1	3	3	3	1	19
Patdown - Children										1			1
Patdown - Flyer	2	2				1	2	1	2	2	3	1	16
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	2	3	6	2	1	1	4	2		3		2	26
Persons w/ Disabilities (PWD) - Diabetes	1		1				1	1					4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medications			1										1
Persons w/ Disabilities (PWD) - General							1	1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1							2
Persons w/ Disabilities (PWD) - Medically Necessary	1	1	1							1		1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair)			1				1			1			3
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				1			1			4
Persons w/ Disabilities (PWD) - Wounded Warrior		1											1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	3	4	3	2	1	2	1	1	1	3	3		24
Property - Special Handling - Damaged Items - Carry-On		1	2	2			1		1	3	1		11
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	1	3	1			1					1		7
Screening	3	3	5	4		2		4	6	7	6	5	45
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency		1						2	1		2		6
Screening - Lengthy Lines			1			1		1	3	1			7
Screening - Procedures/Process	3	2	3	4		1		1	2	6	4	5	31
2023	147	129	120	102									498
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Information - EMAIL			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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		3										5
Civil Rights - Age			1										1
Civil Rights - Hair Patdowns	1												1
Civil Rights - Perceived Religion	1												1
Civil Rights - Race			2										2
Customer Service	6	14	7	7									34
Customer Service - TSO	6	14	7	7									34
Expedited Passenger Screening Program	120	99	89	87									395
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2	2	4	3									11
Expedited Passenger Screening Program	118	96	85	84									383
Locks	1		1										2
Locks - General	1												1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	3	1	2	2									8
Mishandling of Passenger Property - Dam	1			1									2
Mishandling of Passenger Property - Dam	2		2	1									5
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown	4	2	1	2									9
Patdown - Flyer	4	2	1	2									9
Persons w/ Disabilities (PWD)	2	2	3	1									8
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1	1										2
Persons w/ Disabilities (PWD) - Mobility [1			1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2										2
Property - Special Handling	2	4	4	1									11
Property - Special Handling - Damaged It	1	1	1	1									4
Property - Special Handling - Damaged Items - Check		3											3
Property - Special Handling - Missing Item	1		2										3
Property - Special Handling - Missing Items - Checked			1										1
Screening	7	7	9	2									25
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency		1											1
Screening - Lengthy Lines			2										2
Screening - Procedures/Process	6	6	6	2									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
PGA			1		1						1		3
2022					1						1		2
Expedited Passenger Screening Program					1						1		2
Expedited Passenger Screening Program - TSA PreCheck						1					1		2
2023				1									1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	15	14	17	16	14	24	10	17	14	10	11	13	175
2020					4	7	1	1	2	1	2	1	19
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	2
Patdown - Flyer												1	1
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		2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked										1			1
Screening						5	1	1	2				9
Screening - Lengthy Lines						1							1
Screening - Procedures/Process						4	1	1	2				8
2021	2	1	3	1	2	4	1	3	4	3	3	6	33
Civil Rights					1							1	2
Civil Rights - Constitutional Rights					1							1	2
Customer Service		1	1	1		1							4
Customer Service - CSM			1										1
Customer Service - TSO		1		1		1							3
Expedited Passenger Screening Program								1	1	3	1	4	10
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck								1	1	3	1	3	9
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property			1			1							2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown						1		1	1				3
Patdown - Flyer						1			1				2
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Carry-On									1		1		2
Screening	1		1		1		1	1	1	1	1	1	8
Screening - Inconsistency			1									1	2
Screening - Procedures/Process	1				1		1	1	1		1		6
2022	7	7	6	7	8	13	8	13	8	6	6	6	95
Civil Rights	1				2			1					4
Civil Rights - Racial Profiling or Discrimination	1				2								3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				2				1		1	1		5
Customer Service - TSO				2				1		1	1		5
Expedited Passenger Screening Program	4	5	5	3	6	11	6	11	6	5	5	5	72
Expedited Passenger Screening Program	2					1						1	4
Expedited Passenger Screening Program	2	5	5	3	6	10	6	11	6	5	5	4	68
Hazardous Materials Safety							1						1
Hazardous Materials Safety - 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) - Medically	1												1
Property - Special Handling			1	1		2							4
Property - Special Handling - Damaged Items - Carry-On			1	1									2
Property - Special Handling - Missing Items - Carry-On						2							2
Screening	1	1		1					2			1	6
Screening - Crew Member or Airline Employee				1									1
Screening - Procedures/Process	1	1							2			1	5
2023	6	6	8	8									28
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	6	6	6	7									25
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	6	5	6	7									24
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
PGV	1	3	1	2		1	1	1	5	1	2	4	22
2020											2	1	3
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2021							1		2			3	6
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 - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling									1			2	3
Property - Special Handling - Missing Items - Checked									1			2	3
2022	1	2	1	1		1		1	3	1			11
Expedited Passenger Screening Program		2				1			2				5
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreC		1				1			2				4
Human Capital									1				1
Human Capital - Prospective Employment with TSA									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 - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked					1								1
Screening		1						1					2
Screening - Procedures/Process		1						1					2
2023		1		1									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
PHF	2	2	3	7	3	1	1		3	3	1		26
2020				1	2				1				4
Customer Service					1								1
Customer Service - TSO					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		1	1	1		6
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 - Dam	1			1			1						3
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									1				1
2022	1	2	2	2	1	1			1	2			12
Customer Service			1							1			2
Customer Service - TSO			1							1			2
Expedited Passenger Screening Program	1	2		2	1	1			1	1			9
Expedited Passenger Screening Program	1	2		2	1	1			1	1			9
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
2023			1	3									4
Expedited Passenger Screening Program			1	2									3
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreCheck				2									2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	395	366	350	367	196	262	256	253	292	259	320	313	3,629
2020				60	35	37	4	6	9	17	23	36	227
Civil Rights				5	1								4
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear				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				14	8	8	1			3	4	6	44
Customer Service - CSM						1							1
Customer Service - Others													1
Customer Service - TSO				14	8	7	1			3	4	5	42
Locks				4		3				1			8
Locks - Missing or Damaged Lock				4		3				1			8
Lost and Found					1	2			1	1		2	7
Lost and Found - Airport/TSA					1	2			1	1		2	7
Mishandling of Passenger Property				8	2	9				5	2	1	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2				1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8	1	7				4	2	1	23
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown				2	2	2			1		1		8
Patdown - Flyer				2	2	2			1				7
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				4	4	2				1		2	13
Persons w/ Disabilities (PWD) - Autism Spectrum						1						1	2
Persons w/ Disabilities (PWD) - Diabetes				1						1			2
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) - Mobility Disability (Not Wheelchair or Scooter)				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) - Service Animals					1								1
Property - Special Handling				20	14	10	2	3	6	6	11	15	87
Property - Special Handling - Damaged Items - Carry-On				2	2	1			2		3	2	12
Property - Special Handling - Damaged Items - Checked				4	3	2	1		1	1	2	6	20
Property - Special Handling - Missing Items - Carry-On				6	2	3		1	1		1	3	17
Property - Special Handling - Missing Items - Checked				8	7	4	1	2	2	5	5	4	38
Screening				3	3	1	1	3	1		5	6	23
Screening - Procedures/Process				1	3	1		3	1		4	6	19
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach				2							1		3
2021	35	29	18	12	16	42	55	62	82	72	89	74	586
Airline							1		1				2
Airline - Policy/Regulations/Service							1		1				2
Civil Rights	1	1				2	1	1	8	1	2		17
Civil Rights - Constitutional Rights									4				4
Civil Rights - Racial Profiling or Discrimination						2	1		3		2		8
Civil Rights - Screening of Religious Cultural and Ceremonial Items									1				1
Civil Rights - Sex/Gender/Gender Identity	1							1		1			3
Civil Rights - Transgender Screening		1											1
Claims					1					1			2
Claims - General					1								1
Claims - Status										1			1
CSM/Stakeholder Follow-up			1										1
CSM/Stakeholder Follow-up - General			1										1
Customer Service	5	7	4	4	4	10	13	9	11	16	12	8	103
Customer Service - Others							1	1	1	2			5
Customer Service - TCC			1										1
Customer Service - TSO	5	7	3	4	4	10	12	8	10	14	12	8	97
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			1	1	4	11	16	27	40	36	49	57	242
Expedited Passenger Screening Program - DoD									1			1	2
Expedited Passenger Screening Program - TSA Application Program						2	2	1	2		3	5	15
Expedited Passenger Screening Program - TSA PreCheck			1	1	4	9	14	25	37	36	46	51	224
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Identification (ID) Requirements		2						1					3
Identification (ID) Requirements - Domestic		2						1					3
Locks	1	1	3				1	1	1				8
Locks - Missing or Damaged Lock	1	1	3				1	1	1				8
Lost and Found	1		1										2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	6	4	2	3	1	4	3	1	3	2	2	1	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1		1			2			1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	5	4	1	2	1	2	2	1	2	2			22
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			2		1	4
No Jurisdiction				1					1				2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other									1				1
No Subject			1										1
No Subject - General			1										1
Patdown	3						1	2	2	2	2		12
Patdown - Flyer	3							2	1	2	2		10
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
Persons w/ Disabilities (PWD)	4	3					4	3	4	3		2	23
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes								1	1				2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - General	1	1					1						3
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1		1			3
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) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1					2
Persons w/ Disabilities (PWD) - Wheelchair	2	1							2	1			6
Prohibited & Permitted Items							1	2					3
Prohibited & Permitted Items - General								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols							1						1
Prohibited & Permitted Items - Remains								1					1
Property - Special Handling	10	7	3	2	2	6	10	13	6	7	17	2	85
Property - Special Handling - Damaged Items	1	1			1	1	1	2		2	4		13
Property - Special Handling - Damaged Items - Checked Bag	4	1	1	1	1	3	4	4	2		6		27
Property - Special Handling - Missing Items	1	2	1			1	2	2	3	3	3	1	19
Property - Special Handling - Missing Items - Checked Bag	4	3	1	1		1	3	5	1	2	4	1	26
Screening	4	4	2	1	4	9	3	3	5	4	4	4	47
Screening - Inconsistency					1	2	2	3					9
Screening - Lengthy Lines			1				1						2
Screening - Procedures/Process	4	3	1	1	3	6			5	4	4	3	34
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach		1											1
2022	114	128	140	103	145	183	197	185	201	170	208	203	1,977
Airline							2	1		1	2		6
Airline - Baggage Requirements											1		1
Airline - Policy/Regulations/Service							2	1		1	1		5
Civil Rights	2	1	1		4		1	1		2	1	2	15
Civil Rights - Perceived Religion							1						1
Civil Rights - Race								1		1		1	3
Civil Rights - Racial Profiling or Discrimination	2	1			3								6
Civil Rights - Transgender Screening			1		1					1	1	1	5
Customer Service	19	12	6	6	12	9	12	19	18	20	15	13	161
Customer Service - TCC												1	1
Customer Service - TSO	19	12	6	6	12	9	12	19	18	20	15	12	160
Expedited Passenger Screening Program	77	95	124	85	118	154	156	144	161	115	167	163	1,559
Expedited Passenger Screening Program - Active Duty Military				2						1	1	1	5
Expedited Passenger Screening Program - DoD		1	1		1	1			1				5
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	6	12	12	4	6	3	5	6	5	3	8	14	84
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	71	82	111	79	111	148	149	136	156	111	158	148	1,460
Locks							1	1		2	1	1	7
Locks - Missing or Damaged Lock							1	1		2	1	1	7
Lost and Found					1	1			1				3
Lost and Found - Airport/TSA					1	1			1				3
Mishandling of Passenger Property		2	1	1			2	3	3	3	5	5	25
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		2	1				1			1	2	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1	3	3	1	3	2	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag										1			1
No Jurisdiction				1			4				1	1	7
No Jurisdiction - No Referral											1		1
No Jurisdiction - Refer to CBP								2				1	3
No Jurisdiction - Refer to Other				1			2						3
Patdown	3	2	1		2	2	2	1		4	2	2	21
Patdown - Flyer	3	1	1		2	2	1	1		4	2	2	19
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	3	1	1	2		3	4	2	4	5	2	2	29
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1				1						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									2				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			1			3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	1					2	1	1	1				6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
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
Persons w/ Disabilities (PWD) - Wheelchair	1					1						1	3
Prohibited & Permitted Items	3	1											4
Prohibited & Permitted Items - Electronic Devices	1												1
Prohibited & Permitted Items - Firearm/Arms	1	1											2
Prohibited & Permitted Items - Medication	1												1
Property - Special Handling	5	6	2	4	5	4	5	5	3	7	3	1	50
Property - Special Handling - Damaged Items	1	2	1	1		1		2	1	2	3		14
Property - Special Handling - Damaged Items - Checked Bag	3			1	2			1					7
Property - Special Handling - Missing Items	1	3	1		1	1	2	1		3		1	14
Property - Special Handling - Missing Items - Checked Bag		1		2	2	2	3	1	2	2			15
Screening	2	8	4	4	3	9	8	9	9	12	9	13	90
Screening - Inconsistency	1	1	2				4	1	1	2	1	4	17
Screening - Lengthy Lines							2	2	2	2		2	10

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1	7	2	4	3	8	2	5	6	8	6	7	59
Screening - Retrieving Abandoned/Confiscated Items						1		1			2		4
2023	246	209	192	192									839
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Civil Rights	1	1	5	4									11
Civil Rights - Age			1										1
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Civil Rights - National Origin				1									1
Civil Rights - Race	1	1	2	2									6
Civil Rights - Transgender Screening			2										2
Claims	1												1
Claims - Status	1												1
Customer Service	11	13	11	13									48
Customer Service - TSO	11	13	11	13									48
Expedited Passenger Screening Program	205	175	159	148									687
Expedited Passenger Screening Program	1	1											2
Expedited Passenger Screening Program	10	9	2	1									22
Expedited Passenger Screening Program	194	165	157	147									663
HAZMAT Endorsement	1												1
HAZMAT Endorsement - General	1												1
Locks	1	2	1	1									5
Locks - Missing or Damaged Lock	1	2	1	1									5
Lost and Found	2												2
Lost and Found - Airport/TSA	2												2
Mishandling of Passenger Property	1	4	3	4									12
Mishandling of Passenger Property - Damaged/Missin		1	1	3									5
Mishandling of Passenger Property - Dam		1	2	1									6
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction	1	2	1	2									6
No Jurisdiction - No Referral		1											1
No Jurisdiction - Refer to CBP	1			2									3
No Jurisdiction - Refer to Other		1	1										2
Patdown	5	3	1	2									11
Patdown - Flyer	5	3	1	1									10
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1		2										3
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	4	3		6									13
Property - Special Handling - Damaged It	3	1											4
Property - Special Handling - Missing Item	1	2		3									6
Property - Special Handling - Missing Items - Checked				3									3
Screening	11	6	9	12									38
Screening - Crew Member or Airline Employee			1	1									2
Screening - Inconsistency	1	1	1	2									5
Screening - International Screening			1										1
Screening - Lengthy Lines	2		1	2									5
Screening - Procedures/Process	7	5	5	6									23
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
PHX	414	437	443	508	324	384	303	340	347	300	313	368	4,481
2020				99	109	74	14	23	28	44	34	41	466
Civil Rights				3	1	5		1	1	1	2	2	16
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns									1		1		2
Civil Rights - National Origin						1				1			2
Civil Rights - Racial Profiling or Discrimination				1		3		1			1	1	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1							1	3
Civil Rights - Sexual Orientation - Not Transgender						1							1
Customer Service				20	21	17	4	4	8	6	6	11	97
Customer Service - Others				1	2				1				4
Customer Service - TSO				19	19	17	4	4	7	6	6	11	93
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks				2	9	1	1	1	1	2	3		20
Locks - Missing or Damaged Lock				2	9	1	1	1	1	2	3		20
Lost and Found				4	4	1				1	2		12
Lost and Found - Airport/TSA				4	4	1				1	2		12
Mishandling of Passenger Property				25	23	18	2	1	7	7	2	6	91
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	2	1			1			1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				17	19	14	1	1	6	7	2	4	71
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				6	2	3	1					1	13
Patdown				1		3		1	1	1	1	1	9
Patdown - Flyer				1		3		1	1	1			7
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)				10	7	9		1		1	3	5	36
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						1	3
Persons w/ Disabilities (PWD) - Diabetes				2									2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General						4						1	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							2
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/Ostomates						1							1
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
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	4							1	6
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Alcohol and Tobacco													1
Property - Special Handling				21	27	13	2	7	6	19	11	10	116
Property - Special Handling - Damaged Items - Carry-On				3	2	3				3		2	13
Property - Special Handling - Damaged Items - Checked				3	6	4		4	3	3	6	2	31
Property - Special Handling - Missing Items - Carry-On				6	9	2			2	4	1	2	26
Property - Special Handling - Missing Items - Checked				9	10	4	2	3	1	9	4	4	46
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening				13	17	6	5	6	4	6	4	5	66
Screening - Crew Member or Airline Employee									1				1
Screening - Lengthy Lines				1		1							2
Screening - Procedures/Process				11	15	5	5	6	3	6	4	4	59
Screening - Retrieving Abandoned/Confiscated Items				1	2								3
Screening - Security Breach												1	1
2021	46	31	28	26	53	64	69	88	113	82	101	109	810
Additional Information Required/Insufficient Information					1				1				2
Additional Information Required/Insufficient Information - EMAIL ONLY					1				1				2
Airline							1	2					3
Airline - Policy/Regulations/Service							1	2					3
Civil Rights	3	2	2	1	6	1	3	5	6	2	4	2	37
Civil Rights - Age								1					1
Civil Rights - Civil Rights Violation (TSA Employee)							1		1				2
Civil Rights - Hair Patdowns									1	1			2
Civil Rights - National Origin									1			1	2
Civil Rights - Racial Profiling or Discrimination	3	2	1		5	1	1	4	3	1	4	1	26
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1		1						3
Civil Rights - Transgender Screening				1									1
Claims				1	1				1			1	4
Claims - General				1	1				1				3
Claims - Status												1	1
Customer Service	15	6	13	14	16	15	12	12	20	14	13	19	169
Customer Service - CSM			1	1									2
Customer Service - Others			1						1				2
Customer Service - TCC						1							1
Customer Service - TSO	15	6	11	13	16	14	12	12	19	14	13	19	164
Expedited Passenger Screening Program			2		6	16	15	30	35	31	42	63	240
Expedited Passenger Screening Program - Active Duty Military										1			1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA Application Program							1	3	2		4	4	14
Expedited Passenger Screening Program - TSA PreCheck			2		6	16	14	27	33	29	38	59	224
Hazardous Materials Safety					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
Hazardous Materials Safety - General Identification (ID) Requirements					2							1	3
Identification (ID) Requirements - Domestic												1	1
Locks	1	2	1	1	1	1	2				2	1	12
Locks - Missing or Damaged Lock	1	2	1	1	1	1	2				2	1	12
Lost and Found	2	1		1	2					1	1	1	9
Lost and Found - Airport/TSA	2	1		1	2					1	1	1	9
Mishandling of Passenger Property	1	4	4	3	4	3	2	8	6	7	6		48
Mishandling of Passenger Property - Damaged	1		2	1	1	1	1	1	1	1	3		13
Mishandling of Passenger Property - Damaged/Missed		4	2	1		2	1	6	4	5	1		26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	3			1	1	1	2		9
No Jurisdiction						2	1				1	1	5
No Jurisdiction - Refer to Other						2	1				1	1	5
No Subject						1				1			2
No Subject - General						1				1			2
Patdown		1	1	1		2	4	2	5	1	4	2	23
Patdown - Children										1			1
Patdown - Flyer		1	1	1		1	4	2	4		3	1	18
Patdown - Flyer as Observer									1		1	1	3
Patdown - General						1							1
Persons w/ Disabilities (PWD)	3	1				3	12	4	4	5	6	2	40
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes						1	1				1	1	4
Persons w/ Disabilities (PWD) - Diapers/Car Seats	1						1						2
Persons w/ Disabilities (PWD) - General							3	1			2		6
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									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		2			1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1			1		1	1	4
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		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										2			2
Persons w/ Disabilities (PWD) - Wheelchair	1						4	1		1			7
Persons w/ Disabilities (PWD) - Wounded Warrior										1	1		2
Prohibited & Permitted Items					2		1		3	1	1	1	9
Prohibited & Permitted Items - Alcohol and Tobacco					1						1		2
Prohibited & Permitted Items - Beauty & Grooming Items							1						1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump									1				1
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 - Sporting Goods					1								1
Property - Special Handling	15	9	2	2	4	4	8	12	19	11	17	9	112
Property - Special Handling - Damaged Items	1		1				3	1	4	1	4	3	18
Property - Special Handling - Damaged Items - Checked	3	5	1		3		2	3	7	5	6	1	36
Property - Special Handling - Missing Items	7	1			1	3	1	3	4	1	3	3	27
Property - Special Handling - Missing Items - Checked	4	3		2		1	2	5	4	4	4	2	31
Screening	6	5	2	2	9	16	8	13	13	7	4	5	90
Screening - Children											1		1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1			3	3	1	2	4	2			16
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	6	4	2	1	6	13	6	11	9	5	2	5	70
Screening - Retrieving Abandoned/Confiscated Items							1						1
Transfer to Security Specialist										1			1
Transfer to Security Specialist - Reportable Communication										1			1
2022	146	171	174	158	162	246	220	229	206	174	178	218	2,282
Additional Information Required/Insufficient Information	1				1							2	4
Additional Information Required/Insufficient Information - Checked	1				1							2	4
Airline	1		1	1	1		3		2		1		10
Airline - Lost Baggage									1				1
Airline - Policy/Regulations/Service	1		1	1	1		3				1		8
Airline - Wheelchair Assistance									1				1
Civil Rights	4	6	1	2	2	1	1	1	4	5	2	3	32
Civil Rights - Age				1		1							2
Civil Rights - Constitutional Rights										2			2
Civil Rights - Headwear		1											1
Civil Rights - Perceived Religion					1					1			2
Civil Rights - Race								1	1	2	1	1	6
Civil Rights - Racial Profiling or Discrimination	3	5		1	1								10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									3		1	1	5
Civil Rights - Sexual Orientation - Not Transgender							1					1	2
Civil Rights - Transgender Screening	1		1										2
Customer Service	29	21	35	17	13	30	19	24	22	26	12	26	274
Customer Service - CSM													1
Customer Service - Others	1											1	2
Customer Service - TCC				2							2		4
Customer Service - TSO	28	21	35	15	13	30	19	24	22	26	10	24	267
DHS TRIP											1	1	2
DHS TRIP - General											1	1	2
Expedited Passenger Screening Program	86	112	103	102	116	168	155	167	149	111	130	152	1,551
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD		1			1	1	2	1					6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - Known Crew Member												1	1
Expedited Passenger Screening Program	4	16	14	3	6	6	10	6	7	11	8	6	97
Expedited Passenger Screening Program	82	95	88	99	109	161	143	158	141	99	122	144	1,441
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								2	1	1		1	5
Hazardous Materials Safety								1					1
Hazardous Materials Safety - General								1					1
Identification (ID) Requirements	1			1		1							3
Identification (ID) Requirements - Domestic	1			1		1							3
Locks	1		1	1	1	1	1						6
Locks - General													1
Locks - Missing or Damaged Lock	1		1	1	1	1							5
Lost and Found		2		3	1	2		1		2	1		12
Lost and Found - Airport/TSA		2		3	1	2		1		2	1		12
Mishandling of Passenger Property	2	4	1	1	1	2	6	6	2	7	6	6	43
Mishandling of Passenger Property - Damaged/Missed		1	1				2	5		2	1	3	15
Mishandling of Passenger Property - Damaged/Missed		1	3	1	1	2	2	1		5	3	1	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2		2		8
No Jurisdiction				1		1	1						3
No Jurisdiction - No Referral							1						1
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other						1						2	3
No Subject		1											1
No Subject - General		1											1
Notice of Violation/Civil Penalties	1						1						2
Notice of Violation/Civil Penalties - General	1						1						2
Patdown		3	1	1	1	3	6	3	5	3	4	3	33
Patdown - Flyer		2	1	1	1	3	5	2	5	3	3	3	29
Patdown - Flyer as Observer		1					1				1		3
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	8	7	1	4	7	7	5	2	4	3	4	57
Persons w/ Disabilities (PWD) - Autism Spectrum			1			1	1						3
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes					2		1			1			4
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1						1	1	1			4
Persons w/ Disabilities (PWD) - General					1		1	1					3
Persons w/ Disabilities (PWD) - Hearing Impairment		1	1										2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically	3	2	1	1			2	1		1	1	2	14
Persons w/ Disabilities (PWD) - Metal Implants (joint)	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1	1	1				1	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Prosthesi	1	1	1		1	1			1	1			7
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1						1	2
Persons w/ Disabilities (PWD) - Visual Impairment						1		1					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2	1			2					1		6
Prohibited & Permitted Items	2	1											3
Prohibited & Permitted Items - Alcohol and	1												1
Prohibited & Permitted Items - Firearm/Ar	1												1
Prohibited & Permitted Items - Food/Beverages		1											1
Property - Special Handling	9	7	12	11	9	19	7	10	7	9	4	8	112
Property - Special Handling - Damaged It	2	1	3	4	1	4	1	2	1	2	2		23
Property - Special Handling - Damaged It	1	2	4	2	4	2	3	2	1	2	2	3	24
Property - Special Handling - Missing Item	3	3	4	7	3	5	1	3	1	3		2	35
Property - Special Handling - Missing Item	3	1	1		3	6	5	2	3	3		3	30
Screening	6	8	8	16	12	11	13	10	13	7	14	10	128
Screening - Children									1		1		2
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency		1		1	2	1	3	1	3	1	1	4	18
Screening - Lengthy Lines			1		1		3	1					7
Screening - Procedures/Process	6	7	6	14	10	8	7	5	7	6	10	6	92
Screening - Retrieving Abandoned/Confiscated Items						1	2	1	1		1		6
Screening - Security Breach			1	1									2
Transfer to Security Specialist			1										1
Transfer to Security Specialist - Reportable Communication			1										1
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2023	222	235	241	225									923
Additional Information Required/Insufficient Inf	1												1
Additional Information Required/Insufficient	1												1
Airline			1	1									2
Airline - Policy/Regulations/Service				1									1
Airline - Positive Bag Match Program			1										1
Civil Rights	1	1	2	1									5
Civil Rights - National Origin		1											1
Civil Rights - Race	1		1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1									2
Claims			1										1
Claims - General			1										1
Customer Service	23	24	27	18									92
Customer Service - TSO	23	24	27	18									92
Expedited Passenger Screening Program	147	175	160	158									640
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	9	7	5	5									26
Expedited Passenger Screening Program	137	167	155	152									611
Expedited Passenger Screening Program	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		2		2									4
Locks - General		1		1									2
Locks - Missing or Damaged Lock		1		1									2
Lost and Found		1		1									2
Lost and Found - Airport/TSA		1		1									2
Mishandling of Passenger Property		4	7	8	5								24
Mishandling of Passenger Property - Dam		2	5	4									11
Mishandling of Passenger Property - Dam		2	1	2	3								8
Mishandling of Passenger Property - Disarrayed Item			1	2	2								5
No Jurisdiction			1	1	1								3
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other			1		1								2
Patdown		3	5	2	6								16
Patdown - Children				1									1
Patdown - Flyer		2	5	1	6								14
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)		5	6	8	2								21
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Breast Ca		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive		1	1										2
Persons w/ Disabilities (PWD) - Diapers/Garments/D			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
Persons w/ Disabilities (PWD) - Medically		1	1	2	1								5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				2									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees			1	1									2
Persons w/ Disabilities (PWD) - Touch Av		1											1
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		5	6	6	11								28
Property - Special Handling - Damaged Items - Carry			2	2	3								7
Property - Special Handling - Damaged It		3	1		2								6
Property - Special Handling - Missing Item		1		3	5								9
Property - Special Handling - Missing Item		1	3	1	1								6
Request for Assistance		1	1										2
Request for Assistance - Other		1	1										2
Screening		29	9	22	22								82
Screening - Crew Member or Airline Empl		2		6	4								12
Screening - Inconsistency		6	3	1	6								16
Screening - Lengthy Lines		1			1								2
Screening - Procedures/Process		18	5	14	11								48
Screening - Retrieving Abandoned/Confis		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
PIA	7	5	4	10	5	2	2	2	4	5	2	5	53
2020				1	1				2	1	1		6
Customer Service													1
Customer Service - TSO												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									2	1			3
Property - Special Handling - Damaged Items - Checked									2	1			3
2021	1		1				2	1		2	1		8
Expedited Passenger Screening Program								1		2			3
Expedited Passenger Screening Program - TSA PreCheck								1		2			3
Property - Special Handling			1				1				1		3
Property - Special Handling - Damaged Items - Carry-On			1								1		2
Property - Special Handling - Missing Items - Checked							1						1
Screening	1						1						2
Screening - Procedures/Process	1						1						2
2022	2	1	1	5	4	2		1	2	2		5	25
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program	2	1		4	3	2		1	2	1		3	19
Expedited Passenger Screening Program	1								1				2
Expedited Passenger Screening Program	1	1		4	3	2		1	1	1		3	17
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening										1		1	2
Screening - Procedures/Process												1	1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	4	4	2	4									14
Expedited Passenger Screening Program	3	4	2	3									12
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	3	4	2	2									11
Property - Special Handling	1			1									2
Property - Special Handling - Damaged 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
PIB	2	4		2	2		2	1		2	1	1	17
2021		1					1	1		2	1		6
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property			1					1					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missi			1										1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2022	1	2		1	2		1					1	8
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Expedited Passenger Screening Program	1	2			1							1	5
Expedited Passenger Screening Program	1	2			1							1	5
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening								1					1
Screening - Procedures/Process								1					1
2023	1	1		1									3
Expedited Passenger Screening Program	1	1		1									3
Expedited Passenger Screening Program	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
PIE	17	20	16	17	15	17	9	15	28	15	19	16	204
2020				1	5	7	9	2	5		5	1	26
Customer Service				1	2	3		1			2		9
Customer Service - TSO				1	2	3		1			2		9
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--Checked Baggage									1		1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2							2
Patdown					1	1			1				3
Patdown - Flyer					1	1			1				3
Property - Special Handling								1	2		1		4
Property - Special Handling - Damaged Items - Carry-On									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	5
Screening - Procedures/Process					1	1			1		1	1	5
2021	2	2		1	2	2	2	2	6	4	6	4	33
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service				1	1		2	1	6	1	2		14
Customer Service - TSO				1	1		2	1	6	1	2		14
Expedited Passenger Screening Program					1					1	2	3	7
Expedited Passenger Screening Program - TSA PreCheck					1					1	2	3	7
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown										2			2
Patdown - Children										1			1
Patdown - General										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									1	1	4
Property - Special Handling - Missing Items - Carry-C		1										1	2
Property - Special Handling - Missing Item	1										1		2
Screening						1		1					2
Screening - Procedures/Process						1		1					2
2022	6	7	6	7	8	8	7	11	17	11	8	11	107
Customer Service	2	1	1	1	1		1	3	2	1	2	2	17
Customer Service - TSO	2	1	1	1	1		1	3	2	1	2	2	17
Expedited Passenger Screening Program	2	5	3	3	3	8	6	4	12	6	4	8	64
Expedited Passenger Screening Program - TSA Application Program				1			1						1
Expedited Passenger Screening Program	2	5	3	2	3	8	5	4	12	6	4	8	62
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 Luggage								1					1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1										2		3
Patdown - Flyer											2		2
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)								1		3			4
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) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling				2	1			1					4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked				1									1
Screening	1	1	2	1	3			1	2			1	12
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1	1	2	1	1			1	1			1	9
Screening - Retrieving Abandoned/Confiscated Items					1								1
2023	9	11	10	8									38
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service		2	2										4
Customer Service - TSO		2	2										4
Expedited Passenger Screening Program	5	7	8	6									26
Expedited Passenger Screening Program - TSA Appl		1	1										2
Expedited Passenger Screening Program	5	6	7	6									24
Patdown	3			1									4
Patdown - Flyer	3			1									4
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
PIH		1			1	2			1			1	6
2021									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
2022		1			1	2							4
Expedited Passenger Screening Program		1			1	2							4
Expedited Passenger Screening Program - TSA PreC		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
PIR			2	1	1			1			1	1	7
2021			1					1			1	1	4
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2022			1	1	1								3
Expedited Passenger Screening Program			1		1								2
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program - TSA PreCheck					1								1
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	128	93	120	104	56	79	86	89	83	96	97	121	1,152
2020				10	18	7	4	4	7	12	8	14	84
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Non-Flyer										1			1
Civil Rights				1		1			2		1	1	6
Civil Rights - Age									1		1		2
Civil Rights - Racial Profiling or Discrimination						1			1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1								1	2
Customer Service				2	5		1	1		2		3	14
Customer Service - TSO				2	5		1	1		2		3	14
Locks				2	2	1			1	1		1	8
Locks - Missing or Damaged Lock				2	2	1			1	1		1	8
Mishandling of Passenger Property				4	5	1		1	1	4	4	5	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				4	4	1		1	1	3	4	4	22
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) - Cancer (general) Not Breast Cancer												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	2	1	2	2	12
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked					1	1	1	1	1	1	1	2	9
Screening				1	4	2		1	1	2	1	1	13
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process				1	4	2			1	2	1		11
Screening - Shoe Screening												1	1
2021	10	10	8	6	5	9	13	12	25	26	27	35	186
Civil Rights				1					1	2		2	6
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimination										2		1	3
Civil Rights - Transgender Screening				1								1	2
Claims				1					1				2
Claims - General				1					1				2
Customer Service		2	7		1	2	1	2	6	4	1	5	31
Customer Service - Others											1		1
Customer Service - TSO		2	7		1	2	1	2	6	4		5	30
Expedited Passenger Screening Program			1		1	3	5	6	7	12	15	23	73
Expedited Passenger Screening Program - TSA Application Program						1		2		2			5
Expedited Passenger Screening Program - TSA PreCheck			1		1	2	5	4	7	10	15	21	66
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												2	2
Identification (ID) Requirements								2					2
Identification (ID) Requirements - Domestic								1					1
Identification (ID) Requirements - Real ID								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				1	3		2	2	2	1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	3	2					3			2	1	1	12
Mishandling of Passenger Property - Disarrayed Item		1				1			2				4
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	2	1							1		4		8
Patdown - Flyer	2	1							1		4		8
Persons w/ Disabilities (PWD)							2	1	2	3	2		10
Persons w/ Disabilities (PWD) - Diabetes										1			1
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
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) - Wheelchair/ Scooter/ Segway										1			1
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Property - Special Handling	3	4		2	2	2	1	1	3	1	1	2	22
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked	1	3		1		1			1		1	1	9
Property - Special Handling - Missing Items - Carry-On					1			1	1				3
Property - Special Handling - Missing Items - Checked	2	1		1	1	1			1	1		1	9
Screening	2			1	1	1	1		1	1	1	2	11
Screening - Inconsistency										1			1
Screening - Procedures/Process	2			1	1	1	1		1		1	2	10
2022	28	29	37	25	33	63	69	73	51	58	62	72	600
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights				1		1	1	1		1			5
Civil Rights - Constitutional Rights							1						1
Civil Rights - Race						1		1		1			3
Civil Rights - Transgender Screening				1									1
Customer Service	2	2	5	1	3	3	2	5	1	4	6	4	38
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	2	2	4	1	3	3	2	5	1	4	6	3	36
Expedited Passenger Screening Program	19	26	28	18	29	50	62	60	49	40	52	63	496
Expedited Passenger Screening Program - DoD						1		1					2
Expedited Passenger Screening Program - TSA Appl		3	2	1	2		2	3		4	3	1	21
Expedited Passenger Screening Program	18	23	26	17	27	49	60	55	49	35	49	62	470
Expedited Passenger Screening Program	1							1		1			3
Hazardous Materials Safety							1						1
Hazardous Materials Safety - General							1						1
Locks										2			2
Locks - Missing or Damaged Lock										2			2
Mishandling of Passenger Property				2		1	2	2		2	2	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			2	2		1	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				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
Notice of Violation/Civil Penalties			1										1
Notice of Violation/Civil Penalties - General			1										1
Patdown			1			2		1		2		2	8
Patdown - Flyer			1			2				2		2	7
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	2					1		2					5
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication	1					1		1					3
Property - Special Handling		1		1	1	2	1		1	4			11
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			3
Property - Special Handling - Missing Items - Checked				1		2				1			4
Screening	5		2	2		3		2		2	1	2	19
Screening - Inconsistency	1		1									1	3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	4		1	2		3				2		1	13
Screening - Retrieving Abandoned/Confiscated Items								2					2
2023	90	54	75	63									282
Airline				1									1
Airline - Baggage Requirements				1									1
Civil Rights	1	1											2
Civil Rights - Race		1											1
Civil Rights - Transgender Screening	1												1
Customer Service	7	2	6	2									17
Customer Service - TSO	7	2	6	2									17
Expedited Passenger Screening Program	74	47	63	58									242
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	2	2	2									7
Expedited Passenger Screening Program	72	45	60	56									233
Expedited Passenger Screening Program	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--Carry-on or Checked	2	1											3
No Jurisdiction	1												1
No Jurisdiction - No Referral	1												1
Patdown		1											1
Patdown - Flyer		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 - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked			1										1
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	4	1	4	1									10
Screening - Crew Member or Airline Employee	1												1
Screening - Inconsistency		1											1
Screening - Procedures/Process	3		4	1									8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PKB					1			1				1	3
2020					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 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
PLN	3		1	8	2			1		4		2	21
2020				4	1					3		1	9
Customer Service				1	1					1			3
Customer Service - TSO				1	1					1			3
Mishandling of Passenger Property				3						2		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3						2		1	6
2021	2			1				1				1	5
Customer Service				1								1	2
Customer Service - Others				1									1
Customer Service - TSO												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	1												1
2022	1			1	1					1			4
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
Patdown										1			1
Patdown - Flyer										1			1
2023			1	2									3
Expedited Passenger Screening Program			1	2									3
Expedited Passenger Screening Program - TSA PreCheck			1	2									3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PNS	32	37	35	40	19	27	23	34	41	42	38	26	394
2020				7	4	6			2	1	2	3	25
Customer Service													1
Customer Service - TSO													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 Bag				1					1		1		3
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked													1
Patdown				2	1								3
Patdown - Flyer				2	1								3
Property - Special Handling				2			1				1	1	5
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				2	2				1				5
Screening - Inconsistency				1									1
Screening - Procedures/Process				1	2				1				4
2021	3	3		4	2	2	8	13	19	18	13	7	92
Additional Information Required/Insufficient Information										1			1
Additional Information Required/Insufficient Information - EMAIL ONLY										1			1
Civil Rights	1						2		1				4
Civil Rights - Constitutional Rights									1				1
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	3	5	3	3	3	24
Customer Service - Others								1					1
Customer Service - TSO		1		1	1	2	2	2	5	3	3	3	23
Expedited Passenger Screening Program							1	3	4	6	5	1	20
Expedited Passenger Screening Program - TSA PreCheck							1	3	4	6	5	1	20
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/Missin			1	1	1			1	1				5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Patdown									1	1	1		3
Patdown - Flyer											1		1
Patdown - Flyer as Observer									1				1
Patdown - General										1			1
Persons w/ Disabilities (PWD)									1	4			5
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
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) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1							1	6	1	2	2	13
Property - Special Handling - Damaged It	1								4		1		6
Property - Special Handling - Damaged Items - Checked										1		1	2
Property - Special Handling - Missing Items - Checked								1	2		1	1	5
Screening		1		1			3	3		2	1	1	12
Screening - Inconsistency				1			2	3					6
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		1					1			1	1	1	5
2022	14	16	8	9	13	19	15	21	20	23	23	16	197
Civil Rights		1					1			1		1	4
Civil Rights - Race										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	3		1	1	2	3	2	2	3	4	3	26
Customer Service - TSO	2	3		1	1	2	3	2	2	3	4	3	26
Expedited Passenger Screening Program	10	9	7	5	10	12	10	16	13	11	17	10	130
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program	1				2	1		3		1			8
Expedited Passenger Screening Program	9	9	7	5	8	10	10	13	12	10	17	10	120
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic							1						1
Mishandling of Passenger Property		2		1				2					5
Mishandling of Passenger Property - Damaged/Missin		1						2					3
Mishandling of Passenger Property - Damaged/Missin		1		1									2
Persons w/ Disabilities (PWD)	1					1	1			1			4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1						2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - General	1												1
Property - Special Handling			1	1		1	1		1	2			7
Property - Special Handling - Damaged Items - Carry-On			1	1		1	1			1			5
Property - Special Handling - Missing Items - Carry-On									1	1			2
Screening		1		1	2	1		1	4	5	2	2	19
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 - Procedures/Process		1		1	1	1		1	3	4	1	2	15
2023	15	18	27	20									80
Civil Rights			2	2									4
Civil Rights - Race			2	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2	1	1	1									5
Customer Service - TSO	2	1	1	1									5
Expedited Passenger Screening Program	11	16	20	14									61
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	11	16	19	14									60
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
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									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 - 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
PPG			1	1			1				1	1	5
2020							1						1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
2021												1	1
Patdown												1	1
Patdown - Flyer												1	1
2022											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2023			1	1									2
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreC			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
PQI				1			1	1		1	1	3	8
2020												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2021								1		1		2	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
2022				1			1				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
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
PRC	1	2				1	2	1	1	3	2	1	14
2020										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2021		1					1		1	2		1	6
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Expedited Passenger Screening Program										2			2
Expedited Passenger Screening Program - TSA PreCheck										2			2
Property - Special Handling			1							1			2
Property - Special Handling - Damaged Items - Carry			1										1
Property - Special Handling - Damaged Items - Checked										1			1
Screening													1
Screening - Procedures/Process													1
2022		1				1	1	1			2		6
Expedited Passenger Screening Program		1				1	1	1					4
Expedited Passenger Screening Program - TSA PreC		1				1	1	1					4
Patdown												1	1
Patdown - Flyer												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2023	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
PSC	16	8	11	17	5	2	3	10	6	4	8	8	98
2020				3	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
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021			1	6	3	1		5	2	1	3	3	25
Civil Rights								1					1
Civil Rights - Age								1					1
Customer Service				3	1				1	1			6
Customer Service - Others					1								1
Customer Service - TSO				3					1	1			5
Expedited Passenger Screening Program								3	1		2	3	9
Expedited Passenger Screening Program - TSA PreCheck								3	1		2	3	9
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
Ombudsman						1							1
Ombudsman - 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			1	2	1								4
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1	1									2
2022	4	2	3	1	1	1	3	5	4	3	5	5	37
Airline												1	1
Airline - Policy/Regulations/Service												1	1
Civil Rights											1		1
Civil Rights - National Origin											1		1
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Expedited Passenger Screening Program	3	1	1	1		1	2	3	4	1	3	3	23
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	2	1	1			1	2	3	4	1	3	3	21
Mishandling of Passenger Property	1											1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling							1			2			3
Property - Special Handling - Missing Items - Carry-On							1			1			2
Property - Special Handling - Missing Items - Checked										1			1
Screening			1								1		2
Screening - Procedures/Process			1								1		2
Transportation Security Operations Center						1							1
Transportation Security Operations Center - Refer to Airport						1							1
2023	12	6	7	7									32
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program	10	5	5	7									27
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	9	4	4	7									24
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										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
PSE	2	1	4	3	1	1	3			1	2		18
2020				2									2
Mishandling of Passenger Property				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2									2
2021							1				1		2
Customer Service							1						1
Customer Service - TSO							1						1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
2022		1	2		1		3			1	1		9
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
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked													1
Screening		1				1						1	3
Screening - Inconsistency											1		1
Screening - Procedures/Process			1			1							2
2023	2		2	1									5
Customer Service	1												1
Customer Service - TSO	1												1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				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									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
PSG	3									2		2	7
2020												1	1
Customer Service													1
Customer Service - TSO													1
2021										1		1	2
Patdown													1
Patdown - Flyer													1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
2022	3												4
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown	3												3
Patdown - Flyer	2												2
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
PSM		1	1		4		2		2	2			12
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	1			3
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening								1					1
Screening - Lengthy Lines								1					1
2022		1			2		1		1	1			6
Customer Service									1				1
Customer Service - TSO									1				1
Expedited Passenger Screening Program		1			2		1			1			5
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC		1			1		1				1		4
2023				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
PSP	39	35	44	59	30	59	38	33	17	24	23	22	423
2020				15	12	12	2		2	4	1		48
Customer Service						5	2			1			8
Customer Service - TSO						5	2			1			8
Locks				3	1				1				5
Locks - Missing or Damaged Lock				3	1				1				5
Mishandling of Passenger Property				9	4	6				1			20
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				7	3	6				1			17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				2	1								3
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)				1	2								3
Persons w/ Disabilities (PWD) - Metal Implants (Joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	1								2
Property - Special Handling				1	4				1	2	1		9
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked Baggage					3						1		4
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked Baggage				1	1					1			3
Screening				1			1						2
Screening - Procedures/Process				1			1						2
2021	3	2	2	4	2	8	6	5	6	7	7	5	57
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
Expedited Passenger Screening Program				1		1		2	5	4	6	4	23
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA Application Program									1	1			2
Expedited Passenger Screening Program - TSA PreCheck								2	3	3	6	4	20
Lost and Found				1		1							2
Lost and Found - Airport/TSA				1		1							2
Mishandling of Passenger Property			1	1		3	2	1		2			10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1	1		1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage						2	1			2			5
Patdown					1			1					2
Patdown - Flyer					1			1					2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols												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 Baggage			1			1				1			3
Screening		2	1			2	3	1	1				10
Screening - Inconsistency						1	1						2
Screening - Procedures/Process		2	1			1	2	1	1				8
2022	16	16	23	21	16	39	30	28	9	13	15	17	243
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights				1		1			1				3
Civil Rights - Race						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service			1	2	3	1	6	5		1			19
Customer Service - TSO			1	2	3	1	6	5		1			19
Expedited Passenger Screening Program		9	13	20	10	12	26	22	20	8	9	12	15
Expedited Passenger Screening Program - TSA Application Program			1	1	1		1		1		1		6
Expedited Passenger Screening Program - TSA PreCheck		9	12	19	9	12	26	21	20	7	9	11	15
Mishandling of Passenger Property						1		2		1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1		1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
No Jurisdiction				1			2						3
No Jurisdiction - No Referral					1								1
No Jurisdiction - Refer to Other							2						2
Patdown				1	1	1	1				1		5
Patdown - Children											1		1
Patdown - Flyer				1	1	1							3
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)		3						1	1			1	6
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) - Prostheses		1									1		2
Persons w/ Disabilities (PWD) - Wheelchairs		1											1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Medication													1
Property - Special Handling				3			2	1	4			1	13
Property - Special Handling - Damaged Items - Carry-On				1					3				7
Property - Special Handling - Damaged Items - Checked Baggage				1					1				3
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked Baggage						2							2
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening			2		2		1			2		1	9
Screening - Inconsistency							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 - Lengthy Lines			1										1
Screening - Procedures/Process			1	2	1					1		1	6
2023	20	17	19	19									75
Customer Service			3	1									4
Customer Service - TSO			3	1									4
Expedited Passenger Screening Program	19	16	13	12									60
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	18	16	13	11									58
Mishandling of Passenger Property			2	1									3
Mishandling of Passenger Property - Damaged/Missing Items--C				2									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Ba				1									1
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) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				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
PUB	2	1		3		1	1	1	2	1	1	2	15
2020				2									2
Customer Service				1									1
Customer Service - TSO				1									1
Patdown				1									1
Patdown - Flyer				1									1
2021						1	1			1			3
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Property - Special Handling										1			2
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Damaged Items - Checked										1			1
2022	1	1		1				1	2		1	2	9
Civil Rights											1		1
Civil Rights - Race											1		1
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program - TSA Application 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 Checker				1									1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Diapers/Garments/D			1										1
Persons w/ Disabilities (PWD) - Medically		1											1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening										1			1
Screening - Procedures/Process									1				1
2023	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUW	3	1	2	2	2	3	1	2	5	1		1	23
2020					2	1				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)										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
2021								2	3				5
Expedited Passenger Screening Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck								1	1				2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked										1			1
2022		1	1	2		2	1		2			1	10
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Expedited Passenger Screening Program				1						2			4
Expedited Passenger Screening Program - TSA PreCheck				1						2			4
Screening		1				1							4
Screening - Inconsistency				2									1
Screening - Procedures/Process			1										2
Screening - Retrieving Abandoned/Confiscated Items				1									1
2023	3		1										4
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
Patdown	1												1
Patdown - Flyer	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVC	1	2		1	3	1	2	2			2		14
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
2022	1	1		1	2		2	2			1		10
Civil Rights	1							2					3
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimination	1												1
Expedited Passenger Screening Program			1	1	2			2			1		7
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreC			1	1	1			2					5
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
2023		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	52	37	45	51	19	31	26	28	33	36	42	29	429
2020				7	5	4	1	3	3	6	3	3	35
Civil Rights				1						1	1	1	4
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Customer Service										1			1
Customer Service - TSO										1			1
Locks				2	1		1						4
Locks - Missing or Damaged Lock				2	1		1						4
Mishandling of Passenger Property				2		2				2		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2		2				2		1	7
Persons w/ Disabilities (PWD)					1			1					2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Property - Special Handling				2	3	2		2	3	2	2	1	17
Property - Special Handling - Damaged Items - Checked					2	1			3		1		7
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked				1	1	1		2		2	1	1	9
2021	1	2	1		1	1	3	11	5	7	11	7	50
Civil Rights								1					2
Civil Rights - Racial Profiling or Discrimination													2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service							1	1	2	2	1		7
Customer Service - TSO							1	1	2	2	1		7
Expedited Passenger Screening Program							1	4	2	2	8	3	20
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck							1	4	2	2	8	2	19
Mishandling of Passenger Property			1					1	1	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								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
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	2			1	1				1			6
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening								2				2	4
Screening - Procedures/Process								2				2	4
2022	17	16	15	15	13	26	22	14	25	23	28	19	233
Airline									1				1
Airline - Lost Baggage									1				1
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service	2		1				1	1				3	8
Customer Service - TSO	2		1				1	1				3	8
Duplicate E-mail		1											1
Duplicate E-mail - General		1											1
Expedited Passenger Screening Program	11	10	9	15	11	23	18	12	17	19	22	12	179
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		2		1				2		2		1	8
Expedited Passenger Screening Program	11	8	9	14	11	22	18	10	17	19	20	11	170
Human Capital												1	1
Human Capital - Prospective Employment with TSA												1	1
Identification (ID) Requirements		1	2		1	1							5
Identification (ID) Requirements - Domestic		1	2		1	1							5
Mishandling of Passenger Property	1		1			1			2		2		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	1	4
Patdown - Flyer								1	1		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	2	1			1	2		3	1	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		2
Property - Special Handling - Missing Items - Checked	1	1	1			1	1			1			6
Screening	2	2	1				1		1	3	2	1	13
Screening - Inconsistency										1			1
Screening - Procedures/Process	2	2	1				1		1	2		1	12
2023	34	19	29	29						2	2	1	111
Customer Service	1	1	2										4
Customer Service - Others			1										1
Customer Service - TSO	1	1	1										3
Expedited Passenger Screening Program	30	16	26	27									99
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	2	1	2	1									6
Expedited Passenger Screening Program	27	15	22	26									90
Locks	1												1
Locks - Missing or Damaged Lock	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	1												1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Request for Assistance	1												1
Request for Assistance - Other	1												1
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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVU	2	3	2	3		3	2		1	1		1	18
2021						1	1		1			1	3
Customer Service						1							1
Customer Service - TSO						1							1
Patdown									1				1
Patdown - Flyer									1				1
Screening							1						1
Screening - Inconsistency							1						1
2022	1			1		2	1			1		1	7
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program				1		1	1			1		1	5
Expedited Passenger Screening Program - TSA PreCheck				1		1	1			1		1	5
Screening							1						1
Screening - Procedures/Process							1						1
2023	1	3	2	2									8
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	1	3	2	1									7
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1	3	1	1									6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PWM	34	35	11	19	11	21	12	27	24	22	30	36	282
2020				1	1	3		2	1	5	3	6	22
Customer Service					1	2			1				2
Customer Service - TSO					1	2			1				2
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
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		2	7
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		2	3
Screening										3	1		4
Screening - Inconsistency											1		1
Screening - Procedures/Process										3			3
2021		4	1	1	4	3	1	5	9	8	14	11	61
Civil Rights		1						1					2
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service			1		1			1	2		1	1	7
Customer Service - TSO			1		1			1	2		1	1	7
Expedited Passenger Screening Program							1	3	2	5	12	6	29
Expedited Passenger Screening Program - TSA PreCheck							1	3	2	5	12	6	29
Identification (ID) Requirements				1	1	1			1	1			5
Identification (ID) Requirements - Domestic				1	1	1			1	1			5
Locks		1							1				2
Locks - Missing or Damaged Lock		1							1				2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										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										1	1	1	3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On											1	1	2
Screening		1				2			2			3	8
Screening - Inconsistency						1						1	2
Screening - Procedures/Process		1							1			2	4
Screening - Retrieving Abandoned/Confiscated Items						1			1				2
TWIC					2								2
TWIC - General					2								2
2022	8	10	3	5	6	15	11	20	14	9	13	19	133
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Informatic	1												1
Customer Service	1					2		1	1	2	2		9
Customer Service - TSO	1	1				2		1	1	2	2		9
Expedited Passenger Screening Program	6	8	2	4	6	13	9	17	11	4	9	16	105
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Appl		1		1	1						1		4
Expedited Passenger Screening Program	6	7	2	3	5	12	9	17	11	4	8	16	100
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/Missing Items--C			1					1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç				1					1	1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
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										2		1	3
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked										1		1	2
Screening	1								1		2	2	6
Screening - Children											1		1
Screening - Procedures/Process	1								1		1	2	5
2023	26	21	7	12									66
Expedited Passenger Screening Program	23	16	6	11									56
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	22	16	6	11									55
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			1										1
Patdown	1	2											3
Patdown - Flyer	1	2											3
Persons w/ Disabilities (PWD)	1	2											3
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically	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
RAP	12	10	7	8	2	3	6	10	13	8	9	10	98
2020				1	1	3	2	1	1	1		2	9
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													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
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling										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		2	5	2	4	3	20
Customer Service	1						1				1		3
Customer Service - TSO	1						1				1		3
Expedited Passenger Screening Program									1	2	1	1	7
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck									1	1	1	1	6
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
No Subject				1									1
No Subject - General				1									1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling		1											2
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening									1	1	2		4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1	2	3
2022	5	2	3	2	1	2	4	7	7	5	5	5	48
Customer Service										2	1		3
Customer Service - TSO										2	1		3
Expedited Passenger Screening Program	4		1	2		1	4	6	6	2	3	5	34
Expedited Passenger Screening Program	4		1	2		1	4	6	6	2	3	5	34
Locks		1											1
Locks - Missing or Damaged Lock		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
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Screening	1			2		1		1		1	1		7
Screening - Inconsistency				1									1
Screening - Procedures/Process	1			1		1		1		1	1		6
2023	6	7	3	5									21
Expedited Passenger Screening Program	4	5	2	4									15
Expedited Passenger Screening Program - TSA Application Program			1										1
Expedited Passenger Screening Program	4	5	1	4									14
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	2	2		1									5
Screening - Inconsistency	1	1											2
Screening - Procedures/Process	1	1		1									3

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDD	8	2	3	3	1	2	1		1		1		22
2021					1	1							2
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
Screening						1							1
Screening - Procedures/Process						1							1
2022	1	1	2	1		1	1		1		1		9
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
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								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
Patdown - General				1									1
Screening			1									1	2
Screening - Inconsistency			1										1
Screening - Procedures/Process											1		1
2023	7	1	1	2									11
Expedited Passenger Screening Program	5		1	2									8
Expedited Passenger Screening Program	5		1	2									8
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
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	9	11	12	13	6	6	9	9	8	4	16	7	110
2020						1	1	9	1		1	7	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
Screening								1					1
Screening - Procedures/Process								1					1
2021				2	2	1	1		3	2	3	2	16
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Expedited Passenger Screening Program								1		2		2	5
Expedited Passenger Screening Program - TSA PreCheck								1		2		2	5
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Patdown											3		3
Patdown - Flyer											3		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 - Procedures/Process				1					1				2
2022	3	2	6	2	4	4	7	9	4	2	12	5	60
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9	3	2	10	4	52
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program	2	1	5	2	4	4	6	9	3	1	10	3	50
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In													1
Patdown													1
Patdown - Flyer													1
Property - Special Handling	1												1
Property - Special Handling - Damaged Items	1												1
Screening			1				1		1		2		5
Screening - Inconsistency									1		1		2
Screening - Procedures/Process			1				1				1		3
2023	6	9	6	9									30
Expedited Passenger Screening Program	4	7	4	8									23
Expedited Passenger Screening Program	4	7	4	8									23
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Screening	1	2	2	1									6
Screening - Inconsistency	1	1											2
Screening - Military			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
RDU	187	189	194	167	80	118	127	135	141	154	148	174	1,814
2020				23	20	10	2		2	10	7	9	83
Civil Rights				1	2						1	1	5
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimination											1	1	2
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sexual Orientation - Not Transgender						1							1
Customer Service				4	2	2			1	3		3	15
Customer Service - TSO				4	2	2			1	3		3	15
Locks				3	1		1						5
Locks - Missing or Damaged Lock				3	1		1						5
Mishandling of Passenger Property				5	7	2						2	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	4	2						2	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2							2
Patdown				1		1							2
Patdown - Flyer				1		1							2
Persons w/ Disabilities (PWD)				1	1				1	3	2	1	9
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
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) - 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) - Wheelchair/ Scooter/ Segway					1					1		1	3
Property - Special Handling				4	3	4	1			2	1	1	16
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked				2	1						1	1	5
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked				2	2	3				2			9
Screening				4	4	1				2	3	1	15
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1									1
Screening - Procedures/Process				3	3	1				1	3	1	12
Screening - Security Breach						1							1
2021	13	8	4	4	7	6	17	17	28	40	34	43	221
Animals					1								1
Animals - Carry-On					1								1
Civil Rights	1								1	1	3	1	7
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
Civil Rights - Transgender Screening										1		1	2
Customer Service	1	1	1		1	2	2	2	1	4	3	4	22
Customer Service - TSO	1	1	1		1	2	2	2	1	4	3	4	22
Expedited Passenger Screening Program					1	1	4	10	18	22	21	29	106
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - TSA Application Program							1	1	1	2	2	6	13
Expedited Passenger Screening Program - TSA PreCheck					1	1	3	9	17	20	18	23	92
Hazardous Materials Safety										1			1
Hazardous Materials Safety - General										1			1
Locks	1				1	1			1				4
Locks - Missing or Damaged Lock	1				1	1			1				4
Mishandling of Passenger Property	3	3	2	1	1		2			2	1	1	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked		1	2	1							1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	3	2				1	1			2			9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown				1						2		1	4
Patdown - Flyer				1						2		1	4
Persons w/ Disabilities (PWD)	1					1		1		2		1	6
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							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) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items							1		1				2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1				1
Property - Special Handling	5	3		2		2	6	3	5	6	2	3	37
Property - Special Handling - Damaged Items - Carry-On							1	1	2	2		1	7
Property - Special Handling - Damaged Items - Checked	2			1			3	1	2	2	1		12
Property - Special Handling - Missing Items - Carry-On		1				1		1	1	2			7
Property - Special Handling - Missing Items - Checked	3	2		1		1	2				1	1	11
Screening	1	1	1		1		1	2		1	4	3	15
Screening - Inconsistency											1		1
Screening - Procedures/Process	1	1	1		1		1	2		1	3	3	14
2022	42	67	61	52	53	102	108	118	111	104	107	122	1,047
Airline	1	1							1		2		5
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service	1	1							1				3
Airline - Wheelchair Assistance										1			1
Civil Rights	1	5	1	1				1	2				11
Civil Rights - Age								1	1				2
Civil Rights - Race				1					1				2
Civil Rights - Racial Profiling or Discrimination		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			4										4
Civil Rights - Transgender Screening	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Claims				1									1
Claims - Status				1									1
Customer Service	3	6	2	4		9		7	7	10	6	5	59
Customer Service - Others						1			4				5
Customer Service - TSO	3	6	2	4		8		7	3	10	6	5	54
Expedited Passenger Screening Program	28	48	50	36	47	83	101	101	87	79	81	107	848
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD				1		1		2			1		5
Expedited Passenger Screening Program	1	4	2	4	3	4	9	5	2	6	6	2	48
Expedited Passenger Screening Program	27	44	48	31	44	78	92	94	85	73	73	105	794
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	1	1				1	1	3	2	1	4	2	16
Mishandling of Passenger Property - Damaged	1	1						3	2		2	1	10
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	2
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown	1	1	1	1	1	1	3	2	1	2	2		16
Patdown - Flyer	1	1	1	1	1	1	3	2	1	2	2		16
Persons w/ Disabilities (PWD)	1		1			1		2	4	2		1	12
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) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									2				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Colostomy	1					1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1									1	2
Property - Special Handling	4	1	3	2	4	5	2	1	2	6	6	2	38
Property - Special Handling - Damaged Items - Checked	4		1	1	2	5	1		1	3	5	1	24
Property - Special Handling - Damaged Items - Checked						1			1	2	1	1	6
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked		1	2	1	2			1					7
Screening	1	3	3	6	1	1	1	1	4	4	6	5	36
Screening - Inconsistency			2	1		1					1	1	6
Screening - Lengthy Lines				1				1	1			1	4
Screening - Military							1						1
Screening - Procedures/Process	1	3	1	4	1				3	4	5	2	24
Screening - Retrieving Abandoned/Confiscated Items												1	1
2023	132	114	129	88									463
Airline			1	1									2
Airline - Policy/Regulations/Service			1										1
Airline - Wheelchair Assistance				1									1
Civil Rights	2			2									4
Civil Rights - Constitutional Rights				2									2
Civil Rights - Race	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	6	7	15	4									32
Customer Service - TSO	6	7	15	4									32
Expedited Passenger Screening Program	110	95	102	75									382
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program	1	1		2									4
Expedited Passenger Screening Program	2	6	1	2									11
Expedited Passenger Screening Program	106	88	100	71									365
Expedited Passenger Screening Program	1												1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	4	4	2	1									11
Mishandling of Passenger Property - Damaged	2	2	2	1									7
Mishandling of Passenger Property - Damaged	2	1											3
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown	3		1	1									5
Patdown - Flyer	3		1	1									5
Property - Special Handling	2	4	4	3									13
Property - Special Handling - Damaged Items - Checked	1	2	1	2									6
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Checked	1		2										3
Property - Special Handling - Missing Items - Checked		2											2
Screening	5	3	3	1									12
Screening - Crew Member or Airline Employee			1										1
Screening - Lengthy Lines	2		1										3
Screening - Opposite Gender	1												1
Screening - Procedures/Process	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
RFD	2	4	3	6	3	2	4	2	5	1		4	36
2020				1		1			1			1	4
Customer Service													1
Customer Service - TSO													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			3	5
Customer Service													1
Customer Service - TSO													1
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck													1
Mishandling of Passenger Property													1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage													1
Screening						1							1
Screening - Procedures/Process						1							1
2022	2	2	1	2	2	1	4	2	3	1			20
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2	3				16
Expedited Passenger Screening Program	2	2	1	1	1	1	3	2	3				16
Mishandling of Passenger Property													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
2023		2	2	3									7
Expedited Passenger Screening Program		1	1	3									5
Expedited Passenger Screening Program - TSA PreC		1	1	3									5
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		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
RHI				2					1	1	1		5
2020											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
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2022				2									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
RIC	78	96	72	83	41	53	68	77	64	66	73	65	836
2020				16	13	9	4	2	1		6	5	56
Civil Rights				1	1	1					1		4
Civil Rights - Racial Profiling or Discrimination				1	1	1					1		4
Customer Service				1	4	2	2					1	10
Customer Service - TSO				1	4	2	2					1	10
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Mishandling of Passenger Property						3	2	1	1	2		1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						3	1	1	1		1	1	8
Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked											1		1
Patdown				4	2						1		7
Patdown - Flyer				4	1						1		6
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		2	1					1	8
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	1					1	5
Screening				4	1	2	1	1			2	2	13
Screening - Lengthy Lines				1								1	2
Screening - Procedures/Process				3	1	2	1	1			2	1	11
2021	6	5	3	5	5	7	12	10	17	31	26	17	144
Civil Rights		1									2	1	4
Civil Rights - Age											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	2	2	3	2	6	3	6	2	30
Customer Service - TSO		1	2	1	2	2	3	2	6	3	6	2	30
Expedited Passenger Screening Program			1		1	1	5	3	6	22	8	7	54
Expedited Passenger Screening Program - TSA Application Program							1		1	3		1	6
Expedited Passenger Screening Program - TSA PreCheck			1		1	1	4	3	5	19	8	6	48
Mishandling of Passenger Property		2			1	1							4
Mishandling of Passenger Property - Dam		2			1	1							4
Patdown		1					1	1	1	3	1		8
Patdown - Flyer		1					1	1	1	3	1		8
Persons w/ Disabilities (PWD)				1					1		1	4	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1								1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												2	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Prohibited & Permitted Items				1							1		2
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1							1		2
Property - Special Handling	2	2		1		1		1	2	1	3	1	14
Property - Special Handling - Damaged Items - Carry-On											2		2
Property - Special Handling - Damaged Items - Checked				1		1			2		1		5
Property - Special Handling - Missing Items - Carry-On										1			2
Property - Special Handling - Missing Items - Checked	2	2						1					5
Screening	1	1		1	1	2	3	3	1	2	4	2	21
Screening - Children											1		1
Screening - Inconsistency				1		2							3
Screening - Procedures/Process	1	1			1		3	3	1	2	3	2	17
2022	25	42	35	25	23	37	52	65	46	35	41	43	469
Airline											1	1	2
Airline - Policy/Regulations/Service											1	1	2
Civil Rights	1		2	1					1		1	1	7
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Race									1		1	1	3
Civil Rights - Racial Profiling or Discrimination	1		1										2
Civil Rights - Transgender Screening				1									1
Claims	1												1
Claims - General	1												1
Customer Service	5	4	4	4	5	5	12	9	6	6	5	2	67
Customer Service - Others					1								1
Customer Service - TSO	5	4	4	4	4	5	12	9	6	6	5	2	66
Expedited Passenger Screening Program	12	28	18	15	14	27	35	45	34	23	27	34	312
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - Other	2	2	1		3	1	1	1	1	1			13
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	10	26	17	15	11	24	34	44	33	21	27	34	296
Hazardous Materials Safety													1
Hazardous Materials Safety - General													1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Mishandling of Passenger Property		2		1			1	2	1	1			8
Mishandling of Passenger Property - Damaged/Missing		2		1			1	1	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Patdown	1	1	1			1	1	3		1	3	1	13
Patdown - Children										1			1
Patdown - Flyer	1	1	1			1	1	3			3	1	12
Persons w/ Disabilities (PWD)			2	1		1	1	1	1			1	7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total	
Persons w/ Disabilities (PWD) - Diabetes									1				1	
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/M:			1										1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			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	
Prohibited & Permitted Items		1	1	1									3	
Prohibited & Permitted Items - Beauty & Grooming Items				1									1	
Prohibited & Permitted Items - Liquids/Ge		1											1	
Prohibited & Permitted Items - Medication/Prescriptio			1										1	
Property - Special Handling		2		2	1	1	2	1		2		1	12	
Property - Special Handling - Damaged Items - Carry-On						1	1			1			3	
Property - Special Handling - Damaged It		2		1			1			1			5	
Property - Special Handling - Missing Items - Checked		1		1			1					1	4	
Screening		2	6	5	2	2	2	1	5	1	4	3	2	35
Screening - Inconsistency			1	3									1	5
Screening - Lengthy Lines		1		2			1			1			1	8
Screening - Procedures/Process		1	5		1	1	1	1	4		3	3		20
Screening - Rail				1										1
Screening - Retrieving Abandoned/Confiscated Items							1							1
2023	47	49	34	37									167	
Airline				1									1	
Airline - Lost Baggage				1									1	
Customer Service		3	5	5	4								17	
Customer Service - TCC					1								1	
Customer Service - TSO		3	5	5	3								16	
Expedited Passenger Screening Program		34	36	26	28								124	
Expedited Passenger Screening Program		2											2	
Expedited Passenger Screening Program		32	36	26	28								122	
Locks		1											1	
Locks - Missing or Damaged Lock		1											1	
Mishandling of Passenger Property		1	2		1								4	
Mishandling of Passenger Property - Dam		1	1		1								3	
Mishandling of Passenger Property - Disarrayed Item			1										1	
Patdown		3			1								4	
Patdown - Flyer		3			1								4	
Persons w/ Disabilities (PWD)		2											2	
Persons w/ Disabilities (PWD) - Medically		1											1	
Persons w/ Disabilities (PWD) - Wheelcha		1											1	
Property - Special Handling		1	1	1	2								5	
Property - Special Handling - Damaged Items - Checked				1									1	
Property - Special Handling - Missing Items - Carry-On					2								2	
Property - Special Handling - Missing Item		1	1										2	
Screening		2	5	2									9	
Screening - Inconsistency		1	1										2	
Screening - Procedures/Process		1	4	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
RIW		1	1	1	1		1	1		2			8
2020					1					1			2
Patdown					1								1
Patdown - Flyer					1								1
Screening										1			1
Screening - Procedures/Process										1			1
2021		1					1			1			3
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Property - Special Handling													1
Property - Special Handling - Damaged Items - Checked										1			1
Screening			1										1
Screening - Procedures/Process			1										1
2022								1					1
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
2023			1	1									2
Patdown			1										1
Patdown - Flyer			1										1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKD			1			1	1	1					4
2020						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
2021								1					1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2022							1						1
Expedited Passenger Screening Program							1						1
Expedited Passenger Screening Program - TSA PreCheck							1						1
2023				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
RKS	4	2	3					1	2	1	1		14
2020									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
2021								1		1	1		3
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening												1	1
Screening - Procedures/Process												1	1
2022	4	1	2						1				8
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Damaged/Missing Items--Unspecified Luggage	1												1
Customer Service	2												2
Customer Service - TSO	2												2
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items--Checked				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage			1										1
Patdown	1			1									2
Patdown - Flyer	1			1									2
2023			1	1									2
Claims				1									1
Claims - Status				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
RNO	73	70	58	65	27	39	55	47	53	46	75	63	671
2020				11	10	6		1	1	4	12	8	53
Civil Rights				1	1								2
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				2	2	1		1		1	8	4	19
Customer Service - Others											2	1	3
Customer Service - TSO				2	2	1		1		1	6	3	16
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1	1	2			1	1	1	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
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	1		3
Patdown				1	2						1		4
Patdown - Flyer				1	2						1		4
Persons w/ Disabilities (PWD)					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				2	2	3					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				4						2		2	8
Screening - Procedures/Process				4						2		2	8
2021	6	12	4	3	4	8	12	21	21	20	25	17	153
Airline									1				1
Airline - Policy/Regulations/Service									1				1
Civil Rights		1				1		1	1	1		1	6
Civil Rights - Hair Patdowns		1						1	1				3
Civil Rights - Racial Profiling or Discrimination						1				1		1	3
Customer Service	3	2	2	2			2	6	1	5	3	2	28
Customer Service - CSM			1										1
Customer Service - Others	1	1											2
Customer Service - TCC							1						1
Customer Service - TSO	2	1	1	2			1	6	1	5	3	2	24
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program				1			7	6	6	9	11	7	47
Expedited Passenger Screening Program - TSA Application Program									1			1	2
Expedited Passenger Screening Program - TSA PreCheck				1			7	6	5	9	11	5	44
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Locks	1	1										1	3
Locks - Missing or Damaged Lock	1	1										1	3
Mishandling of Passenger Property		1						1	1	1	1		5
Mishandling of Passenger Property - Damaged/Missu		1							1	1	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1					1	1		2		3	2	10
Patdown - Children									1				1
Patdown - Flyer	1						1		1		3	2	8
Patdown - General						1							1
Persons w/ Disabilities (PWD)		1					1	2			2	1	7
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								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) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1				1	2
Prohibited & Permitted Items								1	1				2
Prohibited & Permitted Items - General								1	1				2
Property - Special Handling		1				1	1	1	3		1	1	9
Property - Special Handling - Damaged Items - Carry-On									2		1		3
Property - Special Handling - Damaged Items - Checked							1					1	2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checke		1				1			1				3
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening	1	5	2		4	5		3	5	3	2	2	32
Screening - Inconsistency					1	2			3		1		7
Screening - Lengthy Lines								2	1	2			5
Screening - Procedures/Process	1	4	2		3	3		1	1	1	1	2	19
Screening - Retrieving Abandoned/Confiscated Items		1											1
2022	30	27	26	20	13	25	43	25	31	22	38	38	338
Civil Rights	3		2		1		2	4		1			13
Civil Rights - Hair Patdowns	1												1
Civil Rights - Profiling								1					1
Civil Rights - Race							1	1		1			3
Civil Rights - Racial Profiling or Discrimination	1				1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2					1					3
Civil Rights - Transgender Screening	1						1	1					3
Claims								1					1
Claims - General								1					1
Customer Service	5	7	3	3	2	2	5	3	4		1	1	36
Customer Service - CSM	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	4	7	3	3	2	2	5	3	4		1	1	35
Expedited Passenger Screening Program	8	18	12	15	9	21	30	9	19	14	31	29	215
Expedited Passenger Screening Program - DoD		2					2						4
Expedited Passenger Screening Program	2	2	2	2	2		2		3			2	17
Expedited Passenger Screening Program	6	14	10	13	7	21	26	9	16	14	31	27	194
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Human Capital									1				1
Human Capital - Prospective Employment with TSA									1				1
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks		1											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	1	3	9
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		2	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked													1
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown		3			1		3	1	1	1	1		11
Patdown - Flyer		2			1		3	1	1	1	1		10
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)		1	2			1		2				1	7
Persons w/ Disabilities (PWD) - Breast Cancer						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) - Metal Implants (joint)												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) - Touch Aversion (pain/trauma)			1										1
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Knives/Tobacco		1											1
Property - Special Handling		1	3	1			1	3	2		1	1	13
Property - Special Handling - Damaged Items - Carry-On			1				1	1	2				5
Property - Special Handling - Damaged Items - Checked			1	1				1			1		4
Property - Special Handling - Missing Items		1						1				1	3
Property - Special Handling - Missing Items - Checked			1										1
Screening	7	2	1			1		2	3	3	3	2	24
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency	2	1				1							4
Screening - Lengthy Lines								1		1	1		3
Screening - Procedures/Process	5	1	1					1	3	2	2	1	16
2023	37	31	28	31									127
Civil Rights	1			1									2
Civil Rights - Race	1												1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	6	4	3	1									14
Customer Service - TSO	6	4	3	1									14
Expedited Passenger Screening Program	26	18	22	24									90
Expedited Passenger Screening Program	2	1											3
Expedited Passenger Screening Program	23	17	22	24									86
Expedited Passenger Screening Program	1												1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1	1		2									4
Mishandling of Passenger Property - Damaged/Missing Items			1	1									2
Mishandling of Passenger Property - Damaged/Missing Items - Checked	1			1									2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1	3		1									5
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medical Devices - At			1										1
Persons w/ Disabilities (PWD) - Medically Necessary	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter		2											2
Screening	1	5	3	1									10
Screening - Inconsistency			1										1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		4	3	1									8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROA	7	11	8	12	3	8	11	4	10	10	15	4	103
2020				2							2	4	4
Patdown				2									2
Patdown - Flyer				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	1	2				1	4	3		13
Customer Service		1								3			4
Customer Service - TSO		1								3			4
Expedited Passenger Screening Program			1		2				1	1	3		8
Expedited Passenger Screening Program - Known Crew Member					1								1
Expedited Passenger Screening Program - TSA PreCheck			1		1				1	1	3		7
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1
2022	5	2	3	6	1	8	11	4	9	6	10	4	69
Customer Service			1			2	2		1	1			7
Customer Service - TSO			1			2	2		1	1			7
Expedited Passenger Screening Program	3	2	2	6		5	9	4	6	3	9	1	50
Expedited Passenger Screening Program - DoD							1						1
Expedited Passenger Screening Program - TSA Application Program				1			1		1				3
Expedited Passenger Screening Program	3	2	2	5		5	7	4	5	3	9	1	46
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back	1												1
No Jurisdiction										1			1
No Jurisdiction - Refer to Other										1			1
Patdown	1								1		1		3
Patdown - Children											1		1
Patdown - Flyer	1								1				2
Screening						1	1		1	1		2	6
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1				1	1		2	5
2023	2	8	4	3									17
Expedited Passenger Screening Program	2	8	3	3									16
Expedited Passenger Screening Program	2	8	3	3									16
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	31	20	21	31	12	27	22	16	17	20	14	24	255
2020				3	3	4			2		2	2	16
Civil Rights											1		1
Civil Rights - Hair Patdowns											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						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						2
Patdown - Flyer						1	1						2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies													1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Screening						2			1				4
Screening - Procedures/Process						1			1				3
Screening - Security Breach						1							1
2021		1		1		2	2	5	1	2	5	5	24
Customer Service						1		1					3
Customer Service - TSO							1	1					3
Expedited Passenger Screening Program											4	3	7
Expedited Passenger Screening Program - TSA PreCheck											4	3	7
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)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Remains											1		1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening				1		1	2	1					6
Screening - Inconsistency				1				1					2
Screening - Procedures/Process							1	2				1	4
2022	9	6	6	8	9	21	20	11	14	18	7	17	146
Civil Rights	1									1			2
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening	1												1
Customer Service	2	1	2				1			2		1	9
Customer Service - Others										1			1
Customer Service - TSO	2	1	2				1			1		1	8
Expedited Passenger Screening Program	5	3	4	7	7	16	17	10	14	14	7	14	118
Expedited Passenger Screening Program - TSA Application Pro	1				1			1		2			5
Expedited Passenger Screening Program	5	3	3	7	6	16	17	9	14	12	7	14	113
Patdown				1		2	2					1	6
Patdown - Flyer				1		2	2					1	6
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General						1							1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Beauty & Grooming It		1											1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1			1	2		1		1		1	7
Screening - Inconsistency						1		1		1			3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		1				1							3
2023	22	13	15	19									69
Civil Rights	1												1
Civil Rights - Perceived Religion	1												1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	18	11	13	17									59
Expedited Passenger Screening Program	1	1	1										3
Expedited Passenger Screening Program	17	10	12	17									56
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				1									1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	1			1									2
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Screening	2		2										4
Screening - Lengthy Lines	1												1
Screening - Procedures/Process			2										2
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROW	1		1		1	1	1	1	1		2	2	11
2020					1								1
Customer Service					1								1
Customer Service - TSO					1								1
2021								1	1			1	3
Expedited Passenger Screening Program								1				1	2
Expedited Passenger Screening Program - TSA PreCheck								1				1	2
Screening										1			1
Screening - Lengthy Lines										1			1
2022	1					1	1				2	1	6
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		2
Screening - Procedures/Process		1									1		2
2023				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
RST	7	11	7	15	5	3	7	5	6	2	6	4	78
2020				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 Baggage									1				1
Patdown				2									2
Patdown - Flyer as Observer				2									2
2021	1			1	1		2	4	2	1	3		15
Customer Service					1		1						2
Customer Service - TSO					1		1						2
Expedited Passenger Screening Program				1			1	4	2	1	2		11
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck				1			1	3	2	1	2		10
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening													1
Screening - Procedures/Process													1
2022	2	7	3	4	4	2	5	1	3	1	3	4	39
Additional Information Required/Insufficient Information			1										1
Additional Information Required/Insufficient Informatic			1										1
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program	1	4	3	3	3	2	4	1	2		2	4	29
Expedited Passenger Screening Program - TSA Appl		1		1									2
Expedited Passenger Screening Program	1	3	3	2	3	2	4	1	2		2	4	27
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 - Missing Item		1											1
Screening			1							1	1		3
Screening - Inconsistency										1			1
Screening - Procedures/Process		1									1		2
2023	4	4	4	8									20
Customer Service	1												1
Customer Service - Others	1												1
Expedited Passenger Screening Program	2	3	4	8									17
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	3	4	7									16
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	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
RSW	98	161	184	250	150	202	188	128	96	91	98	100	1,746
2020				37	44	37	5	8	9	7	7	9	163
Civil Rights				2				1					3
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Customer Service				7	6	7	1	2	1	1	3		28
Customer Service - Others				1									1
Customer Service - TSO				6	6	7	1	2	1	1	3		27
Locks					3	2			1				6
Locks - Missing or Damaged Lock					3	2			1				6
Lost and Found				1	1				1				3
Lost and Found - Airport/TSA				1	1				1				3
Mishandling of Passenger Property				12	11	5	1	1	4	2	1	4	41
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	1						1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				8	6	5		1	3	1		4	28
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	4		1		1	1			9
Patdown				1	1	2	1						5
Patdown - Flyer				1	1	2	1						5
Persons w/ Disabilities (PWD)				1	4	1				1			7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes					1					1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2
Property - Special Handling				4	4	8	2	1	2	1	3	3	28
Property - Special Handling - Damaged Items - Carry-On				1	1	1					1		4
Property - Special Handling - Damaged Items - Checked				1	1	3	1		1	1	1	1	10
Property - Special Handling - Missing Items - Carry-On				2			1						3
Property - Special Handling - Missing Items - Checked					2	4		1	1		1	2	11
Screening				9	14	12		3		2		2	42
Screening - Crew Member or Airline Employee				1	1								2
Screening - Lengthy Lines				1	4								5
Screening - Procedures/Process				7	9	12		3		2		2	35
2021	20	15	12	23	15	28	43	40	37	34	32	34	333
Civil Rights	1	1	1	1		2	2			4			12
Civil Rights - Racial Profiling or Discrimination	1		1	1		1	1			3			8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1				1	1		1				4
Claims			1										1
Claims - Status			1										1
Customer Service	4	3	2	7	4	7	2	7	7	3	7	2	55
Customer Service - Others							1		1	1			3
Customer Service - TSO	4	3	2	7	4	7	1	7	6	2	7	2	52
Duplicate E-mail						1							1
Duplicate E-mail - General						1							1
Expedited Passenger Screening Program			5	6	2	8	24	17	20	21	23	22	148
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - TSA Application Program							6	2	1		4	5	18
Expedited Passenger Screening Program - TSA PreCheck			4	6	2	8	18	15	19	21	19	17	129
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	1						1	1					3
Locks - Missing or Damaged Lock	1						1	1					3
Lost and Found	3						2		1				6
Lost and Found - Airport/TSA	3						2		1				6
Mishandling of Passenger Property	5	4	2	2	3	3	1	4			1		25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on	2			1		1	1	1					6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	2	2	2	1	2			3					12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	2			1	2					1		7
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown							1					2	3
Patdown - Flyer							1						1
Patdown - General												2	2
Persons w/ Disabilities (PWD)	1	1		1	1				1		1		6
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) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Prohibited & Permitted Items							2		2	1			5
Prohibited & Permitted Items - Beauty & Grooming Items							1						1
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects							1						1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items									1				1
Prohibited & Permitted Items - Remains									1				1
Property - Special Handling	4	3	1			2	3	5	5	3		1	27
Property - Special Handling - Damaged Items - Carry-On						1			3				4
Property - Special Handling - Damaged Items - Checked	4	2					2	1	1	3			13
Property - Special Handling - Missing Items - Carry-On								2	1			1	4
Property - Special Handling - Missing Items - Checked	1		1		1	1	1	2					6
Screening	1	3	1	3	5	5	5	6	1	2		7	39
Screening - Children					1								1
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency				1	1	1		1		1		1	6
Screening - Lengthy Lines					1			1				1	3
Screening - Procedures/Process	1	3	1	2	2	4	5	2	1	1		5	27
Screening - Retrieving Abandoned/Confiscated Items								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2022	43	68	86	83	91	137	140	80	50	50	59	57	944
Airline	1									1			2
Airline - Policy/Regulations/Service	1									1			2
Civil Rights	1		3		1				1			4	10
Civil Rights - Constitutional Rights			1										1
Civil Rights - Race												2	2
Civil Rights - Racial Profiling or Discrimination	1		1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1		1				1			2	5
Claims							1				1		2
Claims - General							1						1
Claims - Status											1		1
Customer Service	5	5	7	5	4	10	6	8	9	4	5	6	74
Customer Service - Others			1							1			2
Customer Service - TSO	5	5	6	5	4	10	6	8	9	3	5	6	72
Expedited Passenger Screening Program	30	53	67	62	77	117	118	65	31	42	45	42	749
Expedited Passenger Screening Program	2	4	5	2	6	2	3	2		3	3		32
Expedited Passenger Screening Program	28	49	61	60	70	115	115	63	31	39	42	42	715
Expedited Passenger Screening Program - TSA/DHS Employee			1		1								2
Locks	1								1				2
Locks - Missing or Damaged Lock	1								1				2
Mishandling of Passenger Property				3	1	1		1	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				2				1	1	1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage				1	1	1							3
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown	1		1	1	1	4	3	1			1	1	14
Patdown - Children			1				1						2
Patdown - Flyer					1	4	2	1			1	1	10
Patdown - Flyer as Observer	1			1									2
Persons w/ Disabilities (PWD)	2	4				2	2	1	1		2		14
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Diabetes		2									1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices		1				1							2
Persons w/ Disabilities (PWD) - Medical Devices - At Risk		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1	1				3
Persons w/ Disabilities (PWD) - Mobility Devices	1						1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchairs	1												1
Prohibited & Permitted Items	1		3										4
Prohibited & Permitted Items - Chemical/Flammable	1												1
Prohibited & Permitted Items - Lighters/Matches			3										3
Property - Special Handling	1		1	6	5	1	1	3	1		1	2	22
Property - Special Handling - Damaged Items - Carry-On			1			1							2
Property - Special Handling - Damaged Items - Checked Baggage	1			3	1				1			1	7
Property - Special Handling - Missing Items - Carry-On					1			1					2
Property - Special Handling - Missing Items - Checked Baggage				3	3		1	2			1	1	11
Screening		6	4	6	1	2	9	1	4	2	3	2	40
Screening - Inconsistency		2	1		1	1	2					1	8
Screening - Procedures/Process		4	3	5		1	7	1	4	2	3	1	31
Screening - Retrieving Abandoned/Confiscated Items				1									1
2023	35	78	86	107									306
Civil Rights			1	1									2
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	4	3	2	6									15
Customer Service - TSO	4	3	2	6									15
Expedited Passenger Screening Program	30	65	76	90									261
Expedited Passenger Screening Program	1	6	5	2									14
Expedited Passenger Screening Program	29	59	71	88									247
Mishandling of Passenger Property		1	1	6									8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage			1	1	3								5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage					2								2
Patdown			1	2									3
Patdown - Flyer			1	2									3
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - Cognitive	1		1										2
Property - Special Handling		4	1	1									6
Property - Special Handling - Damaged Items - Carry-On		1											1
Property - Special Handling - Damaged Items - Checked Baggage		1											1
Property - Special Handling - Missing Items - Carry-On		1											1
Property - Special Handling - Missing Items - Checked Baggage		1	1	1									3
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening		5	3										8
Screening - Inconsistency		1											1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		3	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
RUT			1										1
2022			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	7	6	7	9	6	5	3	6	6	4	6	9	74
2020					2	1				1		1	5
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening					2	1							3
Screening - Inconsistency					1								1
Screening - Procedures/Process					1								1
Screening - Retrieving Abandoned/Confiscated Items						1							1
2021		2				1		2	2	1	4	1	13
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program								1	1	1	1		4
Expedited Passenger Screening Program - TSA PreCheck								1	1	1	1		4
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missing		1											1
Patdown								1			2		3
Patdown - Flyer								1			2		3
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Lighters/Matches		1											1
2022	2	2	3	1	4	3	3	4	4	2	2	7	37
Civil Rights	1	1								1			3
Civil Rights - Race										1			1
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	6
Customer Service - TCC							1						1
Customer Service - TSO		1			1		1	1				1	5
Expedited Passenger Screening Program	1		2	1	3	3	1	2	3	1	2	5	24
Expedited Passenger Screening Program	1		2	1	3	3	1	2	3	1	2	5	24
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								1					1
Screening									1				1
Screening - Procedures/Process									1				1
2023	5	2	4	8									19
Customer Service	1		1	1									3
Customer Service - TSO	1		1	1									3
Expedited Passenger Screening Program	4	1	2	7									14
Expedited Passenger Screening Program - TSA Application Program				2									2
Expedited Passenger Screening Program	4	1	2	5									12
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	270	276	241	257	143	190	175	197	232	232	260	244	2,717
2020				58	49	27	8	5	16	24	33	23	243
Civil Rights				2	1		1	1	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 - Sexual Orientation - Not Transgender								1					1
Customer Service				5	10	5	2	1	1	1	9	3	37
Customer Service - Others									1		1		2
Customer Service - TSO				5	10	5	2	1		1	8	3	35
Locks				4		3				1	2	1	11
Locks - Missing or Damaged Lock				4		3				1	2	1	11
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				16	13	2	1	1	5	4	5	5	52
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2					1	1	1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				14	10	2	1	1	4	3	4	1	40
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					3							3	6
Patdown				2	2	1			2	1	1		9
Patdown - Flyer				1	2	1			2	1	1		8
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)				2	5	2	1	1	1	2		1	15
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) - Medically Necessary Medication and Medication				1	2				1				4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1	2					1			4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1					1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling				13	10	9			5	12	13	9	71
Property - Special Handling - Damaged Items - Carry-On						1				1	2		4
Property - Special Handling - Damaged Items - Checked				1	4	3			1	1	3	3	16
Property - Special Handling - Missing Items - Carry-On				3		1				1			5
Property - Special Handling - Missing Items - Checked				9	6	4			4	9	8	6	46
Screening				14	8	5	3	1	1	2	3	4	41
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines				1								1	2
Screening - Procedures/Process				13	7	4	2	1	1	1	3	3	35
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Security Breach					1								1
2021	31	17	18	12	10	17	23	41	56	54	80	74	433
Airline									2				2
Airline - Policy/Regulations/Service									2				2
Civil Rights	1		5			1	2	5	1	2	1	3	21
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns												2	2
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination			4			1	1	4			1		11
Civil Rights - Sex/Gender/Gender Identity	1						1	1					3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening									1			1	2
Customer Service	6	1	3	6	1	1	3	6	9	8	8	9	61
Customer Service - CSM	1												1
Customer Service - TSO	5	1	3	6	1	1	3	6	9	8	8	9	60
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program				1	3	1	7	15	27	27	48	48	177
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - DoD							1			1	1	1	4
Expedited Passenger Screening Program - TSA Application Program									1	1	3	4	9
Expedited Passenger Screening Program - TSA PreCheck				1	3	1	6	13	26	25	44	43	162
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1					1
Human Capital								1					1
Human Capital - Prospective Employment with TSA								1					1
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks	1	2	1	1			1						6
Locks - Missing or Damaged Lock	1	2	1	1			1						6
Lost and Found	1	1					1				1		4
Lost and Found - Airport/TSA	1	1					1				1		4
Mishandling of Passenger Property	4	4	3	2	4	4	1	2		2			26
Mishandling of Passenger Property - Damaged/Missing Items	3	1	1	1	1	2	1	1		1			9
Mishandling of Passenger Property - Damaged/Missing Items - Checked	3	1	2	1	3	1				1			12
Mishandling of Passenger Property - Disarrayed Items	1	2				1		1					5
No Jurisdiction				1							1		2
No Jurisdiction - Refer to Other				1							1		2
Patdown	2	1					2		2	2	1	3	13
Patdown - Flyer	1	1							1	2	1	3	9
Patdown - Flyer as Observer	1						2		1				4
Persons w/ Disabilities (PWD)	2			1			1	3		2	4	2	15
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment								1				2	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		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 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) - Wheelchair	1									1			2
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling	8	7	1		1	4	4	6	9	4	10	5	59
Property - Special Handling - Damaged Items - Carry-On					1	1		3	3	3	4	2	17
Property - Special Handling - Damaged Items - Checked	4	4					3	1	1	1	3	1	18
Property - Special Handling - Missing Items	1					1			4				7
Property - Special Handling - Missing Items - Checked	3	3	1			2	1	2	1		3	1	17
Request for Assistance											1		1
Request for Assistance - Non-Persons w/ Disabilities (PWD)											1		1
Screening	6	1	4	1	1	5	1	3	6	7	4	3	42
Screening - Children						1						1	2
Screening - Classified Materials							1						1
Screening - Crew Member or Airline Employee									1		1		2
Screening - Inconsistency					1	1				1	1		4
Screening - Lengthy Lines									3				3
Screening - Procedures/Process	6	1	4	1		3		3	2	6	2	2	30
2022	67	90	82	60	84	146	144	151	160	154	147	147	1,432
Additional Information Required/Insufficient Information												1	1
Additional Information Required/Insufficient Information - EMAIL ONLY												1	1
Airline					1	1			1	2			5
Airline - Lost Baggage					1					2			3
Airline - Policy/Regulations/Service						1			1				2
Civil Rights	1	3	2	2	2	3		1	2	1	3	3	23
Civil Rights - National Origin						1							1
Civil Rights - Race						1		1	1		3	2	8
Civil Rights - Racial Profiling or Discrimination	1	3		2	1								7
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
Claims	1			2									3
Claims - General	1												1
Claims - Status				2									2
Customer Service	7	10	8	5	8	8	9	6	9	15	10	4	99
Customer Service - CSM				1									1
Customer Service - Others		1											1
Customer Service - TCC	1												1
Customer Service - TSO	6	9	8	4	8	8	9	6	9	15	10	4	96
Expedited Passenger Screening Program	48	60	55	40	56	116	116	121	127	115	108	121	1,083
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - DoD		3	3			5	3		2		3	2	21
Expedited Passenger Screening Program - Other	4	5	1	2	5	2	5	4	5	5	4	6	48
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	44	52	51	38	51	109	107	116	119	110	101	113	1,011
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1	1					2
Identification (ID) Requirements				2									2
Identification (ID) Requirements - Domestic				2									2
Locks						1					1		2
Locks - Missing or Damaged Lock						1					1		2
Lost and Found				1		1				1	1	1	5
Lost and Found - Airport/TSA				1		1				1	1	1	5
Mishandling of Passenger Property	1		3			1	4	1	1	2	4	6	23
Mishandling of Passenger Property - Damaged/Missing Items--C	1						2	1		1	3	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1				1	2		1	1	5	13
No Jurisdiction				2					2				4
No Jurisdiction - Refer to CBP				1					2				3
No Jurisdiction - Refer to Other				1									1
Patdown	1	2		3	1	3	4	3	2	3	4	1	27
Patdown - Flyer		2		3	1	3	4	3	2	3	4	1	26
Patdown - General	1												1
Persons w/ Disabilities (PWD)	3	3	3	1	4	4	1	2	1	2	2	3	29
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1		1						2
Persons w/ Disabilities (PWD) - Diabetes			2		1	1						1	5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1						1		1	3
Persons w/ Disabilities (PWD) - General	1				1					1	1		4
Persons w/ Disabilities (PWD) - Hearing Impaired	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			1			1							2
Persons w/ Disabilities (PWD) - Medically Fragile	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory)		1			1	1			1			1	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		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						1		1					2
Prohibited & Permitted Items	1		1										2
Prohibited & Permitted Items - Breast Milk/Baby Form	1		1										2
Property - Special Handling	1	1	4	2	7	1	4	8	9	3	5	2	47
Property - Special Handling - Damaged Items - Carry-On			2	1	3	1		4	4	1	1	1	18
Property - Special Handling - Damaged Items - Checked					2		1	3	2		1		9
Property - Special Handling - Missing Items	1	1	1		1		1	1		2	1	1	10
Property - Special Handling - Missing Items - Checked			1	1	1		2		3		2		10
Screening	4	10	4	2	5	7	6	7	8	10	9	5	77
Screening - Inconsistency		3	2		1	1	2		2	2	1	2	16

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines							2						2
Screening - Procedures/Process	4	7	2	2	4	6	2	7	6	8	7	3	58
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	172	169	141	127									609
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1			5									6
Civil Rights - Constitutional Rights				1									1
Civil Rights - Race				3									3
Civil Rights - Sex/Gender/Gender Identity	1			1									2
Customer Service	9	12	10	11									42
Customer Service - Others			1										1
Customer Service - TSO	9	12	9	11									41
Expedited Passenger Screening Program	132	133	105	87									457
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	5	5	1										11
Expedited Passenger Screening Program	127	128	102	87									444
Hazardous Materials Safety	1												1
Hazardous Materials Safety - General	1												1
Locks		1	1										2
Locks - General			1										1
Locks - Missing or Damaged Lock		1											1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	4	1	6	9									20
Mishandling of Passenger Property - Dam	1		2	6									9
Mishandling of Passenger Property - Dam	2	1	3	3									9
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction		1	1										2
No Jurisdiction - Refer to CBP		1	1										2
Patdown	3	2	1	2									8
Patdown - Flyer	3	2	1	1									7
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	6	3	3	3									15
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to tr			1										1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		2											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	2	1											3
Persons w/ Disabilities (PWD) - Wheelcha	2		1	1									4
Property - Special Handling	7	7	3	1									18
Property - Special Handling - Damaged It	5	2	1	1									9
Property - Special Handling - Damaged It	1	3	1										5
Property - Special Handling - Missing Item	1	2	1										4
Screening	8	9	10	9									36
Screening - Inconsistency	1	4	2	5									12
Screening - Lengthy Lines	1		1	1									3
Screening - Opposite Gender		1											1
Screening - Procedures/Process	6	4	6	3									19
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
SAT	76	92	96	96	60	85	76	77	89	91	77	84	999
2020				16	19	6	2	3	9	7	2	10	74
Civil Rights				2	1				1				4
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination				1	1				1				3
Customer Service				1	5	1	1	1	3	3		3	18
Customer Service - Others									1				1
Customer Service - TSO				1	5	1	1	1	2	3		3	17
Locks					3	1						1	5
Locks - General					1								1
Locks - Missing or Damaged Lock					2	1						1	4
Mishandling of Passenger Property				3	4				1	1	1	3	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	3				1	1		3	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1							1		2
Persons w/ Disabilities (PWD)				1	2				1				4
Persons w/ Disabilities (PWD) - General				1					1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2								2
Property - Special Handling				7	2	1		1	3	2	1	2	19
Property - Special Handling - Damaged Items - Checked				3				1	2	1	1		8
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked				4	1	1			1	1		2	10
Screening				2	2	3	1	1		1		1	11
Screening - Procedures/Process				2	2	3	1	1		1		1	11
2021	5	6	4	4	7	6	17	16	18	25	23	23	154
Airline									1	1			2
Airline - Policy/Regulations/Service									1	1			2
Civil Rights		1	1	2			1						5
Civil Rights - Racial Profiling or Discrimination		1	1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			1						2
Customer Service	1		1	1	1	1	3	4	3	4	7	4	30
Customer Service - TSO	1		1	1	1	1	3	4	3	4	7	4	30
Expedited Passenger Screening Program			2		1	3	5	7	5	10	11	12	56
Expedited Passenger Screening Program - Active Duty Military											1		1
Expedited Passenger Screening Program - DoD							1			2	1		4
Expedited Passenger Screening Program - TSA Application Program						1	1	1				1	4
Expedited Passenger Screening Program - TSA PreCheck			2		1	2	3	6	5	8	9	11	47
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	2	2		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	1	1					1		1	2	2		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1						1						2
Persons w/ Disabilities (PWD)					1				2		1	2	6
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Persons w/ Disabilities (PWD) - Wounded Warrior									1				1
Prohibited & Permitted Items					2				1	2			5
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Prohibited & Permitted Items - Food/Beverages									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1					1			2
Prohibited & Permitted Items - Remains					1								1
Property - Special Handling	2	1					3	4	3	1		3	17
Property - Special Handling - Damaged Items - Carry-On							1	1				1	3
Property - Special Handling - Damaged Items - Checked	1	1					2	1	1			2	8
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked	1							1	2	1			5
Screening		2			2	2	3	1	1	5	1	2	19
Screening - Inconsistency					2		1		1	1			5
Screening - Procedures/Process		2				1	2	1		4	1	2	13
Screening - Retrieving Abandoned/Confiscated Items						1							1
2022	21	34	33	22	34	73	57	58	62	59	52	51	556
Additional Information Required/Insufficient Information								1					1
Additional Information Required/Insufficient Information - EMAIL ONLY								1					1
Airline				1									1
Airline - Policy/Regulations/Service				1									1
Civil Rights	1	1	1	1		4	1				1	1	11
Civil Rights - Hair Patdowns		1											1
Civil Rights - Profiling							1						1
Civil Rights - Race						2						1	3
Civil Rights - Racial Profiling or Discrimination	1			1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2							3
Civil Rights - Transgender Screening											1		1
Claims	1												1
Claims - Status	1												1
Customer Service	3	6	3		3	10	4	1	4	3	3	2	42
Customer Service - TSO	3	6	3		3	10	4	1	4	3	3	2	42
Expedited Passenger Screening Program	14	26	24	16	26	50	42	47	53	48	42	39	427
Expedited Passenger Screening Program - Active Duty Military		1	1							1	1		4
Expedited Passenger Screening Program - DoD		2	1	1		4		1	2	1	1		13
Expedited Passenger Screening Program - TSA Appl		3	1		1	2	2	2	3				14
Expedited Passenger Screening Program - TSA PreCheck	12	21	21	16	25	46	40	43	48	43	38	39	392

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1		2		4
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				1			1	1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--C			1								1		2
Notice of Violation/Civil Penalties								1					1
Notice of Violation/Civil Penalties - General								1					1
Patdown					1		2	1	1	2	1	1	9
Patdown - Flyer					1		2	1	1	2	1	1	9
Persons w/ Disabilities (PWD)							3	1		1	2	1	8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes							1			1	1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1			1		3
Persons w/ Disabilities (PWD) - Service Animals							1						1
Prohibited & Permitted Items			1	1									2
Prohibited & Permitted Items - Knives/Tools/Razors/£			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling		1	1	1	2	1	1	1		2			10
Property - Special Handling - Damaged Items - Carry-On			1		1					1			3
Property - Special Handling - Damaged It		1											1
Property - Special Handling - Missing Items - Carry-On					1		1	1		1			4
Property - Special Handling - Missing Items - Checked				1		1							2
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening		1	1	3	2	5	3	5	3	2	1	5	31
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1			2	1		1		1			6
Screening - Lengthy Lines							1					1	2
Screening - Opposite Gender												1	1
Screening - Procedures/Process			1	2		4	2	3	3	1	1	3	20
Screening - Retrieving Abandoned/Confiscated Items								1					1
2023	50	52	59	54									215
Civil Rights	1		1										2
Civil Rights - Race			1										1
Civil Rights - Transgender Screening	1												1
Customer Service		2	4	4									10
Customer Service - TSO		2	4	4									10
Expedited Passenger Screening Program	42	45	48	38									173
Expedited Passenger Screening Program - DoD		1	2										3
Expedited Passenger Screening Program - TSA Appl		1		1									2
Expedited Passenger Screening Program	42	43	46	37									168
Federal Air Marshall Service (FAMS)				1									1
Federal Air Marshall Service (FAMS) - General				1									1
Mishandling of Passenger Property	1	1	1	4									7
Mishandling of Passenger Property - Dam	1			2									3
Mishandling of Passenger Property - Damaged/Missii			1	1									2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1									2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1	1	1								3
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1									2
Property - Special Handling	2	1	1	1									5
Property - Special Handling - Damaged It	2	1	1										4
Property - Special Handling - Damaged Items - Checked				1									1
Screening	4	1	3	5									13
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1	1		3									5
Screening - Procedures/Process	3		2	2									7

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAV	46	53	62	49	22	33	45	57	43	37	57	50	554
2020				10	6	6	1	57	3	6	3	4	39
Civil Rights						2				1			3
Civil Rights - Hair Patdowns						1							1
Civil Rights - Racial Profiling or Discrimination							1			1			2
Customer Service				1	2					2		1	6
Customer Service - TSO				1	2					2		1	6
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Mishandling of Passenger Property				4	2	2	1		1	1	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2	2				1			8
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) - Ostomy/Ostomates											1		1
Property - Special Handling				2	1	1						2	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							3
Screening				1		1			2	2	1	1	8
Screening - Procedures/Process				1		1			2	2	1	1	8
2021	7	3	2	4	4	6	9	11	6	17	14	20	103
Civil Rights							1						2
Civil Rights - Age												1	1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service		1	1		4	1	2	3		1	4	3	20
Customer Service - TCC			1										1
Customer Service - TSO		1			4	1	2	3		1	4	3	19
Expedited Passenger Screening Program							1	5	5	10	5	8	34
Expedited Passenger Screening Program - TSA PreCheck							1	5	5	10	5	8	34
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	4	2		1			1			1			9
Mishandling of Passenger Property - Damaged/Missin		1											1
Mishandling of Passenger Property - Dam	3	1		1						1			6
Mishandling of Passenger Property - Disa	1						1						2
No Jurisdiction										1		1	2
No Jurisdiction - Refer to Other										1		1	2
Patdown				1				1					2
Patdown - Flyer								1					1
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1							1		1	1		4
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items							1						2
Prohibited & Permitted Items - Alcohol and Tobacco							1						1
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Property - Special Handling	2		1	1		3	3			1	1	3	15
Property - Special Handling - Damaged It	1					1				1			6
Property - Special Handling - Damaged Items - Checked			1	1		1							3
Property - Special Handling - Missing Item	1					1	3				1		6
Screening				1		2			1	3	3	2	12
Screening - Lengthy Lines									1	2	2		5
Screening - Procedures/Process				1		2				1	1	2	7
2022	16	24	19	11	12	21	35	46	34	14	40	26	298
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights	1							3					4
Civil Rights - Profiling								1					1
Civil Rights - Race								1					1
Civil Rights - Racial Profiling or Discrimin	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2	1	2	2	1		2	1				2	13
Customer Service - TSO	2	1	2	2	1		2	1				2	13
Expedited Passenger Screening Program	12	12	16	8	11	19	26	35	28	11	36	21	235
Expedited Passenger Screening Program	1				2		1	2					6
Expedited Passenger Screening Program	2	2	3			1	1		2		1		12
Expedited Passenger Screening Program	9	10	13	8	9	18	23	33	26	11	35	21	216
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
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--Carry-on Luggage							1				1		2
Mishandling of Passenger Property - Damaged/Missin		1									1		2
Patdown								2	1				3
Patdown - Flyer								2	1				3
Persons w/ Disabilities (PWD)		1							1			1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	3	1	1				4		2	1	2		14
Property - Special Handling - Damaged Items - Carry	1		1				4		1		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
Property - Special Handling - Damaged Items - Check			1										1
Property - Special Handling - Missing Items - Carry-On				1					1	1			3
Property - Special Handling - Missing Items - Checked			1										1
Screening	1	4				2	2	4	2	2		2	19
Screening - Inconsistency	1									1			2
Screening - Procedures/Process		4				2	2	4	2	1		2	17
2023	23	26	41	24									114
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service	2	1	1	1									5
Customer Service - Others				1									1
Customer Service - TSO	2	1		1									4
Expedited Passenger Screening Program	19	19	33	22									93
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	19	19	32	21									91
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)			2	1									3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		2											2
Property - Special Handling		1		1									2
Property - Special Handling - Missing Items - Carry-C		1		1									2
Screening	1	3	3	1									8
Screening - Crew Member or Airline Employee		1											1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	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
SAW	2	2	3			5		4		1	1	2	20
2020						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
2021						2						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
2022	1	2	2			2		4			1	1	13
Civil Rights						1							1
Civil Rights - Race						1							1
Customer Service		1				1		1					3
Customer Service - TSO		1				1		1					3
Expedited Passenger Screening Program	1	1						3				1	6
Expedited Passenger Screening Program	1	1						3				1	6
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening				2									2
Screening - Children				1									1
Screening - Procedures/Process				1									1
2023	1		1										2
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	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
SBA	11	18	13	21	5	11	23	19	13	19	16	14	183
2020				5		1			1	1		1	9
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 Bag				1									1
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
2021		1	1		3	1	3	3	4	4	8	4	32
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
Expedited Passenger Screening Program								1	2	1	5	3	12
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck								1	1	1	5	3	11
Mishandling of Passenger Property		1	1		2	1							5
Mishandling of Passenger Property - Damaged/Missii		1	1		2	1							5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Ice/Gel Packs										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1		2	2					5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process							2	1					3
Screening - Retrieving Abandoned/Confiscated Items					1								1
2022	1	3	3	8	2	9	20	16	8	14	8	9	101
Civil Rights											1		1
Civil Rights - Race											1		1
Customer Service	1							2				1	4
Customer Service - TSO	1							2				1	4
Expedited Passenger Screening Program		2	3	6	2	8	15	12	6	13	7	7	81
Expedited Passenger Screening Program - DoD								1					1
Expedited Passenger Screening Program - TSA Application Program				2					1				3
Expedited Passenger Screening Program - TSA PreC		2	3	4	2	8	15	11	5	13	7	7	77
Patdown						1	2			1		1	5
Patdown - Flyer						1	2			1		1	5
Persons w/ Disabilities (PWD)		1		1			1						3
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Internal Medical Dev		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
Screening				1			2	2	1				6
Screening - Inconsistency								1					1
Screening - Procedures/Process				1			2	1	1				5
2023	10	14	9	8									41
Customer Service		2											2
Customer Service - TSO		2											2
Expedited Passenger Screening Program	7	11	7	6									31
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	7	10	7	6									30
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Dam	1		1										2
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Imp	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
SBD	2											1	3
2022												1	1
Customer Service												1	1
Customer Service - Others												1	1
2023	2												2
Civil Rights	2												2
Civil Rights - Race	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
SBN	11	6	6	12	4	11	6	7	10	6	6	7	92
2020				1		3					2	7	6
Customer Service						1							1
Customer Service - Others						1							1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening				1		2					1		4
Screening - Procedures/Process				1		2							3
Screening - Retrieving Abandoned/Confiscated Items											1		1
2021	2	2		2	2	1	1	4	3	2	1	2	22
Customer Service	1	1									1		3
Customer Service - TSO	1	1									1		3
Expedited Passenger Screening Program				1	1	1		1	2	1		2	9
Expedited Passenger Screening Program - TSA Application Program								1					1
Expedited Passenger Screening Program - TSA PreCheck				1	1	1			2	1		1	7
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					1	1			5
Property - Special Handling - Damaged Items - Check		1		1					1				3
Property - Special Handling - Missing Items	1												1
Property - Special Handling - Missing Items - Checked										1			1
Screening								3					3
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process								2					2
2022	2	2	3	2	2	7	5	3	7	4	3	5	45
Civil Rights												1	1
Civil Rights - Race												1	1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Expedited Passenger Screening Program	2	1	1	2	1	2	3	2	6	2	3	4	29
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program	2	1	1	1	1	2	3	2	6	2	3	4	28
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Patdown		1											1
Patdown - General		1											1
Property - Special Handling							2						2
Property - Special Handling - Damaged Items - Carry-On							2						2
Screening			1		1	4		1		2			9
Screening - Inconsistency						2							2
Screening - Procedures/Process			1		1	2		1		2			7
2023	7	2	3	7									19
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	6	2	3	5									16
Expedited Passenger Screening Program	6	2	3	5									16
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
SBP	8	8	7	3	9	8	10	2	7	9	7		78
2020					2				2	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				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			1
Screening - Procedures/Process										1			1
2021					1	1	5			4	1		12
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service										3	1		4
Customer Service - TSO										3	1		4
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			1			3
Screening - Procedures/Process					1		1			1			3
2022	4	4	3		6	7	5	2	5	3	6		45
Civil Rights										1			1
Civil Rights - Race										1			1
Customer Service	1				2		1	1		1	1		7
Customer Service - TSO	1				2		1	1		1	1		7
Expedited Passenger Screening Program	2	4	2		3	6	4	1	5	1	4		32
Expedited Passenger Screening Program	2	4	2		3	6	4	1	5	1	4		32
Intranet/Internet Inquiries	1												1
Intranet/Internet Inquiries - General	1												1
Property - Special Handling				1								1	2
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				1									1
Screening					1	1							2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process							1						1
2023	4	4	4	3									15
Expedited Passenger Screening Program	3	4	3	2									12
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	3	3	2	2									10
Patdown	1		1										2
Patdown - Flyer	1		1										2
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
SBY	1		1		1	1						6	10
2020					1	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						4	5
Expedited Passenger Screening Program						1						2	2
Expedited Passenger Screening Program - TSA PreCheck												2	2
Patdown												1	1
Patdown - Flyer												1	1
Screening							1					1	2
Screening - Crew Member or Airline Employee							1						1
Screening - Procedures/Process												1	1
2022	1											1	2
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1
Screening												1	1
Screening - Procedures/Process												1	1
2023				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
SCC	1			1	1				1	2	2	1	9
2020									1		1		2
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
2022					1					2	1	1	5
Expedited Passenger Screening Program					1					2	1	1	5
Expedited Passenger Screening Program - TSA PreCheck					1					2	1	1	5
2023	1			1									2
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	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
SCK	1	1	3	4		1	2	1	1	1	3	3	21
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
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Screening										1			1
Screening - Procedures/Process										1			1
2021				1			1				2	2	6
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service												1	1
Customer Service - TSO												1	1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked											1		1
Screening												1	1
Screening - Procedures/Process												1	1
2022	1		1				1	1	1		1	1	7
Civil Rights	1												1
Civil Rights - Transgender Screening	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
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling							1		1				2
Property - Special Handling - Missing Items - Carry-On							1		1				2
2023			1	2	1								4
Expedited Passenger Screening Program				2									2
Expedited Passenger Screening Program - TSA PreCheck				2									2
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Visual Impairment			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SDF	66	44	69	60	28	36	30	45	39	49	50	58	574
2020				11	9	2		1	2	5	4	7	41
Advanced Imaging Technology (AIT)													1
Advanced Imaging Technology (AIT) - Flyer													1
Civil Rights				1						1			2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				1	1			1			1		4
Customer Service - TSO				1	1			1			1		4
Locks				2					1	1			4
Locks - Missing or Damaged Lock				2					1	1			4
Mishandling of Passenger Property				3	2				1	1		2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				3	2					1		2	8
Patdown					1	1					1		3
Patdown - Flyer						1					1		2
Patdown - Non-Flyer					1								1
Property - Special Handling				1	4					2		4	11
Property - Special Handling - Damaged Items - Carry-On													1
Property - Special Handling - Damaged Items - Checked						3							3
Property - Special Handling - Missing Items - Checked				1	1					2		3	7
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening				2	1	1				1	1		6
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				2	1						1		4
Screening - Security Breach										1			1
2021	5	5	9	3	1	5	2	5	10	15	15	11	86
Civil Rights			2										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2										2
Customer Service	2	2	7	1		1		1	2	1	3	1	21
Customer Service - TSO	2	2	7	1		1		1	2	1	3	1	21
Expedited Passenger Screening Program					1	1		2	5	12	5	9	35
Expedited Passenger Screening Program - TSA Application Program											1	1	2
Expedited Passenger Screening Program - TSA PreCheck					1	1		2	5	12	4	8	33
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 - Damaged/Missing Items--Carry-on or Checked	2					1			1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown								1			1		2
Patdown - Flyer								1					1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				1							2		3
Persons w/ Disabilities (PWD) - Breast Cancer											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	2					1	1	2	1	1	1	10
Property - Special Handling - Damaged Items - Carry		1					1		1				3
Property - Special Handling - Damaged Items - Checked									1		1	1	3
Property - Special Handling - Missing Items - Checked	1	1						1		1			4
Screening		1				2	1			1	1		6
Screening - Inconsistency						1					1		2
Screening - Procedures/Process		1				1	1			1			4
2022	24	18	18	13	18	29	28	39	27	29	31	40	314
Airline									1				1
Airline - Policy/Regulations/Service										1			1
Civil Rights			2								1		3
Civil Rights - Race											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening			1										1
Customer Service		1	1	1			1	2	1	3		1	11
Customer Service - TSO		1	1	1			1	2	1	3		1	11
Expedited Passenger Screening Program	20	15	12	5	17	22	22	37	23	24	25	37	259
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	1	2					1	4	2	1	1	4	16
Expedited Passenger Screening Program	19	12	12	5	16	22	21	33	21	23	24	33	241
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In					1								1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked				1									1
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) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair)		1											1
Property - Special Handling	3		2	2	1		2				1		11
Property - Special Handling - Damaged Items - Carry-On			1								1		2
Property - Special Handling - Missing Items - Checked	1		1				1						3
Property - Special Handling - Missing Items - Checked	2			2	1		1						6
Screening		1		1		6	1		1	2	4	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
Screening - Inconsistency						1							1
Screening - Lengthy Lines						1					1		2
Screening - Procedures/Process		1		1		4	1		1	2	3	1	14
2023	37	21	42	33									133
Civil Rights				1									1
Civil Rights - Constitutional Rights				1									1
Customer Service	2	1		1									4
Customer Service - TSO	2	1		1									4
Expedited Passenger Screening Program	34	15	34	25									108
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	34	14	34	24									106
Mishandling of Passenger Property		2	1	1									4
Mishandling of Passenger Property - Damaged/Missi		2	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				2									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	2	3	5									11
Screening - Crew Member or Airline Empl	1			1									2
Screening - Inconsistency			1	1									2
Screening - Procedures/Process		1	3	3									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
SDY				1		1			1				3
2021						1			1				2
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program - TSA Application Program									1				1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
2023				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
SEA	488	502	507	463	258	301	325	373	382	340	498	512	4,949
2020				75	73	36	16	18	32	31	62	40	383
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer as Observer					1								1
Civil Rights				2	2	1	1			3		1	10
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination				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					2					1			3
Customer Service				25	11	4	1	4	4	5	6	5	65
Customer Service - TSO				25	11	4	1	4	4	5	6	5	65
Locks				5	4	1				2	6	1	19
Locks - Missing or Damaged Lock				5	4	1				2	6	1	19
Lost and Found				1	1				1		1		4
Lost and Found - Airport/TSA				1	1				1		1		4
Mishandling of Passenger Property				11	13	12	4	3	11	11	14	12	91
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2							2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	10	7	3	2	8	10	10	11	68
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	3	5	1	1	3	1	2	1	19
Notice of Violation/Civil Penalties													1
Notice of Violation/Civil Penalties - General													1
Patdown				3		1	1	1	1		1		8
Patdown - Flyer				3		1	1	1	1		1		8
Persons w/ Disabilities (PWD)				6	4	2		1	1	1	5	2	22
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		2
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				2	1			1					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
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) - Wheelchair/ Scooter/ Segway				3									3
Prohibited & Permitted Items													2
Prohibited & Permitted Items - Firearm/Ammunition													1
Prohibited & Permitted Items - Food/Beverages													1
Property - Special Handling				16	24	4	5	6	9	8	17	10	99
Property - Special Handling - Damaged Items - Carry-On				1				1	1		3	2	8
Property - Special Handling - Damaged Items - Checked				5	10	1	1	3	1	3	5	1	30
Property - Special Handling - Missing Items - Carry-On				1	5	2	1	2	2	1	1	4	19
Property - Special Handling - Missing Items - Checked				9	9	1	3		5	4	8	3	42
Request for Assistance				1		1							2
Request for Assistance - Other				1		1							2
Screening				5	13	10	4	3	5	4	9	6	59
Screening - Crew Member or Airline Employee						1	1		1				3
Screening - Inconsistency						1				1			2
Screening - Lengthy Lines				2	4								6
Screening - Procedures/Process				3	9	6	3	3	4	2	9	5	44
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach						1				1		1	3
2021	49	35	25	32	25	36	56	71	85	88	135	114	751
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights		1	2	1		2	1	4	5	3	5	3	27
Civil Rights - Constitutional Rights									1		1		2
Civil Rights - Hair Patdowns									1		1		2
Civil Rights - Racial Profiling or Discrimination		1	2	1				2	1	1	2	3	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	2	2	2	1		9
Civil Rights - Transgender Screening						1							1
Customer Service	8	6	10	17	7	9	10	17	14	18	24	23	163
Customer Service - CSM		1											1
Customer Service - Others					1	1							2
Customer Service - TSO	8	5	10	17	6	8	10	17	14	18	24	23	160
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			2	1		7	17	18	38	34	69	63	249
Expedited Passenger Screening Program - DoD							1				1		2
Expedited Passenger Screening Program - TSA Application Program							2	3	4		7	4	20
Expedited Passenger Screening Program - TSA PreCheck			2	1		7	14	15	34	34	60	59	226
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
HAZMAT Endorsement												1	1
HAZMAT Endorsement - General												1	1
Identification (ID) Requirements										1	1		2
Identification (ID) Requirements - Domestic											1		1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues										1			1
Locks	3	1									1	1	6
Locks - General											1		1
Locks - Missing or Damaged Lock	3	1											5
Lost and Found	1		1				1			2			6
Lost and Found - Airport/TSA	1		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
Mishandling of Passenger Property	8	10	3	3	3	3	3	5	4	2	4	2	50
Mishandling of Passenger Property - Damaged/Missin		1	2					3			1	1	8
Mishandling of Passenger Property - Damaged/Missin	5	7	1	3	2	2	3	2	3	2	2		32
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	3	2				1			1		1	1	9
No Jurisdiction				2	2		1	2			1		8
No Jurisdiction - No Referral					1								1
No Jurisdiction - Refer to CBP				1	1								2
No Jurisdiction - Refer to FAA								1					1
No Jurisdiction - Refer to Other				1			1	1			1		4
Patdown	3				1	1	2	3	3	2		1	16
Patdown - Flyer	2				1	1	2	3	3	1		1	14
Patdown - General										1			1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	3			1		3	4	4	3	9	4	3	34
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes	2					1				1		2	6
Persons w/ Disabilities (PWD) - General							1		1	1			3
Persons w/ Disabilities (PWD) - Internal Medical Devices								1			1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1	2	1		4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				2		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1				1		1			3
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
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1					2				2		1	6
Prohibited & Permitted Items			1	1	1					2	1	1	7
Prohibited & Permitted Items - Firearm/Ammunition			1		1								2
Prohibited & Permitted Items - Food/Beverages										1	1		2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1								1	2
Prohibited & Permitted Items - Lighters/Matches										1			1
Property - Special Handling	16	9	3	2	2	7	6	15	13	7	11	9	100
Property - Special Handling - Damaged It	1			1	1	1	1	2	2	2	2	3	16
Property - Special Handling - Damaged It	4	4	1			1	2	5	2		1	3	23
Property - Special Handling - Missing Item	7				1	2	3	2	4	3	5	1	28
Property - Special Handling - Missing Item	4	5	2	1		3		6	5	2	3	2	33
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	7	6	4	4	8	3	11	3	5	8	13	6	78
Screening - Inconsistency		1	1	1	1		2	1		1	1		9
Screening - Lengthy Lines							4	1		2	2	1	10
Screening - Procedures/Process	7	5	3	3	7	3	5	1	5	5	7	5	56
Screening - Retrieving Abandoned/Confiscated Items											3		3
2022	117	167	169	120	160	229	253	284	265	221	301	358	2,644
Additional Information Required/Insufficient Information												2	2
Additional Information Required/Insufficient Information - EMAIL ONLY												2	2
Airline		1				1		2	1	1		1	7
Airline - Lost Baggage								1				1	2
Airline - Policy/Regulations/Service		1				1		1	1	1			5
Cargo								1					1
Cargo - Known Shipper								1					1
Civil Rights	7	4	1	3		1	5	4	2	3	3	3	36
Civil Rights - Age							1						1
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin										1			1
Civil Rights - Race						1	2	3		2	2	2	12
Civil Rights - Racial Profiling or Discrimin	2	3	1	3									9
Civil Rights - Screening of Religious or Cu	1												1
Civil Rights - Sex/Gender/Gender Identity	2	1					1				1		5
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening	1						1		2			1	5
Claims	1				1				1	1			4
Claims - General	1												1
Claims - Status					1				1	1			3
Customer Service	13	19	22	7	13	28	22	34	28	31	40	37	294
Customer Service - CSM						1							1
Customer Service - Others		1											1
Customer Service - TSO	13	18	22	7	13	27	22	34	28	31	40	37	292
Expedited Passenger Screening Program	61	114	118	84	119	160	192	188	191	138	196	244	1,805
Expedited Passenger Screening Program - Active Duty Military									1				1
Expedited Passenger Screening Program - Children Under 12					1	3	3					2	15
Expedited Passenger Screening Program - DoD		2	1	2	1				1				7
Expedited Passenger Screening Program	5	13	10	8	4	5	6	10	11	2	7	11	92
Expedited Passenger Screening Program	56	98	107	74	111	152	183	176	178	136	189	230	1,690
Expedited Passenger Screening Program - TSA/DHS		1			2			2				1	6
Identification (ID) Requirements	1	2		1									4
Identification (ID) Requirements - Domestic	1	2											3
Identification (ID) Requirements - Minors Domestic				1									1
Locks	1			1	1	2	1				2	1	9
Locks - Missing or Damaged Lock	1			1	1	2	1				2	1	9
Lost and Found				1					1		3	1	6
Lost and Found - Airport/TSA				1					1		3	1	6
Mishandling of Passenger Property	6	3	2	5	4	3	6	6	1	6	3	6	51

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing	2	1	1	1	1	1	4	1	1	4	1	1	18
Mishandling of Passenger Property - Damaged/Missing	2	1	4	1	2	2	4	1	1	2	4	4	23
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disposition	4				2	1		1				1	9
No Jurisdiction		1	2	1	2		2	1	3	1	3	2	18
No Jurisdiction - No Referral							1	1	2	1			5
No Jurisdiction - Refer to CBP			1		2		1		1		1	1	7
No Jurisdiction - Refer to Department of State											1		1
No Jurisdiction - Refer to Other			1	1	1						1	1	5
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown	2	1	1	1		3	2	7	2	8	18	5	50
Patdown - Children							1			1	3		5
Patdown - Flyer	2		1	1		2	1	7	2	7	15	5	43
Patdown - Flyer as Observer						1							1
Patdown - General		1											1
Persons w/ Disabilities (PWD)	5	3	7	1		3	4	7	8		6	7	51
Persons w/ Disabilities (PWD) - Autism Spectrum									2			1	3
Persons w/ Disabilities (PWD) - Cognitive	1										1		2
Persons w/ Disabilities (PWD) - Diabetes		1				3		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 I	1								2				4
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					2
Persons w/ Disabilities (PWD) - Medically	2	1					1	1	1		1	2	9
Persons w/ Disabilities (PWD) - Mobility	1						1						2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			3										3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
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/ Segway			1					3	1		2	1	8
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Knives/Tools/Razors/		2											2
Property - Special Handling	11	8	9	9	7	11	2	8	4	6	14	7	96
Property - Special Handling - Damaged It	3	1		6	4	1	1	2		1	5	1	25
Property - Special Handling - Damaged It	3	2	1		1	5		1		3	3	3	22
Property - Special Handling - Missing Item	3	3	3	2	1	1	1	3	3	1	4		24
Property - Special Handling - Missing Item	2	2	5	1	2	4		2	1	1	2	3	25
Screening	9	9	7	6	13	17	17	26	23	26	12	42	207
Screening - Children					2								2
Screening - Crew Member or Airline Employee							1						2
Screening - Gate Pass												1	1
Screening - Inconsistency	2		1		1	1	3	1	3	2	1	3	18
Screening - International Screening				1									1
Screening - Lengthy Lines	1	3				4	4	15	3	2	6	22	60
Screening - Procedures/Process	6	5	6	5	10	10	8	10	17	22	5	15	119
Screening - Retrieving Abandoned/Confiscated Items		1				2	1						4
2023	322	300	313	236									1,171
Additional Information Required/Insufficient Information		2											2
Additional Information Required/Insufficient Informatic		2											2
Airline	4	2											6
Airline - Lost Baggage	1	1											2
Airline - Policy/Regulations/Service	2	1											3
Airline - Wheelchair Assistance	1												1
Civil Rights	4	7	4	2									17
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion				1									1
Civil Rights - Race	3	2	3										8
Civil Rights - Sex/Gender/Gender Identity- Not Trans	1	1	1										2
Civil Rights - Sexual Orientation - Not Tra	1			1									2
Civil Rights - Transgender Screening		3											3
Customer Service	35	21	25	31									112
Customer Service - CSM	1												1
Customer Service - TSO	34	21	25	31									111
Expedited Passenger Screening Program	238	225	235	165									863
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program	3	3											6
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	8	8	10	2									28
Expedited Passenger Screening Program	226	214	225	162									827
HAZMAT Endorsement			1										1
HAZMAT Endorsement - Status			1										1
Locks		2		1									3
Locks - General		1		1									2
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	4	6	8	3									21
Mishandling of Passenger Property - Damaged/Missii	3	5	2										10
Mishandling of Passenger Property - Dam	3	3	3	1									10
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction		1	3										4
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP			2										2
No Jurisdiction - Refer to Other		1											1
Patdown	6	2	2	4									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
Patdown - Flyer	6	2	2	4									14
Persons w/ Disabilities (PWD)	3	9	5	1									18
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th				1									1
Persons w/ Disabilities (PWD) - Medically Necessary			3										3
Persons w/ Disabilities (PWD) - Metal Imp	1	2											3
Persons w/ Disabilities (PWD) - Mobility D	1			2									3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		4											4
Property - Special Handling	7	9	6	8									30
Property - Special Handling - Damaged It	2	3		2									7
Property - Special Handling - Damaged It	1	3	1	3									8
Property - Special Handling - Missing Item	2	2	3	2									9
Property - Special Handling - Missing Item	2	1	2	1									6
Screening	21	14	24	21									80
Screening - Children	1												1
Screening - Crew Member or Airline Empl	3		3	1									7
Screening - Inconsistency	3		1	4									8
Screening - Lengthy Lines	5	12	9	5									31
Screening - Procedures/Process	9	2	9	11									31
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
SFB	23	42	27	33	22	27	25	26	30	30	36	24	345
2020				12	4	12	1	2	4	7	3	6	51
Customer Service				2	2	4		1	2	3	2	3	19
Customer Service - Others				1	1					1			3
Customer Service - TSO				1	1	4		1	2	2	2	3	16
Mishandling of Passenger Property				1		1		1		2			5
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1						2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1					2
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)				1	2	2							5
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling				3		1	1		2	2		1	10
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			1			3
Property - Special Handling - Missing Items - Checked				1					2			1	4
Screening				4		4					1	2	11
Screening - Children				1									1
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency												1	1
Screening - Procedures/Process				3		4					1		8
2021	4	8	1	4	2	7	10	5	14	10	16	7	88
Civil Rights			1	1	1		3	1	1				8
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimination					1		3	1					5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1					1				2
Customer Service		5		2		5	1	2	3	3	5	2	28
Customer Service - TSO		5		2		5	1	2	3	3	5	2	28
Expedited Passenger Screening Program								1	3	1	2		7
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA PreCheck								1	2	1	2		6
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					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
No Jurisdiction												1	1
No Jurisdiction - Refer to Other												1	1
Patdown							1			1	3		5
Patdown - Children							1						1
Patdown - Flyer									1	2			3
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1	1					1		2				5
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not		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
Property - Special Handling		1				1		1	1	2	2		8
Property - Special Handling - Damaged Items - Carry		1							1	2	1		5
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Checked								1					1
Screening	3	1		1			4		4	1	3	4	21
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency							1						1
Screening - Procedures/Process	3	1		1			3		3		2	3	16
Screening - Retrieving Abandoned/Confiscated Items									1	1	1		3
2022	12	14	8	8	16	8	14	19	12	13	17	11	152
Airline		1			1								2
Airline - Policy/Regulations/Service		1			1								2
Civil Rights		1	1		1					1		1	5
Civil Rights - Age		1											1
Civil Rights - Race										1		1	2
Civil Rights - Racial Profiling or Discrimination			1		1								2
Claims		1											1
Claims - Status		1											1
Customer Service		2	1		2	3		3	1	2	1	2	17
Customer Service - TSO		2	1		2	3		3	1	2	1	2	17
Expedited Passenger Screening Program	6	6	4	4	9	2	11	10	9	5	15	6	87
Expedited Passenger Screening Program - TSA Application Program				1	1			1	1		1		5
Expedited Passenger Screening Program	6	6	4	3	8	2	11	9	8	5	14	6	82
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	1	1						1					3
Mishandling of Passenger Property - Damaged/Missii		1						1					2
Mishandling of Passenger Property - Dam	1												1
Patdown	2	1		2	1		1	2	1	2		2	14
Patdown - Children		1								1			2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	1			1	1		1	2	1	1		1	9
Patdown - Flyer as Observer	1												1
Patdown - General				1									1
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1				1	1	1	1		1			6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1	1						2
Persons w/ Disabilities (PWD) - Mobility	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								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		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		2	1	1	1	2			11
Screening - Inconsistency								1					1
Screening - Procedures/Process	1		1	2		2			1	2			9
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	7	20	18	9									54
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
Expedited Passenger Screening Program	4	15	14	6									39
Expedited Passenger Screening Program - TSA Appl		2											2
Expedited Passenger Screening Program	4	13	14	6									37
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
No Jurisdiction			1										1
No Jurisdiction - Refer to CBP			1										1
Persons w/ Disabilities (PWD)		1	1										2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Wheelchair	1												1
Property - Special Handling		2											2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening	2	2		1									5
Screening - Inconsistency	1												1
Screening - Opposite Gender		1											1
Screening - Procedures/Process		1		1									2
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	480	499	491	401	215	369	410	379	499	420	416	485	5,064
2020				55	53	33	4	4	11	13	13	16	202
Civil Rights				2	4	1			1	2			10
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear						1							1
Civil Rights - Racial Profiling or Discrimination					2				1	2			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	1							3
Customer Service				10	15	13	1		3	2	2	1	47
Customer Service - Others				1	2								3
Customer Service - TSO				9	13	13	1		3	2	2	1	44
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				4	4				1	1	3		13
Locks - Missing or Damaged Lock				4	4				1	1	3		13
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				7	6	5	1	1	2	1	4	4	31
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				3	3	2			1	1	3		13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	1	3	1	1	1			1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2						1	1	4
Patdown				1	2	2		1				1	7
Patdown - Flyer				1	2	2		1				1	7
Persons w/ Disabilities (PWD)					3					1	1	1	6
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1					1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling				11	3	5		2	3	2		4	30
Property - Special Handling - Damaged Items - Carry-On				2				1	1				4
Property - Special Handling - Damaged Items - Checked				3	1	2			1	1		2	10
Property - Special Handling - Missing Items - Carry-On				2								1	3
Property - Special Handling - Missing Items - Checked				4	2	3		1	1	1		1	13
Screening				19	16	6	2		1	4	2	4	54
Screening - Crew Member or Airline Employee					1						1		2
Screening - Lengthy Lines				6	2								8
Screening - Procedures/Process				10	13	6	1		1	4	1	4	40
Screening - Retrieving Abandoned/Confiscated Items				3									3
Screening - Security Breach							1						1
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area) - General												1	1
2021	18	23	7	11	17	17	22	31	69	79	100	98	492
Civil Rights	1	2		1		2		1	3	3	4	1	18
Civil Rights - Hair Patdowns		1											1
Civil Rights - Headwear										2			2
Civil Rights - Racial Profiling or Discrimination	1	1				2		1	2	1	2	1	11
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							2		3
Civil Rights - Transgender Screening									1				1
Claims					1		1						2
Claims - General					1		1						2
Customer Service	5	4	2	2	2	3	3	4	10	6	6	3	50
Customer Service - Others	1					1			2	1			5
Customer Service - TSO	4	4	2	2	2	2	3	4	8	5	6	3	45
Expedited Passenger Screening Program					1	5	10	13	40	59	72	84	284
Expedited Passenger Screening Program - Active Duty Military								1					1
Expedited Passenger Screening Program - TSA Application Program								2	3	2	2	2	11
Expedited Passenger Screening Program - TSA PreCheck					1	5	10	10	36	56	70	82	270
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In								1	1				2
Identification (ID) Requirements							1	1			1		3
Identification (ID) Requirements - Domestic							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	3	6	2	3	5	2		3	4	1	4	2	35
Mishandling of Passenger Property - Damaged/Missing Items Private Scree	1	2	1										4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	2	1							1		2	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag		3		2	5	2		3	2	1	2	1	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked			1	1					1				3
No Jurisdiction				1	1			3	1	1			7
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other					1			3	1	1			6
Patdown						2	1		1	1	2		7
Patdown - Flyer						2	1		1	1	1		6
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	2						1				2		5
Persons w/ Disabilities (PWD) - General											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
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	1												1
Prohibited & Permitted Items							1			1			2
Prohibited & Permitted Items - Firearm/Ammunition										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	2	5	1	3	5	2	2	1	3	3	1	4	32
Property - Special Handling - Damaged Items	1			1		1	1	1	2	1			8
Property - Special Handling - Missing Items - Carry-On		4	1		1		1			2		3	12
Property - Special Handling - Missing Items	1	1		2	4	1			1		1	1	12
Screening	4	6	2	1	2	1	2	4	7	2	8	4	43
Screening - Inconsistency								1					1
Screening - Lengthy Lines									1			1	2
Screening - Procedures/Process	4	6	2	1	2	1	2	3	5	2	8	2	38
Screening - Retrieving Abandoned/Confiscated Items									1			1	2
TWIC										1			1
TWIC - Status										1			1
2022	126	157	131	78	145	319	384	344	419	328	303	371	3,105
Additional Information Required/Insufficient Information		1										1	2
Additional Information Required/Insufficient Information		1										1	2
Airline		1				1	2		2	1		3	10
Airline - Baggage Requirements										1			1
Airline - Lost Baggage									1			1	2
Airline - Policy/Regulations/Service		1				1	2		1			2	7
Animals										1			1
Animals - Carry-On										1			1
Civil Rights	2	3	4	1	1	2	2	2	2	3	2	3	27
Civil Rights - Constitutional Rights	1												1
Civil Rights - Headwear												1	1
Civil Rights - National Origin			1										1
Civil Rights - Not Specified							1						1
Civil Rights - Race					1	2		2	1	2	2	2	12
Civil Rights - Racial Profiling or Discrimination		3	2	1									6
Civil Rights - Sex/Gender/Gender Identity	1		1				1		1				4
Civil Rights - Transgender Screening										1			1
Claims		1											1
Claims - General		1											1
Customer Service	3	11	11	8	8	4	8	11	17	10	9	11	111
Customer Service - TSO	3	11	11	8	8	4	8	11	17	10	9	11	111
DHS TRIP										1			1
DHS TRIP - General										1			1
Expedited Passenger Screening Program	98	124	99	56	128	296	360	304	373	290	277	330	2,735
Expedited Passenger Screening Program - DoD				1	1	2	1		1	1			7
Expedited Passenger Screening Program	10	13	10	5	6	2	16	9	19	9	7	12	118
Expedited Passenger Screening Program	88	110	89	50	121	290	343	295	353	277	270	317	2,603
Expedited Passenger Screening Program - TSA/DHS		1				2				3		1	7
Identification (ID) Requirements					1	1							2
Identification (ID) Requirements - Domestic					1	1							2
Locks		2	1					1		2		2	8
Locks - Missing or Damaged Lock		2	1					1		2		2	8
Lost and Found		2		1					2				5
Lost and Found - Airport/TSA		2		1					2				5
Mishandling of Passenger Property	1	4				1	1	7	2		3	5	24
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								3	2				5
Mishandling of Passenger Property - Damaged/Missing Items	1	1									2		4
Mishandling of Passenger Property - Damaged/Missing Items		2				1	1	4				3	11
Mishandling of Passenger Property - Disarrayed Item		1									1	2	4
No Jurisdiction			3	1		1	1	1	2	1		2	12
No Jurisdiction - No Referral								1					1
No Jurisdiction - Refer to CBP			2				1		1	1		2	7
No Jurisdiction - Refer to Other			1	1		1			1				4
Patdown	1	3	1			1	1	2	1	1	5	2	18
Patdown - Children			1								1		2
Patdown - Flyer	1		2	1		1	1	2	1	1	4	2	16
Persons w/ Disabilities (PWD)	2	2	2		1	1	1	4	3	3	1	3	20
Persons w/ Disabilities (PWD) - Autism Spectrum Disorder	1		1		1							1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								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 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			2
Persons w/ Disabilities (PWD) - Prostheses	1							1					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									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	4	1		5	1	1	4	1	1	1	2	2	23
Property - Special Handling - Damaged Items	1			3				1			2	1	8
Property - Special Handling - Damaged Items	1						2						3
Property - Special Handling - Missing Items	1	1		2			2		1			1	8
Property - Special Handling - Missing Items	1				1	1				1			4
Screening	14	7	7	5	5	10	5	11	14	14	4	6	102
Screening - Children									1				1
Screening - Inconsistency	2	1	1				1			1		1	7
Screening - Lengthy Lines		1			1	2		3	6	2	1	2	18
Screening - Military					1								1
Screening - Procedures/Process	12	5	5	5	2	8	3	6	6	11	3	3	69
Screening - Retrieving Abandoned/Confiscated Items			1		1		1	1					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
Screening - Traveling with Cash									1				1
TWIC	1											1	2
TWIC - General	1											1	2
2023	336	319	353	257									1,265
Airline	1		1										2
Airline - Policy/Regulations/Service	1		1										2
Civil Rights		1	1	3									5
Civil Rights - National Origin		1											1
Civil Rights - Race			1										1
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	14	8	10	13									45
Customer Service - TSO	14	8	10	13									45
DHS TRIP	1												1
DHS TRIP - General	1												1
Expedited Passenger Screening Program	297	287	324	221									1,129
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	8	6	4	6									24
Expedited Passenger Screening Program	286	278	319	215									1,098
Expedited Passenger Screening Program	1	3	1										5
Locks	1	2		2									5
Locks - General				1									1
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	7		2	2									11
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	2		1										3
Mishandling of Passenger Property - Dam	3		1	2									6
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction	4	3	1	2									10
No Jurisdiction - No Referral		1		1									2
No Jurisdiction - Refer to CBP	3	2											5
No Jurisdiction - Refer to Other	1		1	1									3
Patdown	1	4	3	1									9
Patdown - Flyer	1	4	2	1									8
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1	5	1	2									9
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		1		1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		3											3
Property - Special Handling	1	3	2	2									8
Property - Special Handling - Damaged Items - Check		1	1	1									3
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checke	2	2	1	1									4
Screening	7	6	7	9									29
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	2	1	2	2									7
Screening - Procedures/Process	5	5	4	7									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
SGF	14	15	9	19	13	12	6	16	14	14	8	16	156
2020				4	3	3		2		5		3	20
Civil Rights					1					1			2
Civil Rights - Racial Profiling or Discrimination						1				1			2
Customer Service							1		1				2
Customer Service - Others							1						1
Customer Service - TSO									1				1
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					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				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 - 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
2021	3	1		1		2		3	10	1	3	2	26
Airline											1		1
Airline - Policy/Regulations/Service											1		1
Civil Rights	1							1	1				3
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Transgender Screening	1												1
Customer Service				1					3				4
Customer Service - CSM									1				1
Customer Service - TSO				1					2				3
Expedited Passenger Screening Program								1	4	1	1		7
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program - TSA PreCheck								1	3	1	1		6
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		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Patdown									1			1	2
Patdown - Flyer												1	1
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility Disabilities	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
2022	6	5	4	6	10	7	6	11	4	8	5	11	83
Civil Rights								1					1
Civil Rights - Race								1					1
Customer Service	1	2			1								6
Customer Service - TSO	1	2			1								6
Expedited Passenger Screening Program	3	3	1	3	6	6	4	9	4	6	3	9	57
Expedited Passenger Screening Program - TSA Application Program					1			1				1	3
Expedited Passenger Screening Program - Other	3	3	1	3	5	6	4	8	4	6	3	8	54
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						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) - Diapers/Garments/Dressings/Masks				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
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1		1	1	1		1	1		1	1		8
Screening - Inconsistency					1			1			1		3
Screening - Procedures/Process	1		1	1			1			1			5
2023	5	9	5	8									27
Civil Rights		1	1										2
Civil Rights - Race		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
Customer Service - TSO			1										1
Expedited Passenger Screening Program		4	6	2	7								19
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program		4	6	2	6								18
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medical		1											1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Carry-On					1								1
Screening			1	1									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
SGU	5	7	5	1	1	6	7	4	4	3	2	9	54
2020										1	1	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) - Touch Aversion (pain/trauma)										1			1
Screening													1
Screening - Procedures/Process													1
2021	1	2	1		1	3	3	1	1	1	1	2	17
Civil Rights		1				1							2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service			1		1	1						1	4
Customer Service - Others					1								1
Customer Service - TCC			1										1
Customer Service - TSO						1						1	2
Expedited Passenger Screening Program						1	1			1			3
Expedited Passenger Screening Program - TSA PreCheck						1	1			1			3
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 Item	1												1
Screening		1					2		1			1	5
Screening - Crew Member or Airline Employee												1	1
Screening - Lengthy Lines			1				1						2
Screening - Procedures/Process							1		1				2
2022	4	1	2			3	4	3	3	1		6	27
Civil Rights	1								1				2
Civil Rights - Race									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	3		1			3	1	2	1	1		5	17
Expedited Passenger Screening Program - TSA Application Program	1												1
Expedited Passenger Screening Program - TSA PreC	2		1			3	1	2	1	1		5	16
Locks													1
Locks - Missing or Damaged Lock												1	1
Screening		1					2	1	1				5
Screening - Inconsistency		1					1						2
Screening - Procedures/Process							1	1	1				3
2023		4	2	1									7
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program		3	1	1									5
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreC		3	1										4
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
SHD	1							1	3		2		7
2020											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2021								1	3				4
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - Active Duty Military								1					1
Patdown										2			2
Patdown - Flyer										1			1
Patdown - Flyer as Observer										1			1
Screening										1			1
Screening - Inconsistency										1			1
2022											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2023	1												1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHR	2	3		1	4	2	1	1	2	2	2	2	22
2020					2								2
Mishandling of Passenger Property					2								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2								2
2021									1	2	1	2	6
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	2	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked											1	1	2
2022	2	3		1	2	2	1	1	1	1	1		14
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
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			1		1		6
Expedited Passenger Screening Program - TSA PreC		1			1	2			1		1		6
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1
Patdown		1					1						2
Patdown - Flyer							1						1
Patdown - General		1											1
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHV	12	10	9	10	10	6	7	4	11	5	15	7	106
2020				3	2	1		1			2		9
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
Property - Special Handling				2							1		3
Property - Special Handling - Missing Items - Checked				2							1		3
Screening												1	1
Screening - Security Breach												1	1
2021	4		1		4				5	2	6	2	24
Civil Rights									1			1	2
Civil Rights - Racial Profiling or Discrimination									1			1	2
Customer Service									1	1	1		3
Customer Service - CSM										1			1
Customer Service - TSO									1		1		2
Expedited Passenger Screening Program									2	1	2		5
Expedited Passenger Screening Program - TSA PreCheck									2	1	2		5
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		4
Property - Special Handling - Damaged Items - Checked	1										2		3
Property - Special Handling - Missing Items - Checked						1							1
Screening			1		1				1		1	1	5
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process			1						1		1		3
2022	2	3	2	4	4	5	7	3	6	3	7	5	51
Customer Service		2				1					1		4
Customer Service - TSO		2				1					1		4
Expedited Passenger Screening Program	1		1	4	1	2	6	3	5	2	1	5	31
Expedited Passenger Screening Program - TSA Application Program						1			2			1	4
Expedited Passenger Screening Program	1		1	4	1	1	6	3	3	2	1	4	27
Mishandling of Passenger Property							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) - Wheelchair/ Scooter/			1										1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Knives/Toc		1											1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Screening			1		3	1			1	1	2		9
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency							1						1
Screening - Procedures/Process						3			1		2		6
Screening - Retrieving Abandoned/Confiscated Items			1										1
2023	6	7	6	3									22
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	6	5	6	2									19
Expedited Passenger Screening Program	6	5	6	2									19
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
SIT	1	2	2	1		2	1	1	4	1	7		22
2020				1					2		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 Items - Checked				1									1
Screening									1				1
Screening - Procedures/Process									1				1
2021	1					2			1	1			5
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling						1				1			2
Property - Special Handling - Missing Items - Checked						1				1			2
Screening	1							1					2
Screening - Inconsistency								1					1
Screening - Procedures/Process	1												1
2022		1	2				1	1	1		6		12
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
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch				1									1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
Screening				1							4		5
Screening - Inconsistency											3		3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process				1									1
2023		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJC	108	117	98	96	71	86	78	62	69	87	108	109	1,089
2020				25	21	19	4	1	5	7	6	11	99
Civil Rights					1				1		1	1	4
Civil Rights - Racial Profiling or Discrimination					1				1			1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				2	5	1				1			9
Customer Service - Others				1									1
Customer Service - TSO				1	5	1				1			8
Locks				3	1	2							2
Locks - Missing or Damaged Lock				3	1	2							8
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				7	5	4	1			2	3	3	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1					1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				4	5	3	1			2	2	2	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				3									3
Patdown				2	1				1		1		5
Patdown - Flyer				2	1				1				4
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				2	1	3	1						7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				2		1	1						4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Property - Special Handling				7	5	6	2	1	2	1	1	4	29
Property - Special Handling - Damaged Items - Carry-On				1	1							1	3
Property - Special Handling - Damaged Items - Checked				2	1	2		1	1				7
Property - Special Handling - Missing Items - Carry-On				1	1	2					1	1	6
Property - Special Handling - Missing Items - Checked				3	2	2	2		1	1		2	13
Screening				2	2	3			1	2		1	11
Screening - Inconsistency				1						1			2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					1	2	2		1	1		1	8
2021	9	4	6	3	8	8	11	14	12	25	33	36	169
Civil Rights	1		1		4		1	2		1	1		12
Civil Rights - Constitutional Rights							1						1
Civil Rights - Headwear					2								2
Civil Rights - Racial Profiling or Discrimination	1				2		1	2		1	1		8
Civil Rights - Sexual Harassment (TSA Employee)			1										1
Customer Service		1	1	2	1	1	2	1	5	4	5	4	27
Customer Service - CSM						1							1
Customer Service - TSO		1	1	2	1		2	1	5	4	5	4	26
Expedited Passenger Screening Program						3	2	8	5	18	23	19	78
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program						1				1	3	3	8
Expedited Passenger Screening Program - TSA PreCheck						1	2	8	5	17	20	16	69
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Locks							1						1
Locks - General							1						1
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1		3					1				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 - Damaged/Missing Items--Unspecified Luggage													1
No Jurisdiction					1	1		1					4
No Jurisdiction - Refer to Other					1	1		1					4
Patdown	1											1	2
Patdown - Flyer												1	1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)			1				2	1	1	1	1	2	9
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							2		1		1	1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Property - Special Handling	5	1		1		2	1			1	2	5	18
Property - Special Handling - Damaged Items - Carry-On	1			1			1				2	4	9
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	3					1				1			5
Screening	1	1	1		2				1		1	3	10
Screening - Opposite Gender												1	1
Screening - Procedures/Process	1		1		2				1		1	2	8
Screening - Shoe Screening		1											1
2022	30	51	41	32	42	59	63	47	52	55	69	62	603
Civil Rights	1	3		1			4		3	1	1		14
Civil Rights - Age											1		1
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion									1				1
Civil Rights - Profiling							1						1
Civil Rights - Race							3		2	1			6
Civil Rights - Racial Profiling or Discrimination	1	3											4
Customer Service	5	7	3	6		7	3	1	2	3	4	2	43
Customer Service - TSO	5	7	3	6		7	3	1	2	3	4	2	43
Expedited Passenger Screening Program	22	35	30	19	37	43	49	41	42	46	54	54	472

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	1	7	5	1	1	1	3	1	1	2	6	3	32
Expedited Passenger Screening Program	21	28	25	18	36	41	46	40	41	44	48	51	439
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Intranet/Internet Inquiries										1			1
Intranet/Internet Inquiries - General											1		1
Locks			1		1	1			1				5
Locks - General													1
Locks - Missing or Damaged Lock			1		1	1			1				4
Mishandling of Passenger Property							4			1	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1	2	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							3						3
No Jurisdiction			2	1									4
No Jurisdiction - No Referral			1										1
No Jurisdiction - Refer to CBP			1										1
No Jurisdiction - Refer to Other				1									2
Patdown	1	1	2	1		1	2	1		1	3	1	14
Patdown - Flyer	1	1	1	1			2	1		1	3	1	12
Patdown - Flyer as Observer			1			1							2
Persons w/ Disabilities (PWD)			1	2		1				1	1		6
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) - Medically Necessary Medication and Medication				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			2			1	1		1	1	8
Property - Special Handling - Damaged Items - Carry-On					1			1	1		1	1	5
Property - Special Handling - Missing Items - Carry-On		2			1								3
Screening	1	1	3	2	2	6	1	3	3	2	2	1	27
Screening - Inconsistency				1		2	1		1	1	1		7
Screening - Lengthy Lines									1				1
Screening - Procedures/Process	1	1	3	1	2	3		3	1	1	1	1	18
Screening - Retrieving Abandoned/Confiscated Items						1							1
2023	69	62	51	36									218
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	1	1											2
Civil Rights - Age		1											1
Civil Rights - Race	1												1
Customer Service	2	2		1									5
Customer Service - TSO	2	2		1									5
Expedited Passenger Screening Program	57	54	45	34									190
Expedited Passenger Screening Program	2	1	2	2									7
Expedited Passenger Screening Program	55	53	43	32									183
Locks			1										1
Locks - General			1										1
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown	3		1										4
Patdown - Flyer	3		1										4
Persons w/ Disabilities (PWD)	3	1											4
Persons w/ Disabilities (PWD) - Internal M	1	1											2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged It	1		1										2
Screening	2	3	1	1									7
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency		1											1
Screening - Lengthy Lines				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
SJT		2	2	1			2	1	3	1	3	2	17
2020											1	2	3
Civil Rights												2	2
Civil Rights - Hair Patdowns												2	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
2021			1	1					1		1		4
Expedited Passenger Screening Program									1		1		2
Expedited Passenger Screening Program - TSA PreCheck									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
2022		2	1				2	1	2	1	1		10
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Expedited Passenger Screening Program		1	1				1	1	1	1			6
Expedited Passenger Screening Program - DoD									1				1
Expedited Passenger Screening Program - TSA PreC		1	1				1	1		1			5
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on 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
SJU	67	70	102	116	53	58	60	71	67	57	71	56	848
2020				35	23	13	2	1	7	10	15	11	117
Civil Rights				2						1	1	3	7
Civil Rights - Racial Profiling or Discrimination				2						1	1	2	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				5	3	3	1			1	3	2	18
Customer Service - Others					1						1		2
Customer Service - TCC					1								1
Customer Service - TSO				5	1	3	1			1	2	2	15
Locks				1	2	1							4
Locks - Missing or Damaged Lock				1	2	1							4
Lost and Found					2							1	3
Lost and Found - Airport/TSA					2							1	3
Mishandling of Passenger Property				8	6	1			4		3	3	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				8	5	1			4		3	3	24
Patdown					1	1							2
Patdown - Flyer					1	1							2
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) - Medically Necessary Medication and Medical Devices				1		2							3
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				10	5	3			1	5	7		31
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked				1	1	2				2	3		9
Property - Special Handling - Missing Items - Carry-On				2	1	1			1		2		7
Property - Special Handling - Missing Items - Checked				6	3					3	2		14
Screening				6	4	1	1	1	1	1	1	1	18
Screening - Inconsistency											1	1	2
Screening - Lengthy Lines				3	2								5
Screening - Procedures/Process				3	2	1	1	1	1	1	1	1	11
2021	11	9	1	6	7	14	20	15	17	15	27	30	172
Civil Rights							1	2			1		4
Civil Rights - Constitutional Rights								1					1
Civil Rights - Racial Profiling or Discrimination							1	1			1		3
Customer Service	7	2	1	3	4	4	3	1	5	5	5	6	46
Customer Service - Others	2					1		1			1		5
Customer Service - TSO	5	2	1	3	4	3	3		5	5	4	6	41
Expedited Passenger Screening Program				1	1	4	4	3	9	6	15	14	57
Expedited Passenger Screening Program - DoD									1	2	1		4
Expedited Passenger Screening Program - TSA Application Program									1				2
Expedited Passenger Screening Program - TSA PreCheck				1	1	4	3	3	7	4	13	13	49
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1				1		2
Hazardous Materials Safety							1		1				2
Hazardous Materials Safety - General							1		1				2
Lost and Found													1
Lost and Found - Airport/TSA													1
Mishandling of Passenger Property	1	1				1	2	1			2		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1				1	2	1			2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction							1						1
No Jurisdiction - Refer to CBP							1						1
Patdown	1							2					3
Patdown - Flyer	1							2					3
Persons w/ Disabilities (PWD)					1			1			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) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Prohibited & Permitted Items				1								1	2
Prohibited & Permitted Items - Food/Beverages												1	1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling	1	2				3	5	3	1	1	1	5	22
Property - Special Handling - Damaged Items - Carry-On							1		1			2	4
Property - Special Handling - Damaged Items - Checked		2				2	2			1			5
Property - Special Handling - Missing Items - Carry-On						2	2	3			1		8
Property - Special Handling - Missing Items - Checked	1					1						3	5
Screening	1	3		1	1	2	3	2	1	3	2	1	20
Screening - Inconsistency					1		1					1	3
Screening - Lengthy Lines						1		1		3			5
Screening - Procedures/Process	1	3		1	1	1	2	1	1		2		12
2022	20	25	46	32	23	31	38	55	43	32	29	15	389
Additional Information Required/Insufficient Information							1						1
Additional Information Required/Insufficient Information - EMAIL ONLY							1						1
Airline								1					1
Airline - Policy/Regulations/Service								1					1
Civil Rights		1		1					1	1	1		5
Civil Rights - Constitutional Rights										1			1
Civil Rights - Race											1		1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1							1				2
Claims									1				1
Claims - General									1				1
Customer Service	4	2	6	1	2	3	6	6	3	2	2		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
Customer Service - Others			1										1
Customer Service - TSO	4	2	5	1	2	3	6	6	3	2	2		36
Expedited Passenger Screening Program	11	15	31	25	21	22	26	36	29	23	21	11	271
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program	1	1		5	2		1	3	2	2	3		20
Expedited Passenger Screening Program	10	14	30	18	18	22	25	32	27	21	17	11	245
Expedited Passenger Screening Program - TSA/DHS Employee			1	1	1			1					4
Identification (ID) Requirements		1				2							3
Identification (ID) Requirements - Domestic		1				2							3
Lost and Found				1		1	1			1			4
Lost and Found - Airport/TSA				1		1	1			1			4
Mishandling of Passenger Property	1						1	2	1	1			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1	1				3
Mishandling of Passenger Property - Dam	1							1		1			3
No Jurisdiction	1											1	2
No Jurisdiction - Refer to CBP	1											1	2
Patdown			1								1	1	3
Patdown - Flyer			1							1	1		3
Persons w/ Disabilities (PWD)			2			1		1	1				5
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling	2	2	2				1	3	1	2	1	1	15
Property - Special Handling - Damaged Items - Carry-On								1					2
Property - Special Handling - Damaged Items - Check	1						1			1			3
Property - Special Handling - Missing Item	1	1	1						1		1		5
Property - Special Handling - Missing Item	1		1					2		1			5
Screening	1	4	4	4		1	3	6	6	2	3	1	35
Screening - Inconsistency			1					1	2				4
Screening - Lengthy Lines			1	1				1	1				4
Screening - Procedures/Process	1	4	2	3		1	1	4	3	2	3	1	25
Screening - Retrieving Abandoned/Confiscated Items							2						2
2023	36	36	55	43									170
Civil Rights	1												1
Civil Rights - National Origin	1												1
Customer Service		6	3	3									12
Customer Service - TSO		6	3	3									12
Expedited Passenger Screening Program	30	21	45	35									131
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA Appl		1	1										2
Expedited Passenger Screening Program	29	20	43	34									126
Expedited Passenger Screening Program	1			1									2
Mishandling of Passenger Property	2	2	2										6
Mishandling of Passenger Property - Damaged/Miss		1											1
Mishandling of Passenger Property - Dam	2	1	2										5
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Wounded Warrior		1											1
Property - Special Handling	1	2	1	2									6
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Item	1	1		2									4
Screening	2	4	4	2									12
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1	2	1									4
Screening - Procedures/Process	2	2	1										5
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
SLC	231	206	220	274	154	190	160	157	149	169	189	210	2,309
2020				32	33	35	5	6	6	22	17	19	175
Civil Rights				1	5	1				1		2	10
Civil Rights - Constitutional Rights					1								1
Civil Rights - Hair Patdowns				1									1
Civil Rights - Racial Profiling or Discrimination					4	1				1		1	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				5	4	3	2	1		4	4	1	24
Customer Service - TSO				5	4	3	2	1		4	4	1	24
Locks				2		2		1		2	1	2	10
Locks - Missing or Damaged Lock				2		2		1		2	1	2	10
Mishandling of Passenger Property				9	9	13		2	1	4	7	6	51
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				7	8	9		2	1	4	6	5	42
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2		4					1	1	8
Patdown				3	3	1							7
Patdown - Flyer				3	2	1							6
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)				2	3	3				2			10
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies				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
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	2							4
Property - Special Handling				8	7	7	2	1	4	6	4	4	43
Property - Special Handling - Damaged Items - Carry-On					1		1			1	1	2	6
Property - Special Handling - Damaged Items - Checked				1	3	2			1	3	2	2	14
Property - Special Handling - Missing Items - Carry-On				3	1	1	1						6
Property - Special Handling - Missing Items - Checked				4	2	4		1	3	2	1		17
Screening				2	2	5	1	1	1	3	1	4	20
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency					1	1		1		1			4
Screening - International Screening				1									1
Screening - Procedures/Process				1	1	4	1			2	1	4	14
2021	23	22	11	17	29	29	31	42	47	59	75	62	447
Civil Rights	1			2					1	3	4	4	15
Civil Rights - Constitutional Rights										1	1	1	3
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination	1			1						1	2	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1		1	1	3
Civil Rights - Sexual Orientation - Not Transgender												1	1
Claims						1							1
Claims - General						1							1
Customer Service	2	4	7	6	9	4	4	12	10	5	8	7	78
Customer Service - CSM			1										1
Customer Service - Others			1	1	1							1	4
Customer Service - TCC			1										1
Customer Service - TSO	2	4	4	5	8	4	4	12	10	5	8	6	72
Duplicate E-mail											2		2
Duplicate E-mail - General											2		2
Expedited Passenger Screening Program			1		6	6	10	17	19	32	43	37	171
Expedited Passenger Screening Program - DoD												1	1
Expedited Passenger Screening Program - TSA Application Program						2	1			2		2	7
Expedited Passenger Screening Program - TSA PreCheck			1		6	4	9	17	19	30	43	33	162
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements											1	1	2
Identification (ID) Requirements - Domestic											1		1
Identification (ID) Requirements - Real ID												1	1
Locks	1	1						1		1			4
Locks - Missing or Damaged Lock	1	1						1		1			4
Lost and Found				3									3
Lost and Found - Airport/TSA				3									3
Mishandling of Passenger Property	8	4			3	2	4		1	1	1	1	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	2			2	1	1		1			1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	6	1			1	1	1		1	1	1		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1	1					2						4
No Jurisdiction				1	1								2
No Jurisdiction - Refer to Other				1	1								2
No Subject					1								1
No Subject - General					1								1
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Patdown	1					4			1	3	2	2	13
Patdown - Children						1					1		2
Patdown - Flyer	1					3			1	3		2	10
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1	1					3		1	2		1	9
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
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) - Visual Impairment										1			1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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) - Wheelchair	1												1
Prohibited & Permitted Items				1	1						2		4
Prohibited & Permitted Items - General				1	1						1		3
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Property - Special Handling	6	5	1	2	2	5	4	5	9	10	10	5	64
Property - Special Handling - Damaged Items	3	1	1		1			1	8	6	4	3	28
Property - Special Handling - Damaged Items - Liquids/Gels/Aerosols	1	3		1	1	2		1		1			10
Property - Special Handling - Missing Items	1	1		1				3		2	4	2	14
Property - Special Handling - Missing Items - Liquids/Gels/Aerosols	1					3	4		1	1	2		12
Screening	3	7	2	2	5	8	4	8	5	2	2	4	52
Screening - Children						1							1
Screening - Inconsistency						2	1	4					7
Screening - Lengthy Lines			1		1	1		1	1				5
Screening - Opposite Gender												1	1
Screening - Procedures/Process	3	6	1	1	2	5	4	3	4	2	2	3	36
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach		1											1
2022	91	89	95	83	92	126	124	109	96	88	97	129	1,219
Airline	1					1							2
Airline - Policy/Regulations/Service	1					1							2
Civil Rights		3		1	1	2	1				2		10
Civil Rights - Perceived Religion					1		1						2
Civil Rights - Race						2					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	11	8	6	5	5	10	6	10	5	3	2	11	82
Customer Service - TSO	11	8	6	5	5	10	6	10	5	3	2	11	82
Expedited Passenger Screening Program	53	64	79	58	74	92	86	76	68	67	71	100	888
Expedited Passenger Screening Program - Active Duty Military							2			1			3
Expedited Passenger Screening Program - DoD		1				3	2	1	1	1			9
Expedited Passenger Screening Program - TSA/DHS	2	6	8	6	3	4	2	3	8	1	2	5	50
Expedited Passenger Screening Program - TSA/DHS	51	56	71	52	71	85	79	72	59	64	69	95	824
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks					1	1					3		5
Locks - Missing or Damaged Lock					1	1					3		5
Lost and Found		1				1				1			3
Lost and Found - Airport/TSA		1				1				1			3
Mishandling of Passenger Property		1				3	5	4	2	3	4	5	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	3	2	1	3	2	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Checked		1				2	2		1		2	2	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								2				1	3
No Jurisdiction	1			1						1	1	1	7
No Jurisdiction - No Referral							1			1			2
No Jurisdiction - Refer to CBP							1				1	1	3
No Jurisdiction - Refer to Other	1			1									2
Patdown	2		1	1	3	1	6	3	4	2	1	3	27
Patdown - Children								1				1	2
Patdown - Flyer	1		1	1	3		6	2	4	1	1	2	22
Patdown - Flyer as Observer	1					1				1			3
Persons w/ Disabilities (PWD)	3	3	1		1	1	5	3		2	2	1	22
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical Devices			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1	1						2
Persons w/ Disabilities (PWD) - Medical Equipment	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2			1	2		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Equipment	1									1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		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	2					3
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Gels/Aerosols	1												1
Property - Special Handling	8	5	7	9	5	9	8	5	5	2	5		68
Property - Special Handling - Damaged Items	3	3	3	1	4	4	4	1	3		3		29
Property - Special Handling - Damaged Items - Liquids/Gels/Aerosols	3				1	1					1		6
Property - Special Handling - Missing Items	1	2	2	6	2	2	2	2	1	1	1		19
Property - Special Handling - Missing Items - Liquids/Gels/Aerosols	1		2	2		2	2	2	1	1	1		14
Screening	11	4	1	8	2	4	5	8	12	7	6	8	76
Screening - Children							1						1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency	3					2		2			3	1	11
Screening - Lengthy Lines	1						2	1	3	2		1	10
Screening - Procedures/Process	6	3	1	8	2	2	2	5	8	4	3	6	50
Screening - Retrieving Abandoned/Confiscated Items	1								1				2
Screening - Security Breach		1											1
2023	117	95	114	142									468
Additional Information Required/Insufficient Information	1	1											2
Additional Information Required/Insufficient Information - Airline	1	1											2
Airline		1											1
Airline - Policy/Regulations/Service		1											1
Civil Rights	2	2		3									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
Civil Rights - Perceived Religion			1										1
Civil Rights - Race	1	1		1									3
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening	1			1									2
Customer Service	1	4	5	9									19
Customer Service - TSO	1	4	5	9									19
Expedited Passenger Screening Program	91	75	88	94									348
Expedited Passenger Screening Program - Active Duty Military				1									1
Expedited Passenger Screening Program	2			1									3
Expedited Passenger Screening Program	2	4											10
Expedited Passenger Screening Program	87	71	88	88									334
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	3	4	7	6									20
Mishandling of Passenger Property - Dam	2	2	5	4									13
Mishandling of Passenger Property - Dam	1	2	1	2									6
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
No Jurisdiction	1		1										2
No Jurisdiction - Refer to CBP	1												1
No Jurisdiction - Refer to Other				1									1
Patdown	2	2	3	8									15
Patdown - Flyer	2	2	3	7									14
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)		1		2									3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	5	2	5	15									27
Property - Special Handling - Damaged It	5		4	9									18
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing Items - Carry-C		2	1	3									6
Property - Special Handling - Missing Items - Checked				1									1
Screening	11	3	4	5									23
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency				3									3
Screening - Lengthy Lines	3	1											4
Screening - Procedures/Process	7	1	4	2									14
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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		2	1			1	1	7
2021	1						1				1	1	4
Expedited Passenger Screening Program											1	1	2
Expedited Passenger Screening Program - TSA Application 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 Item		1											1
2022					1		1	1					3
Expedited Passenger Screening Program					1		1						2
Expedited Passenger Screening Program - TSA Application 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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMF	161	140	140	125	73	89	99	102	124	129	135	124	1,441
2020				27	15	18	3	7	14	12	20	13	129
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				8	1	4	1	1	1	1	3	5	25
Customer Service - Others				1									1
Customer Service - TSO				7	1	4	1	1	1	1	3	5	24
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks				2						2			4
Locks - Missing or Damaged Lock				2						2			4
Lost and Found					2								2
Lost and Found - Airport/TSA					2								2
Mishandling of Passenger Property				4	4	6	1		5	2	4	1	27
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	3	4	1		5	1	3	1	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1	2					1	1		5
Patdown					2					1	2		5
Patdown - Flyer					1					1	2		4
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)				4	1			1	1		3		10
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) - General			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot			1								1		2
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2										2
Property - Special Handling				8	4	2	1	3	4	2	6	4	34
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1		1		2	1	1	2	2	10
Property - Special Handling - Missing Items - Carry-On				1	1				2			1	5
Property - Special Handling - Missing Items - Checked				6	3		1	1	1	1	4	1	18
Screening				1	1	5		2	2	3	1	3	18
Screening - Inconsistency									1				1
Screening - Procedures/Process				1	1	5		2	1	3	1	2	16
Screening - Security Breach												1	1
2021	18	6	9	5	11	8	23	22	30	41	38	36	247
Airline							1		1				2
Airline - Policy/Regulations/Service							1		1				2
Animals							1						1
Animals - Carry-On							1						1
Civil Rights			2		1				2	1	1		7
Civil Rights - Constitutional Rights										1			1
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination			1		1								2
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening									1		1		2
Claims			1										1
Claims - General			1										1
Customer Service	3		2	2	5		1	2	9	11	6	4	45
Customer Service - Others								1	1				2
Customer Service - TCC										1			1
Customer Service - TSO	3		2	2	5		1	1	8	10	6	4	42
DHS TRIP							1						1
DHS TRIP - General							1						1
Expedited Passenger Screening Program					1	3	4	9	11	14	19	25	86
Expedited Passenger Screening Program - DoD											2		2
Expedited Passenger Screening Program - TSA Application Program					1	1	1	1	1	1	1	5	12
Expedited Passenger Screening Program - TSA PreCheck						2	3	8	10	13	15	20	71
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
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	2		4	2	1	18
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Dam	2	1				1	2	1		2	2	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1		2			4
No Jurisdiction									1				1
No Jurisdiction - Refer to Other									1				1
Patdown							1	2	1	1			5
Patdown - Flyer							1	2	1	1			5
Persons w/ Disabilities (PWD)		1					1	1	2	2	2	2	11
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General								1		1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1			1	3
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) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items									1	2			3
Prohibited & Permitted Items - Beauty & Grooming Items										1			1
Prohibited & Permitted Items - 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
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling	7	4	1	1	1	2	7	3	1	5	3	3	38
Property - Special Handling - Damaged Items - Carry		1		1			2	1			1		6
Property - Special Handling - Damaged Items - Missing	2	1			1	2	4			1	1		12
Property - Special Handling - Missing Items - Carry	2		1					1		1		1	6
Property - Special Handling - Missing Items - Missing	3	2				1	1	1	1	3	1	2	14
Screening	5		1	2	2	1	3	2	2	1	5	1	25
Screening - Inconsistency				1				1			2		4
Screening - Military										1			1
Screening - Procedures/Process	3		1		2	1	3	1	1		3	1	16
Screening - Retrieving Abandoned/Confiscated Items	2								1				3
Screening - Shoe Screening				1									1
2022	44	63	55	31	47	63	73	73	80	76	77	75	757
Civil Rights	1				1		3	1	1				7
Civil Rights - Profiling							1						1
Civil Rights - Race							1						1
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					2
Customer Service	4	1	7	3	5	6	3	4	7	6	2	5	53
Customer Service - Others						1			1				2
Customer Service - TSO	4	1	7	3	5	5	3	4	6	6	2	5	51
Expedited Passenger Screening Program	29	46	38	23	27	43	54	56	62	58	63	61	560
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - DoD						1		1				1	3
Expedited Passenger Screening Program - Other	5	10	4		3	1		3	4	4	2	4	40
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In	24	36	33	23	24	41	54	52	57	54	61	56	515
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									1				1
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found					1	1							2
Lost and Found - Airport/TSA					1	1							2
Mishandling of Passenger Property		3	1	1	1	2	1	4			2	4	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2				2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked		3	1		1	1	1	2			1	2	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1					1		3
No Jurisdiction												2	2
No Jurisdiction - No Referral											2		2
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	2	1		1	3		2		1	1	2		13
Patdown - Children					1								1
Patdown - Flyer	2			1	2		2		1	1	2		11
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1				3		2	1	3	1		11
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - General						2							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		2	1				4
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
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Food/Beverages		1											1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects			1										1
Property - Special Handling	5	5	4	1	5	5	2	2	2	3	3	3	40
Property - Special Handling - Damaged Items - Carry		2	2		1						1		6
Property - Special Handling - Damaged Items - Missing	1	1	1		2	1	1	1	1	1	2	1	13
Property - Special Handling - Missing Items - Carry-On			1			1	1						3
Property - Special Handling - Missing Items - Missing	4	2		1	2	3		1	1	2		2	18
Screening	3	3	4	1	4	3	8	4	6	5	2	2	45
Screening - Children							1						1
Screening - Inconsistency		1	1		1			1		1		1	6
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	3	2	3	1	3	3	7	3	6	3	1	1	36
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	99	71	76	62									308
Additional Information Required/Insufficient Information	1												1
Additional Information Required/Insufficient Information - Other	1												1
Civil Rights		1	2										3
Civil Rights - Race		1	2										3
Customer Service	3	5	5										13
Customer Service - TSO	3	5	5										13
Expedited Passenger Screening Program	79	55	60	56									250
Expedited Passenger Screening Program - Active Duty Military	1	1											2
Expedited Passenger Screening Program - DoD	7	3	1	2									13
Expedited Passenger Screening Program - Other	71	51	59	54									235
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	3	1											4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage	1	1											2
Mishandling of Passenger Property - Damaged/Missing Items--Checked	2												2
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown		1		1									2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer			1	1									2
Persons w/ Disabilities (PWD)	2	1	1	1									5
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1									2
Persons w/ Disabilities (PWD) - Mobility	2												2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter			1										1
Property - Special Handling	3	3	1	2									9
Property - Special Handling - Damaged Items	1	1											2
Property - Special Handling - Damaged Items - Carry-On	1												1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked Baggage	1	2		2									5
Screening	7	4	6	2									19
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1			2									3
Screening - Lengthy Lines			2										2
Screening - Procedures/Process	6	1	4	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
SMX	1		1	1		1	1		2		1	1	9
2021							1		2		1	1	5
Customer Service											1		1
Customer Service - TSO											1		1
Expedited Passenger Screening Program							1		2				3
Expedited Passenger Screening Program - TSA PreCheck							1		2				3
Screening												1	1
Screening - Procedures/Process												1	1
2022	1			1		1							3
Mishandling of Passenger Property													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
2023				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	132	125	100	114	49	96	87	104	102	103	134	120	1,266
2020				12	16	12	1	1	4	6	6	7	65
Civil Rights				1	1					1			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				3	3	2					1		9
Customer Service - TSO				3	3	2					1		9
Locks						2			1				3
Locks - Missing or Damaged Lock						2			1				3
Mishandling of Passenger Property				6	6	2			1	2		1	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	3	2			1	1		1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				2	3					1			6
Patdown										1	1		2
Patdown - Flyer										1	1		2
Property - Special Handling				1	2	2		1	1	2	4	4	17
Property - Special Handling - Damaged Items - Carry-On						1						1	2
Property - Special Handling - Damaged Items - Checked					1						2		3
Property - Special Handling - Missing Items - Checked				1	1	1		1	1	2	2	3	12
Screening				1	4	4	1		1			2	13
Screening - Inconsistency					1								1
Screening - Procedures/Process				1	3	4			1			2	11
Screening - Retrieving Abandoned/Confiscated Items							1						1
2021	8	9	5	5	1	9	16	25	23	27	40	39	207
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Airline							1					1	2
Airline - Policy/Regulations/Service							1					1	2
Civil Rights							1	1	1	1	3	1	8
Civil Rights - Civil Rights Violation (TSA Employee)								1					1
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			2
Civil Rights - Sexual Orientation - Not Transgender											1		1
Civil Rights - Transgender Screening										1			1
Customer Service	1	2	2	5	1	1	3	2	2	2	4	2	27
Customer Service - Others							1						1
Customer Service - TSO	1	2	2	5	1	1	2	2	2	2	4	2	26
Expedited Passenger Screening Program						5	6	14	7	15	21	29	97
Expedited Passenger Screening Program - TSA Application Program						1	1	2	1	1	2	3	11
Expedited Passenger Screening Program - TSA PreCheck						4	5	12	6	14	18	26	85
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											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	3	4	2				1		2	1	1		14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag			1								1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	3	4	1										8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		2	1			4
Patdown	1							1	3	2	3	1	11
Patdown - Flyer	1							1	3	2	3	1	11
Persons w/ Disabilities (PWD)		1						2	2	3			8
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Diabetes											2		2
Persons w/ Disabilities (PWD) - Mobility Disability (N)		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								2			1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling	3		1			2	2	2	1	3	3	1	18
Property - Special Handling - Damaged Items - Carry-On	1					1	1	1			1	1	6
Property - Special Handling - Damaged Items - Checked	1					1	1	1	1	1	1		7
Property - Special Handling - Missing Items - Checked	1		1							2	1		5
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening						1	2	3	3	3	2	3	17
Screening - Inconsistency						1	1		2	1			5
Screening - Lengthy Lines												1	1
Screening - Procedures/Process							1	3	1	2	2	2	11
2022	32	47	28	31	32	75	70	78	75	70	88	74	700
Civil Rights	1	1		2	1		1	2	1	1	1		11
Civil Rights - Age		1											1
Civil Rights - Not Specified								1					1
Civil Rights - Race							1	1	1		1		4
Civil Rights - Racial Profiling or Discrimination	1			1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1						1			2
Civil Rights - Transgender Screening					1								1
Claims											1		1
Claims - Status											1		1
Customer Service	1	2	3	2	1	3	1	3	8	2	8	5	39
Customer Service - TSO	1	2	3	2	1	3	1	3	8	2	8	5	39
DHS TRIP									1				1
DHS TRIP - General									1				1
Expedited Passenger Screening Program	18	36	23	22	26	64	63	60	58	56	65	57	548
Expedited Passenger Screening Program - Active Duty Military								1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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						2
Expedited Passenger Screening Program	2	7	1	3	3	3		1	1	2	2	4	29
Expedited Passenger Screening Program	16	29	22	19	23	60	61	58	57	54	63	53	515
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1						1
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domestic	1												1
Locks						1							1
Locks - General						1							1
Mishandling of Passenger Property	1		1	2				4	2		1	1	12
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2				2	1			1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked	1							2	1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
No Jurisdiction						1							1
No Jurisdiction - No Referral						1							1
Patdown	1	3		2		1	2	4	2	3	5	4	27
Patdown - Children							1						1
Patdown - Flyer	1	3		2		1	1	3	2	3	5	4	25
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	3					2			1	2		1	9
Persons w/ Disabilities (PWD) - Diapers/Changing	1												1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Equipment	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants	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) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2	1	1		3		1	2		4	4	1	19
Property - Special Handling - Damaged Items - Carry-On					1			1		2	2	1	7
Property - Special Handling - Damaged Items - Checked	1		1		1						1		4
Property - Special Handling - Missing Items - Carry-On	1						1			1	1		4
Property - Special Handling - Missing Items - Checked		1			1			1		1			4
Screening	4	4		1		4	2	3	2	2	3	5	30
Screening - Children	1												1
Screening - Inconsistency		2					1	1				2	6
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process	2	2		1		3	1	1	1	2	3	3	19
Screening - Retrieving Abandoned/Confiscated	1					1							2
2023	92	69	67	66									294
Civil Rights			2	1	1								4
Civil Rights - Race			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Trans			1	1	1								3
Claims	1												1
Claims - Status	1												1
Customer Service	4	6	7	5									22
Customer Service - TSO	4	6	7	5									22
Expedited Passenger Screening Program	73	55	50	51									229
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program	2	1	1	3									7
Expedited Passenger Screening Program	71	54	48	48									221
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2	1											3
Mishandling of Passenger Property - Damaged/Missing Items	2	1											3
Patdown	2	4	4	3									13
Patdown - Children				1									1
Patdown - Flyer	2	4	3	3									12
Persons w/ Disabilities (PWD)	1		2	2									5
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2									2
Property - Special Handling	2		1	2									5
Property - Special Handling - Damaged Items - Carry-On	2		1	1									4
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	7	1	2	1									11
Screening - Inconsistency	1												1
Screening - Procedures/Process	6	1	2	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
SOW	1		2			2						1	6
2021												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2022			2			2							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/Missing Items--C				1									1
Screening							2						2
Screening - Inconsistency							1						1
Screening - Procedures/Process							1						1
2023	1												1
DHS TRIP	1												1
DHS TRIP - 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	4	2	1	4	2	1	1		2	1	2		20
2020					1	1			2	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 - Lengthy Lines							1						1
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
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
2022			1	4	1		1		1		1		9
Customer Service				1							1		2
Customer Service - TSO				1							1		2
Expedited Passenger Screening Program			1	3	1		1						6
Expedited Passenger Screening Program - TSA PreCheck			1	3	1		1						6
Patdown									1				1
Patdown - Flyer									1				1
2023	4	1											5
Expedited Passenger Screening Program	4												4
Expedited Passenger Screening Program	4												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
SPS		1	2	1		1	3	1	2			1	12
2020				1		1	1					1	3
Property - Special Handling				1			1						2
Property - Special Handling - Damaged Items - Checked				1			1						2
Screening							1						1
Screening - Procedures/Process							1						1
2021							1					1	2
Customer Service							1						1
Customer Service - TSO							1						1
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022		1	2				1	1	2				7
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
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
SRQ	41	68	62	49	30	53	53	46	16	26	34	30	508
2020				8	5	1				2	2		18
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service				2						1	1		4
Customer Service - TSO				2						1	1		4
Patdown				1	2					1			4
Patdown - Flyer				1	2					1			4
Property - Special Handling				1	1						1		3
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked											1		1
Screening				3	2	1							6
Screening - Procedures/Process				3	2	1							6
2021	3	1	3		3	7	13	14	3	9	12	13	81
Civil Rights							2						2
Civil Rights - Racial Profiling or Discrimination							2						2
Customer Service	1		1		1	2	3				1		9
Customer Service - TSO	1		1		1	2	3				1		9
Expedited Passenger Screening Program						4	4	10	1	6	5	10	40
Expedited Passenger Screening Program - Known Crew Member								1					1
Expedited Passenger Screening Program - TSA Application Program						2	1	1			1	1	6
Expedited Passenger Screening Program - TSA PreCheck						2	3	8	1	6	4	9	33
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			1		3
Mishandling of Passenger Property - Damaged/Missin		1											1
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			2			1		1			1	2	7
Patdown - Flyer			2					1				1	4
Patdown - Flyer as Observer												1	1
Patdown - General						1							1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)								1	1		1	1	4
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) - Ostomy/Ostomates									1				1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Lighters/Matches											1		1
Property - Special Handling	1						1		1	2	1		6
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Carry-On									1	2			3
Property - Special Handling - Missing Item	1												1
Screening					2		2	1		1	1		7
Screening - Inconsistency					1		1						2
Screening - Procedures/Process					1		1	1		1			4
Screening - Retrieving Abandoned/Confiscated Items											1		1
2022	15	27	27	9	22	45	40	32	13	15	20	17	282
Additional Information Required/Insufficient Information											1		1
Additional Information Required/Insufficient Information - EMAIL ONLY											1		1
Civil Rights	1		1									1	3
Civil Rights - Race												1	1
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Claims							1						1
Claims - Status							1						1
Customer Service			1			1		3	1		2		8
Customer Service - TSO			1			1		3	1		2		8
Expedited Passenger Screening Program	10	27	24	8	17	42	33	27	12	14	13	16	243
Expedited Passenger Screening Program - TSA Application Proc			4		1		1	1				1	8
Expedited Passenger Screening Program	10	26	20	8	16	42	32	26	12	14	13	15	234
Expedited Passenger Screening Program - TSA/DHS	1												1
Mishandling of Passenger Property						1	2	1			1		5
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		3
Patdown							1	1					2
Patdown - Flyer							1	1					2
Persons w/ Disabilities (PWD)			1		3		1				1		6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											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) - Wheelchair/ Scooter/ Segway					1		1						2
Property - Special Handling	1				1		1				1		4
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked				1			1				1		3
Screening	3			1	1	1	1			1	1		9
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency	1												1
Screening - International Screening							1						1
Screening - Procedures/Process	1			1	1	1				1	1		6
2023	23	40	32	32									127
Civil Rights		1	1										2
Civil Rights - Race		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	3	1	3									8
Customer Service - Others		1											1
Customer Service - TSO	1	2	1	3									7
Expedited Passenger Screening Program	19	31	27	24									101
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program	1		2										3
Expedited Passenger Screening Program	18	30	24	24									96
Expedited Passenger Screening Program - TSA/DHS		1											1
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
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Internal Medical Dev			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Property - Special Handling		3	2	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-C		1	1	1									3
Property - Special Handling - Missing Items - Checke		2											2
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
STC				3	2	1							6
2021					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
2022				1	1	1							3
Expedited Passenger Screening Program				1	1								2
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Screening								1					1
Screening - Procedures/Process								1					1
2023				2									2
Expedited Passenger Screening Program				2									2
Expedited Passenger Screening Program - TSA PreCheck				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
STL	152	138	134	173	62	87	75	110	104	114	136	129	1,414
2020				30	20	15		4	8	12	17	15	121
Civil Rights						2			1			2	5
Civil Rights - Racial Profiling or Discrimination						2			1			2	5
Customer Service				4	2	2				1	2		11
Customer Service - Others					1								1
Customer Service - TSO				4	1	2				1	2		10
Locks				4									4
Locks - Missing or Damaged Lock				4									4
Lost and Found					1					1			2
Lost and Found - Airport/TSA					1					1			2
Mishandling of Passenger Property				4	8	6		1	2	5	7	5	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	1						1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	5	6		1	2	4	6	4	30
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2					1		1	4
Patdown				3					1				4
Patdown - Flyer				3									3
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)				1		2			1	2			6
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 Necessary Medication and Medication				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling				10	2	1		3	3	2	7	7	35
Property - Special Handling - Damaged Items - Carry-On					1							1	2
Property - Special Handling - Damaged Items - Checked				1	1			2	1		2	4	11
Property - Special Handling - Missing Items - Carry-On				2							1	1	4
Property - Special Handling - Missing Items - Checked				7		1		1	2	2	4	1	18
Screening				4	7	2				1	1	1	16
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency				1	1					1			3
Screening - Procedures/Process				3	5	2						1	12
2021	24	6	7	9	6	12	21	27	28	37	39	40	256
Airline								1	1				2
Airline - Policy/Regulations/Service								1	1				2
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	6	1	4	3	9	6	9	5	10	57
Customer Service - TCC			1										1
Customer Service - TSO		2	1	6	1	4	3	9	6	9	5	10	56
Duplicate E-mail											1		1
Duplicate E-mail - General											1		1
Expedited Passenger Screening Program			1		2	3	10	4	15	15	21	21	92
Expedited Passenger Screening Program - DoD			1								1		2
Expedited Passenger Screening Program - TSA Application Program							1			2		3	6
Expedited Passenger Screening Program - TSA PreCheck					2	3	9	4	13	13	20	18	82
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In									2				2
Identification (ID) Requirements										1			1
Identification (ID) Requirements - Domestic										1			1
Locks	3												3
Locks - Missing or Damaged Lock	3												3
Lost and Found	3		1										4
Lost and Found - Airport/TSA	3		1										4
Mishandling of Passenger Property	6			1				2	1	2	3		15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked	1										1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag	4			1				1	1	2	1		10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked	1							1			1		3
Patdown	1									3		1	5
Patdown - Flyer	1									3		1	5
Persons w/ Disabilities (PWD)		3				1	3	3	1	1	1	2	15
Persons w/ Disabilities (PWD) - Breast Cancer								2					2
Persons w/ Disabilities (PWD) - Diabetes		1							1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1				1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1	1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1	1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhalers		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1					1						2
Prohibited & Permitted Items			1					1		1	1		4
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Prohibited & Permitted Items - Food/Beverages										1			1
Prohibited & Permitted Items - General								1					1
Property - Special Handling	6				1	2	4	3	3		2	2	23
Property - Special Handling - Damaged Items - Carry-On	1						2				1		4
Property - Special Handling - Damaged Items - Checked	1					1		1	1		1	2	7
Property - Special Handling - Missing Items - Carry-On	2					1		1	2				6
Property - Special Handling - Missing Items - Checked	2				1		2	1					6
Screening	5	1	1	2	2	1	1	4	1	5	4	4	31
Screening - Inconsistency	1					1				1		1	4
Screening - Lengthy Lines										1		1	2
Screening - Procedures/Process	4	1	1	2	2		1	4	1	3	4	1	24
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
2022	38	57	59	43	36	60	54	79	68	65	80	74	713
Additional Information Required/Insufficient Information					1						1		2
Additional Information Required/Insufficient Information - EMAIL ONLY					1						1		2
Airline						1							1
Airline - Lost Baggage						1							1
Civil Rights	3	1	2					3				1	10
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin	1												1
Civil Rights - Race								2				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	6	5	3	2	4	4	3	7	9	7	7	9	66
Customer Service - TSO	6	5	3	2	4	4	3	7	9	7	7	9	66
Expedited Passenger Screening Program	21	37	43	37	26	46	42	51	44	50	58	55	510
Expedited Passenger Screening Program - DoD					1			1		1		1	4
Expedited Passenger Screening Program	2	3	2		1	2	2	1	3	3	1	3	23
Expedited Passenger Screening Program	19	34	41	37	24	44	40	49	41	46	56	51	482
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In											1		1
Locks								3		1			4
Locks - Missing or Damaged Lock								3		1			4
Mishandling of Passenger Property	1	1	1	2		1	1	5	1	2	5		20
Mishandling of Passenger Property - Damaged/Missing Items		1		1		1		1		1	4		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on			1	1			1	3	1	1	1		9
Mishandling of Passenger Property - Disarrayed Items	1							1					2
No Jurisdiction		1					1				1		3
No Jurisdiction - Refer to CBP											1		1
No Jurisdiction - Refer to Other		1					1						2
Ombudsman												1	1
Ombudsman - General												1	1
Patdown	3	2				1		2	1	1	1	2	13
Patdown - Children						1				1			2
Patdown - Flyer	2	2						2	1		1	2	10
Patdown - General	1												1
Persons w/ Disabilities (PWD)	1	1	4		1	1	3	2	1		1	1	16
Persons w/ Disabilities (PWD) - Autism Spectrum		1									1		2
Persons w/ Disabilities (PWD) - Diabetes							1	1					2
Persons w/ Disabilities (PWD) - General							2						2
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		1	1				4
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) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	1	6	2		1	3	1	3	4		2	2	25
Property - Special Handling - Damaged Items	1	4	1		1	2		1	1				11
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Carry-on		1							2		1		4
Property - Special Handling - Missing Items - Checked		1	1					2	1		1	2	8
Screening	2	3	4	2	3	2	4	3	8	3	4	3	41
Screening - Inconsistency			2			1			2		1	1	7
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process	2	3	1	2	3	1	4	2	5	3	3	2	31
Screening - Retrieving Abandoned/Confiscated Items			1										1
TWIC										1			1
TWIC - General										1			1
2023	90	75	68	91									324
Airline			1										1
Airline - Baggage Requirements			1										1
Civil Rights	2	1											3
Civil Rights - Race	2												2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender		1											1
Customer Service	9	7	3	7									26
Customer Service - TSO	9	7	3	7									26
Expedited Passenger Screening Program	69	59	51	75									254
Expedited Passenger Screening Program - DoD		1	2										3
Expedited Passenger Screening Program	3	7	1	2									13
Expedited Passenger Screening Program	66	51	48	72									237
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Mishandling of Passenger Property	2	2	2	2									8
Mishandling of Passenger Property - Damaged/Missing Items		2	1	1									4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on		2		1									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on				1									1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1		3										4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body			2										2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Prostheses	1												1
Property - Special Handling	1	1	2	4									8
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items	1	1	2										4
Property - Special Handling - Missing Items - Checked				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	4	5	5	3									17
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1	1											2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	2	3	4	3									12
Screening - Retrieving Abandoned/Confis	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	7	3	3	5	3	2	5	4	6	5	12	6	61
2020				2	2	1						1	6
Customer Service					1								1
Customer Service - TSO						1							1
Patdown							1						1
Patdown - Flyer							1						1
Screening				2	1							1	4
Screening - Procedures/Process				2	1								3
Screening - Retrieving Abandoned/Confiscated Items												1	1
2021	1		1				3		2	2	4	3	16
Customer Service	1										2	1	4
Customer Service - TSO	1										2	1	4
Expedited Passenger Screening Program										1	2	2	5
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck										1	2	1	4
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
Property - Special Handling - Missing Items - Checked										1			1
Screening							2		1	1			4
Screening - Procedures/Process							2		1	1			4
2022	3	1	1	1	1	1	2	4	4	3	8	2	31
Civil Rights									1				1
Civil Rights - Race									1				1
Customer Service		1						1	1	1	1		5
Customer Service - TSO		1						1	1	1	1		5
Expedited Passenger Screening Program	3				1	1	2	2	1	2	4		16
Expedited Passenger Screening Program	3				1	1	2	2	1	2	4		16
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor											1		1
Patdown								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening			1	1					1		1	2	6
Screening - Procedures/Process			1	1					1		1	2	6
2023	3	2	1	2									8
Customer Service	1		1	1									3
Customer Service - TSO	1		1	1									3
Expedited Passenger Screening Program	2	2		1									5
Expedited Passenger Screening Program	2	2		1									5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STT	6	12	23	14	14	12	18	20	16	17	11	11	174
2020				1	4	3	1			2	2	1	14
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								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2								3
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					1	1	1			1	1		5
Screening - Procedures/Process					1	1	1			1	1		5
2021		1	3	1	1	3	6		11	9	4	3	5
Airline									2				2
Airline - Lost Baggage									2				2
Customer Service		1	1	1		1		2		1		2	9
Customer Service - TSO		1	1	1		1		2		1		2	9
Expedited Passenger Screening Program			1			1	3	3	5	1	2	2	18
Expedited Passenger Screening Program - TSA Application Program									1				1
Expedited Passenger Screening Program - TSA PreCheck			1			1	3	3	4	1	2	2	17
Mishandling of Passenger Property					1		2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		2						3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - General											1		1
Property - Special Handling						1		1	2	2			6
Property - Special Handling - Damaged Items - Carry-On									1	2			3
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked						1		1					2
Screening			1				1	3	2			1	8
Screening - Inconsistency									1				1
Screening - Lengthy Lines								1	1				2
Screening - Procedures/Process			1				1	2					4
Screening - Retrieving Abandoned/Confiscated Items												1	1
2022	3	6	5	6	9	6	11	9	7	11	6	5	84
Customer Service	1	1	1						1	2	1		7
Customer Service - TSO	1	1	1						1	2	1		7
DHS TRIP											1		1
DHS TRIP - General											1		1
Expedited Passenger Screening Program	2	5	4	4	9	5	8	8	4	6	2	2	59
Expedited Passenger Screening Program - DoD							1	1					2
Expedited Passenger Screening Program - TSA Appl		1								1			2
Expedited Passenger Screening Program	2	4	4	4	9	5	7	7	4	5	2	2	55
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
No Jurisdiction							1	1				1	3
No Jurisdiction - Refer to CBP							1	1				1	3
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 - Checked						1							1
Screening				2			2			2	1	2	9
Screening - Inconsistency											1		1
Screening - International Screening				1									1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1			1			2		2	6
2023	3	5	15	6									29
Civil Rights			1										1
Civil Rights - Age			1										1
Customer Service			1	1									2
Customer Service - TSO			1	1									2
Expedited Passenger Screening Program	3	5	11	5									24
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	3	4	11	5									23
Patdown			1										1
Patdown - Children			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
STX	2	3	1	5	9	2	4	4	3	5	2	4	44
2020					3								3
Screening					3								3
Screening - Lengthy Lines					2								2
Screening - Procedures/Process					1								1
2021			1	3	2			1	2	3	1	3	16
Claims				1									1
Claims - General				1									1
Customer Service					1			1		1	1		4
Customer Service - TSO					1			1		1	1		4
Expedited Passenger Screening Program									2			3	5
Expedited Passenger Screening Program - TSA PreCheck									2			3	5
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
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
Screening										1			1
Screening - Inconsistency										1			1
2022	1	1		1	4	2	4	3	1	2	1	1	21
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Expedited Passenger Screening Program				1	1	1	2	1	1	1		1	9
Expedited Passenger Screening Program - TSA PreCheck				1	1	1	2	1	1	1		1	9
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missii			1										1
No Jurisdiction									1				1
No Jurisdiction - No Referral									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 - Checked					1	1							2
Screening					1		2			1	1		5
Screening - Children							1						1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process							1			1	1		3
2023	1	2		1									4
Expedited Passenger Screening Program	1	1		1									3
Expedited Passenger Screening Program	1	1		1									3
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
SUN	2	4	3	2		4		1	2	5	4	6	33
2020												1	1
Locks													1
Locks - Missing or Damaged Lock													1
2021						1				3	2	3	9
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Expedited Passenger Screening Program										1	1	1	3
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreCheck											1	1	2
Identification (ID) Requirements													1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues													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
Screening													1
Screening - Inconsistency													1
2022		3	1			3		1	2	2	2	2	16
Expedited Passenger Screening Program		3	1			2		1	1	2	2	2	14
Expedited Passenger Screening Program - TSA Application Program										1	1		2
Expedited Passenger Screening Program - TSA PreC		3	1			2		1	1	1	1	2	12
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2023	2	1	2	2									7
Expedited Passenger Screening Program	2	1	2	2									7
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1	1	2	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
SUX	2	1	3	2	1	1	2	1			1	2	16
2020				1	1								2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
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/Missing Items--Checked Baggage								1					1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checke			1										1
2022			1	1		1	2					2	7
Customer Service				1									1
Customer Service - Others				1									1
Expedited Passenger Screening Program							1						2
Expedited Passenger Screening Program - TSA PreCheck							1						2
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--U				1									1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked							1						1
2023	2		2										4
Expedited Passenger Screening Program	1		2										3
Expedited Passenger Screening Program	1		2										3
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
SWF	1	5	1	5	3	1	4	2	2	6	3	1	34
2020				1	3			1	2			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 Back				1	1								2
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
2021		1					2				3	1	7
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/Missii			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Remains									1				1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2022		2	1	2		1	2	1	2	6			17
Civil Rights				1		1				1			3
Civil Rights - Age						1							1
Civil Rights - Race										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	1			1		1	4			10
Expedited Passenger Screening Program - TSA Application Program										1			1
Expedited Passenger Screening Program - TSA PreC		2	1	1			1		1	3			9
Screening							1	1		1			3
Screening - Procedures/Process							1	1					2
Screening - Retrieving Abandoned/Confiscated Items										1			1
2023	1	2		2									5
Civil Rights		1											1
Civil Rights - Race		1											1
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	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
SWO			2	2	1			1		4	3	1	14
2020					1					2	2		5
Mishandling of Passenger Property					1					1	2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1					2		3
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	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
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
2022				1								1	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
2023			1	1									2
Airline				1									1
Airline - Policy/Regulations/Service				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
SYR	35	37	34	52	23	24	30	29	25	33	33	35	390
2020				11	1	6		4		2	5	1	30
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
Locks				1		1		1			2		5
Locks - Missing or Damaged Lock				1		1		1			2		5
Mishandling of Passenger Property				1		1					1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1					1		3
Property - Special Handling				6		2				1	1	1	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				1									1
Property - Special Handling - Missing Items - Checked				4		2					1	1	8
Screening				1		2		1					4
Screening - Procedures/Process				1		1							2
Screening - Security Breach						1		1					2
2021	4	2	1	4		4	5	5	6	9	10	10	60
Civil Rights				1			1				2		4
Civil Rights - Racial Profiling or Discrimination				1			1				1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1	1	1	2			1	1	1	1	1	1	11
Customer Service - CSM							1						1
Customer Service - TSO	1	1	1	2				1	1	1	1	1	10
Expedited Passenger Screening Program							1	2	3	3	3	5	24
Expedited Passenger Screening Program - DoD											1		1
Expedited Passenger Screening Program - TSA Application Program										1	2	1	4
Expedited Passenger Screening Program - TSA PreCheck							1	2	3	2	2	3	19
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--Carry-on Luggage										1			1
Mishandling of Passenger Property - Dam	1									1			2
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						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 Wheelchair or Scooter)											1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - General										1			1
Property - Special Handling	1								1				2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked									1				1
Screening		1		1		2	1			2	1	1	9
Screening - Opposite Gender												1	1
Screening - Procedures/Process		1		1		2	1			2	1		8
2022	10	13	11	14	22	14	25	20	19	22	18	24	212
Airline	1												1
Airline - Policy/Regulations/Service	1												1
Business, Suggestions, and Ideas												1	1
Business, Suggestions, and Ideas - General												1	1
Civil Rights	1				1	1			1	1			5
Civil Rights - Constitutional Rights										1			1
Civil Rights - Perceived Religion					1								1
Civil Rights - Race									1				1
Civil Rights - Transgender Screening	1					1							2
Customer Service			1	1	1			2	1	1		1	8
Customer Service - TSO			1	1	1			2	1	1		1	8
Expedited Passenger Screening Program	6	12	8	11	15	11	19	16	13	17	16	21	165
Expedited Passenger Screening Program - DoD										1			1
Expedited Passenger Screening Program	1	1	2	1							1	3	9
Expedited Passenger Screening Program	5	11	6	10	15	11	19	16	13	16	15	18	155
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					2								2
No Subject							1						1
No Subject - General							1						1
Patdown			1				1		2			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) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling				2	2		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 - Carry-On				1	2				1				4
Screening	1	1	1		1		3	2	1	1	2		13
Screening - Inconsistency		1	1					2			1		5
Screening - Lengthy Lines										1			1
Screening - Military							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1				1		1		1		1		5
Screening - Retrieving Abandoned/Confiscated Items							1						1
2023	21	22	22	23									88
Customer Service				2									2
Customer Service - TCC				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program	19	19	15	18									71
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	17	18	15	18									68
Locks			2										2
Locks - General			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Back				1									1
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	1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1										2
Screening	1	1	3	2									7
Screening - Inconsistency			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
TBN			1									1	2
2021			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
2022												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
TEX						1		2					3
2021						1		1					2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Patdown								1					1
Patdown - Flyer								1					1
2022								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
TLH	17	11	11	15	10	5	10	9	13	13	14	9	137
2020				6	3			2		1	1	2	15
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	2			1					4
Customer Service - TSO				1	2			1					4
Mishandling of Passenger Property								1		1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Property - Special Handling											1	2	3
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Items - Checked											1		1
Screening				3									3
Screening - Procedures/Process				2									2
Screening - Retrieving Abandoned/Confiscated Items				1									1
2021	3		2	1	1	4	1		1	1	3	2	19
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimination	1												1
Customer Service				1	1								2
Customer Service - Others					1								1
Customer Service - TSO				1									1
Expedited Passenger Screening Program						2	1			1	2	2	8
Expedited Passenger Screening Program - TSA PreCheck						2	1			1	2	2	8
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disassembly	1												1
Notice of Violation/Civil Penalties	1												1
Notice of Violation/Civil Penalties - General	1												1
Property - Special Handling			1			1			1		1		4
Property - Special Handling - Damaged Items - Carry-On			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
2022	5	5	4	2	6	1	9	7	12	11	10	5	77
Customer Service	1	1	2		1				1	1			7
Customer Service - TSO	1	1	2		1				1	1			7
Expedited Passenger Screening Program	4	4	2	2	1		6	6	10	8	6	4	53
Expedited Passenger Screening Program - TSA Application Program									1	1			2
Expedited Passenger Screening Program	4	4	2	2	1		6	6	9	7	6	4	51
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					3	1	3	1	1	2	2	1	14
Screening - Inconsistency							1			1		1	3
Screening - Lengthy Lines					2						1		3
Screening - Procedures/Process					1	1	2	1	1	1	1	1	8
SIDA (Security Identification Display Area)											1		1
SIDA (Security Identification Display Area) - General											1		1
2023	9	6	5	6									26
Civil Rights	1												1
Civil Rights - Race	1												1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program	6	5	3	5									19
Expedited Passenger Screening Program	6	5	3	5									19
Patdown	1		1										2
Patdown - Flyer	1		1										2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchairs)			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
TOL		1	2	1	2	1	1	1	1			1	11
2020					1	1	1						3
Mishandling of Passenger Property													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
2022		1	1		1			1	1			1	6
Expedited Passenger Screening Program			1		1			1				1	4
Expedited Passenger Screening Program - TSA PreCheck			1		1			1				1	4
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		1											1
Screening									1				1
Screening - Procedures/Process									1				1
2023			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
TPA	240	288	283	358	199	261	209	239	228	201	238	231	2,975
2020				58	57	36	6	13	24	19	25	27	265
Civil Rights				4	2	1			1	1			3
Civil Rights - Hair Patdowns													2
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination					2	1							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				4						1			5
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service				7	8	7	1	3		4	2	3	35
Customer Service - Others								1					1
Customer Service - TSO				7	8	7	1	2		4	2	3	34
Locks				5	6	1							13
Locks - General					1								1
Locks - Missing or Damaged Lock				5	5	1							12
Mishandling of Passenger Property				12	8	9		3	7	7	3	7	56
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			1	2			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				11	8	7		3	4	4	3	5	45
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked				1		1			2	1			6
Patdown				3	2	1			2		2	2	12
Patdown - Flyer				3	2	1			2		2	2	12
Persons w/ Disabilities (PWD)				4	5	2		1	1		1		14
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) - 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	2								3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1				1	1				3
Property - Special Handling				14	9	10	3	3	8	3	12	9	71
Property - Special Handling - Damaged Items - Carry-On				2	1	4			2	1	2	1	13
Property - Special Handling - Damaged Items - Checked				5				1	2	2	4	1	15
Property - Special Handling - Missing Items - Carry-On				2	2	3					3		10
Property - Special Handling - Missing Items - Checked				5	6	3	3	2	4		3	7	33
Screening				9	17	5	2	3	5	4	5	2	52
Screening - Crew Member or Airline Employee				1	1								2
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				7	15	5	1	3	4	2	5	1	43
Screening - Security Breach				1					1	2			4
2021	31	20	14	27	21	25	49	56	63	57	66	58	487
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Airline						1							1
Airline - Wheelchair Assistance						1							1
Civil Rights			1	1			1	2	1	2	4		12
Civil Rights - Civil Rights Violation (TSA Employee)											1		1
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination								1	1	2	2		6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				1					2
Civil Rights - Sexual Harassment (TSA Employee)			1										1
Civil Rights - Transgender Screening							1						1
Claims			1										1
Claims - Status			1										1
Customer Service	9	4	5	10	9	4	11	11	12	12	8	4	99
Customer Service - CSM					1								1
Customer Service - Others		2	1										3
Customer Service - TCC			1										1
Customer Service - TSO	9	2	3	10	8	4	11	11	12	12	8	4	94
DHS TRIP				1						1			2
DHS TRIP - General				1						1			2
Duplicate E-mail			1	1			1				1		4
Duplicate E-mail - General			1	1			1				1		4
Expedited Passenger Screening Program		1	1	5	2	12	14	22	30	30	29	48	194
Expedited Passenger Screening Program - DoD				1					1				2
Expedited Passenger Screening Program - TSA Application Program								3	4	1	1	4	13
Expedited Passenger Screening Program - TSA PreC		1	1	4	2	12	14	19	25	29	28	43	178
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In												1	1
Identification (ID) Requirements							1			1	1		3
Identification (ID) Requirements - Domestic							1			1	1		3
Locks	2	1					1			1	3		8
Locks - Missing or Damaged Lock	2	1					1			1	3		8
Mishandling of Passenger Property	7	2		3			4	3	2	1	3		25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			1				2		4
Mishandling of Passenger Property - Dam	7	2		2			3	2	2	1	1		20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
No Jurisdiction				1				1	2				4
No Jurisdiction - Refer to CBP				1					1				2
No Jurisdiction - Refer to Other								1	1				2
Patdown	2				1	1		4		3	4	2	17
Patdown - Flyer	1				1	1		3		3	4	2	15
Patdown - Flyer as Observer	1												1
Patdown - General								1					1
Persons w/ Disabilities (PWD)	1		2	1			1	1	4		3		13
Persons w/ Disabilities (PWD) - Autism Spectrum			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) - Diabetes											1		1	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1			1		1				3	
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1	
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1	
Persons w/ Disabilities (PWD) - Mobility [1							1		1		3	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1				2	
Prohibited & Permitted Items		1		1	1								3	
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1	
Prohibited & Permitted Items - General				1									1	
Prohibited & Permitted Items - Sporting Goods					1								1	
Property - Special Handling		6	6	1	2	1	2	7	7	8	2	7	1	50
Property - Special Handling - Damaged Items - Carry-On							1	1	4		3			9
Property - Special Handling - Damaged It		2	2	1	1		3		2	1	2	1		15
Property - Special Handling - Missing Item		2	1		1		1		1		1			7
Property - Special Handling - Missing Item		2	3			1	1	3	5	2	1	1		19
Screening		3	5	2	1	6	6	8	5	4	4	3	3	50
Screening - Crew Member or Airline Employee								1						1
Screening - Inconsistency			2		1	3	1	1						8
Screening - Military			1											1
Screening - Procedures/Process		3	4		1	5	3	6	4	4	4	3	3	40
2022	77	111	115	101	121	200	154	170	141	125	147	146	1,608	
Advanced Imaging Technology (AIT)						1								1
Advanced Imaging Technology (AIT) - Flyer						1								1
Airline		1					1	2			1			5
Airline - Lost Baggage								1						1
Airline - Policy/Regulations/Service			1				1	1			1			4
Civil Rights		2	3	2	3	1	1	2	6		3	2		25
Civil Rights - Age									1					1
Civil Rights - Constitutional Rights										1				1
Civil Rights - National Origin							1							1
Civil Rights - Profiling								1						1
Civil Rights - Race						1		2		2	2			7
Civil Rights - Racial Profiling or Discrimin		1	2	2		1								6
Civil Rights - Sex/Gender/Gender Identity		1	1		1			2						5
Civil Rights - Transgender Screening				2			1							3
Customer Service		4	10	16	10	7	11	10	5	8	7	6	11	105
Customer Service - TSO		4	10	16	10	7	11	10	5	8	7	6	11	105
Expedited Passenger Screening Program		56	83	86	75	86	162	122	133	110	96	114	121	1,244
Expedited Passenger Screening Program - Active Duty Military							1	2						3
Expedited Passenger Screening Program - DoD							1					1	1	3
Expedited Passenger Screening Program		5	8	8	1	4	4	3	5	2	5	5	9	59
Expedited Passenger Screening Program		51	75	78	74	82	155	117	127	107	91	106	111	1,174
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In							1	1	1		2			5
Locks		1				1	3		2				1	8
Locks - General		1												1
Locks - Missing or Damaged Lock						1	3		2				1	7
Lost and Found			1			1								2
Lost and Found - Airport/TSA			1			1								2
Mishandling of Passenger Property		2		3	6	4	2	2	2	1	4	2		26
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2	1		2	1		6
Mishandling of Passenger Property - Dam		2		1	5	3				1	2	1		15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				2		1			1					4
No Jurisdiction		1				1	1		1			1	1	6
No Jurisdiction - No Referral		1												1
No Jurisdiction - Refer to CBP						1	1		1					3
No Jurisdiction - Refer to Other											1	1		2
Patdown		2	2	2	2		4	3	1	1	3	3	4	27
Patdown - Children							1							1
Patdown - Flyer		2	2	2	2		3	1	1	3	3	4		26
Persons w/ Disabilities (PWD)		2		1	1	4	3	3	2	1	2	2		21
Persons w/ Disabilities (PWD) - Autism Spectrum				1										1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1							1
Persons w/ Disabilities (PWD) - General						1								1
Persons w/ Disabilities (PWD) - Hearing Impairment						2								2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1					1
Persons w/ Disabilities (PWD) - Medical [1			1					1			3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								2						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1							1
Persons w/ Disabilities (PWD) - Prosthesi			1									1		2
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/ Segway				1					1	1	1	1		5
Prohibited & Permitted Items		2												2
Prohibited & Permitted Items - Lighters/Matches		1												1
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1												1
Property - Special Handling		3	3	3	2	2	5	3	6	6	7	3	1	44
Property - Special Handling - Damaged It		2	1	1			1	2	2	3	2			14
Property - Special Handling - Damaged It		1	1		1		3	1	3	2	1	1		14
Property - Special Handling - Missing Items - Carry-On					1	2		1	1	1	2		1	9
Property - Special Handling - Missing Items - Checke		1	2				2			1	1			7
Request for Assistance						1								1
Request for Assistance - Other						1								1
Screening		4	6	5	5	11	5	10	10	12	6	10	5	89
Screening - Children								1						1
Screening - Crew Member or Airline Employee									1					1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency		2	2	1			3	2			1	2	13
Screening - Lengthy Lines							1	1				1	3
Screening - Procedures/Process	4	4	3	3	10	4	3	7	11	6	8	2	65
Screening - Retrieving Abandoned/Confiscated Items				1	1	1	2				1		6
TWIC									1		1		2
TWIC - General											1		1
TWIC - Status									1				1
2023	132	157	154	172									615
Airline			1	1									2
Airline - Policy/Regulations/Service			1	1									2
Civil Rights		5	1	2									8
Civil Rights - Race		3	1										4
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2		2									4
Customer Service	5	11	9	12									37
Customer Service - Others			1										1
Customer Service - TSO	5	11	8	12									36
Expedited Passenger Screening Program	108	128	121	124									481
Expedited Passenger Screening Program - Active Du		1											1
Expedited Passenger Screening Program - DoD		1	2	1									4
Expedited Passenger Screening Program	6	4	1	2									13
Expedited Passenger Screening Program	102	122	118	121									463
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	4	1		5									10
Mishandling of Passenger Property - Dam	2			1									3
Mishandling of Passenger Property - Dam	2	1		3									6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Check				1									1
No Jurisdiction	1		1	1									3
No Jurisdiction - Refer to CBP	1												1
No Jurisdiction - Refer to Other			1	1									2
Patdown	6	1	6	5									18
Patdown - Flyer	6	1	6	4									17
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)		3	4	6									13
Persons w/ Disabilities (PWD) - Diabetes		1		1									2
Persons w/ Disabilities (PWD) - Medical Devices - At		1	2										3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2	1									3
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				3									3
Property - Special Handling	3	2	1	7									13
Property - Special Handling - Damaged It	2	1		1									4
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing Items - Carry-C		1		1									2
Property - Special Handling - Missing Item	1		1	3									5
Screening	4	5	10	9									28
Screening - Children	1			1									2
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency	1		1	4									6
Screening - Lengthy Lines		2		1									3
Screening - Military			1										1
Screening - Procedures/Process	2	2	7	2									13
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
TRI	11	4	2	9	3	6	3	6	5	11	2	5	67
2020				1	1	1	1	6	1	4	1	5	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					1	1				2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1				2			4
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening										1	1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process										1			1
2021	6			1	1			2	1	3		1	15
Customer Service	1									1			2
Customer Service - TSO	1									1			2
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-On	1												1
Patdown	1								1				2
Patdown - Flyer	1												1
Patdown - Flyer as Observer									1				1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1								1
Property - Special Handling								2		2		1	5
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked										2			2
Screening	2			1									3
Screening - Procedures/Process	2			1									3
2022	1	1	1	1	1	5	2	4	3	4	1	4	28
Expedited Passenger Screening Program		1		1	1	4	2	3	2	2		4	20
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program - TSA PreCheck				1	1	4	2	3	2	2		4	19
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		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			2
Screening - Procedures/Process									1	1			2
2023	4	3	1	6									14
DHS TRIP		1											1
DHS TRIP - General		1											1
Expedited Passenger Screening Program	2	1		5									8
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck	2	1		4									7
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1												1
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									2
Screening - Inconsistency			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
TTN	8	14	13	18	8	6	18	12	14	4	8	5	128
2020				1	4								5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown				1	1								2
Patdown - Flyer				1	1								2
Screening					1								1
Screening - Inconsistency					1								1
2021				2	1		2	2	7	2	4	1	21
Customer Service									1	1	1		3
Customer Service - TSO									1	1	1		3
Expedited Passenger Screening Program					1		1	2	6	1	2		13
Expedited Passenger Screening Program - TSA PreCheck					1		1	2	6	1	2		13
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
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
2022	1	9	6	4	3	6	16	10	7	2	4	4	72
Airline								1					1
Airline - Lost Baggage								1					1
Customer Service	1	1	1		1								5
Customer Service - TSO	1	1	1		1								5
Expedited Passenger Screening Program		8	5	4	2	6	15	7	7	2	4	2	62
Expedited Passenger Screening Program - DoD		1						1					2
Expedited Passenger Screening Program - TSA Application Program						1		1			1		3
Expedited Passenger Screening Program - TSA PreC		7	5	4	2	5	15	5	7	2	3	2	57
No Jurisdiction								1					1
No Jurisdiction - Refer to Other								1					1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening							1	1					2
Screening - Children							1						1
Screening - Procedures/Process								1					1
2023	7	5	7	11									30
Customer Service	2		2	2									6
Customer Service - TSO	2		2	2									6
Expedited Passenger Screening Program	4	5	5	9									23
Expedited Passenger Screening Program - TSA Appl		1											1
Expedited Passenger Screening Program	4	4	5	9									22
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
TUL	47	35	40	59	24	25	22	24	18	37	33	51	415
2020				10	10	5			1	6	5	13	50
Customer Service				2	1	1			1		1	8	14
Customer Service - Others												6	6
Customer Service - TSO				2	1	1			1		1	2	8
Mishandling of Passenger Property				3	1	3				2		2	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1	2				2		2	9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				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							1	3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					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	5					2	1	1	10
Property - Special Handling - Damaged Items - Checked					3					1			4
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked				1	2						1	1	5
Screening				2	2	1				2	2	1	10
Screening - Procedures/Process				1	2	1				2	2	1	9
Screening - Security Breach				1									1
2021	12	7	5	5	3	4	9	10	6	8	15	18	102
Civil Rights						2	1	1		1			5
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimination						2	1	1					4
Customer Service	4	4	2	2		1	1	1	2	3	2	1	23
Customer Service - Others	2	3											5
Customer Service - TSO	2	1	2	2		1	1	1	2	3	2	1	18
Expedited Passenger Screening Program			2				4	3	3	3	10	8	33
Expedited Passenger Screening Program - TSA Application Program							1						1
Expedited Passenger Screening Program - TSA PreCheck			2				3	3	3	3	10	8	32
Identification (ID) Requirements													1
Identification (ID) Requirements - Domestic													1
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property	1	2	1	1			1		1	1		1	9
Mishandling of Passenger Property - Dam	1	2	1	1			1		1	1		1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Patdown								1			1		2
Patdown - Flyer								1			1		2
Prohibited & Permitted Items				1				1			1		3
Prohibited & Permitted Items - Electronic Devices				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects								1					1
Prohibited & Permitted Items - Liquids/Gels/Aerosols											1		1
Property - Special Handling	4				1			1				1	7
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged It	2											1	3
Property - Special Handling - Missing Item	2				1								3
Screening	3	1			2	1	2	2			1	5	17
Screening - Inconsistency	1				1		1					1	4
Screening - Lengthy Lines							1	1					2
Screening - Procedures/Process	2	1			1	1		1			1	4	11
2022	11	10	13	22	11	16	13	14	11	23	13	20	177
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		2				1		1		1	1	1	7
Civil Rights - National Origin													1
Civil Rights - Perceived Religion		1						1					2
Civil Rights - Race										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	4	1	1		1	1	3		2	17
Customer Service - TSO	1	1	2	4	1	1		1	1	3		2	17
Expedited Passenger Screening Program	8	7	11	15	4	10	11	9	10	16	11	15	127
Expedited Passenger Screening Program - TSA Appl	2								3		1		6
Expedited Passenger Screening Program	8	5	11	15	4	10	11	9	7	16	10	15	121
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													1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage													1
Patdown								1					2
Patdown - Flyer								1					2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Property - Special Handling				2	1	2	2	1		1			9
Property - Special Handling - Damaged Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Carry-On				1	1	2	1						5
Property - Special Handling - Missing Items - Checked				1						1			2
Screening	1			1	3	1		1		2	1		10
Screening - Inconsistency					1	1				1			3
Screening - Procedures/Process	1			1	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
2023	24	18	22	22									86
Civil Rights	1	1	1										3
Civil Rights - Race	1	1	1										3
Customer Service	2		1										3
Customer Service - TSO	2		1										3
Expedited Passenger Screening Program	16	16	16	12									60
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	15	16	16	12									59
Mishandling of Passenger Property	1		1	2									4
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1			2									3
Patdown	2			3									5
Patdown - Flyer	2			2									4
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Screening	1		3	5									9
Screening - Crew Member or Airline Employee			1	1									2
Screening - Procedures/Process	1		2	2									5
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
TUS	42	41	32	39	40	50	48	32	33	39	35	29	460
2020				5	15	11	1	1	6	5	2	5	51
Civil Rights					1				1				2
Civil Rights - Age									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service					3	2	1	1	2		1	1	11
Customer Service - TSO					3	2	1	1	2		1	1	11
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Mishandling of Passenger Property				3	3				3	3		3	15
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage				3	2				3	2		3	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1					1			2
Patdown								2					2
Patdown - Flyer								2					2
Persons w/ Disabilities (PWD)				1		2							3
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) - Ostomy/Ostomates						1							1
Property - Special Handling				2	4	1				1	1	1	10
Property - Special Handling - Damaged Items - Carry-On					1								1
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				1	1	1	5
Screening				1	3	1				1			6
Screening - Procedures/Process				1	3	1				1			6
2021	7	5	1	1	9	7	13	10	7	16	14	7	97
Civil Rights		1					1						2
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	1	1			2	1	2		1	1	1		10
Customer Service - TSO	1	1			2	1	2		1	1	1		10
Expedited Passenger Screening Program					2	3	5	4		10	12	5	41
Expedited Passenger Screening Program - DoD										1	1		2
Expedited Passenger Screening Program - Known Crew Member							1						1
Expedited Passenger Screening Program - TSA Application Program						1		1					2
Expedited Passenger Screening Program - TSA PreCheck					2	2	4	3		9	11	5	36
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 - Dam	1				1		1	2		1			6
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown		1								2			3
Patdown - Flyer										2			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) - Service Animals									1				1
Property - Special Handling	4		1			1	2		2	2			12
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Item	2					1			1	1			5
Property - Special Handling - Missing Item	1		1				1		1				4
Screening	1			1	4	1	2	3	3		1	1	17
Screening - Inconsistency				1	2	1		1					5
Screening - Lengthy Lines					1						1		2
Screening - Procedures/Process	1				1		2	2	3			1	10
2022	9	13	12	12	16	32	34	21	20	18	19	17	223
Civil Rights				1			2						3
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	1	2	1	1	3	5	1	1		4			19
Customer Service - TSO	1	2	1	1	3	5	1	1		4			19
Expedited Passenger Screening Program	6	9	10	10	12	22	27	14	17	12	14	14	167
Expedited Passenger Screening Program - DoD		2				2							4
Expedited Passenger Screening Program - TSA Application Prog			1			2	1		2	1		1	8
Expedited Passenger Screening Program	6	7	9	9	12	18	26	14	15	11	14	13	154
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				1									1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property			1					4	1		2	2	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1	1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								3			1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1									1	2
No Jurisdiction		1											1
No Jurisdiction - Refer to Other		1											1
Patdown		1					2	1		2	2		8
Patdown - Children								1					1
Patdown - Flyer		1					2			2	2		7
Persons w/ Disabilities (PWD)							1					1	2
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Property - Special Handling						3			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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	2					2	1	1	1		1		8
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2					1	1	1	1		1		7
2023	26	23	19	21									89
Civil Rights		1											1
Civil Rights - Race		1											1
Customer Service			2	2									4
Customer Service - TSO			2	2									4
Expedited Passenger Screening Program	22	19	16	18									75
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program	20	19	16	18									73
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											2
Property - Special Handling - Damaged Items - Check		1											1
Property - Special Handling - Missing Item	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
TVC	12	2	4	15	5	7	9	4	5	9	15	20	107
2020					1						3	1	5
Customer Service											2		2
Customer Service - TSO											2		2
Locks						1							1
Locks - General						1							1
Mishandling of Passenger Property											1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1	1	2
2021	1			1		1	1		3	6	5	9	27
Customer Service				1					2	4	2		9
Customer Service - TSO				1					2	4	2		9
Expedited Passenger Screening Program										1	2	8	11
Expedited Passenger Screening Program - TSA PreCheck										1	2	8	11
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
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 - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening							1						1
Screening - Procedures/Process							1						1
2022	3		2	5	4	6	8	4	2	3	7	10	54
Customer Service	1						1						2
Customer Service - TSO	1						1						2
Expedited Passenger Screening Program	2		2	5	3	5	6	3	1	3	6	8	44
Expedited Passenger Screening Program - TSA Application Program				1				1					2
Expedited Passenger Screening Program	2		2	4	3	5	6	2	1	3	6	8	42
Mishandling of Passenger Property						1	1					1	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction									1				1
No Jurisdiction - No Referral									1				1
Screening						1			1		1	1	4
Screening - Procedures/Process						1			1		1	1	4
2023	8	2	2	9									21
Expedited Passenger Screening Program	7	2	2	8									19
Expedited Passenger Screening Program	7	2	2	8									19
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVF	1		1			1							3
2020						1							1
Customer Service						1							1
Customer Service - TSO						1							1
2023	1		1										2
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TWF	1	1	2	3							1		8
2020				2									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
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
2022	1	1	1	1									4
Customer Service				1									1
Customer Service - Others				1									1
Expedited Passenger Screening Program	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
TXK	1	1		2	2	3					1		10
2020				1	1								2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bağ				1									1
Screening						1							1
Screening - Procedures/Process						1							1
2021											1		2
Patdown											1		1
Patdown - General											1		1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2022	1					1	2						4
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
Patdown	1												1
Patdown - Flyer	1												1
2023			1	1									2
Expedited Passenger Screening Program			1	1									2
Expedited Passenger Screening Program - TSA PreC			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
TYR	1	7	7	4	5	1		1	1	2	4	1	34
2020				1	2							1	4
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 Bag				1									1
2021		2	2	2	1	1				2	4		14
Airline										1			1
Airline - Policy/Regulations/Service										1			1
Customer Service			2	2									4
Customer Service - TCC				1									1
Customer Service - TSO			2	1									3
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
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump											1		1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checked Bag		1											1
Screening		1				1	1						3
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process		1											1
2022	1	3	3	1	2			1	1				12
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program		1	1	1	2				1				6
Expedited Passenger Screening Program - TSA PreC		1	1	1	2				1				6
Patdown			1										1
Patdown - Flyer			1										1
Screening	1	1	1					1					4
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process	1	1						1					3
2023		2	2										4
Civil Rights			1										1
Civil Rights - Race			1										1
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - DoD			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
TYS	37	38	33	27	11	23	20	24	37	23	27	22	322
2020				7	5				3	1	1	2	19
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination													1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service					2								2
Customer Service - TSO					2								2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property				3	1								4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1								3
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				2									2
Property - Special Handling - Damaged Items - Checked				2									2
Screening				1	2				2	1			6
Screening - Procedures/Process				1	2				2	1			6
2021	3	7	6	1	1	1	5	4	10	2	7	7	54
Additional Information Required/Insufficient Information									1				1
Additional Information Required/Insufficient Information - EMAIL ONLY									1				1
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				2									2
Customer Service		2	2	1			1	1	4	1	1		13
Customer Service - Others		1											1
Customer Service - TSO		1	2	1			1	1	4	1	1		12
Expedited Passenger Screening Program							1	2	1	1	4	6	15
Expedited Passenger Screening Program - Over 75								1					1
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck							1	1	1	1	4	5	13
Mishandling of Passenger Property		4			1			1					7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage		3			1								4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked		1	1					1					3
No Jurisdiction											1		1
No Jurisdiction - Refer to Other											1		1
Patdown									1		1		2
Patdown - Flyer									1				1
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - General									1				1
Prohibited & Permitted Items			1				1						2
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols							1						1
Property - Special Handling	2	1				1	2		1			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	2
Property - Special Handling - Missing Items - Checked	1						1						2
Screening			1						1				2
Screening - Procedures/Process			1						1				2
2022	12	11	10	7	5	22	15	20	24	20	19	13	178
Airline								1					1
Airline - Lost Baggage								1					1
Civil Rights				1			1						2
Civil Rights - Race							1						1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	3	2				1			2		2		10
Customer Service - TSO	3	2				1			2		2		10
Expedited Passenger Screening Program	6	5	9	6	4	17	10	18	21	17	15	10	138
Expedited Passenger Screening Program - TSA Application Program						1			1			1	3
Expedited Passenger Screening Program - TSA PreCheck	6	5	9	6	4	16	10	18	20	17	15	9	135
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
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		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
No Jurisdiction											1		1
No Jurisdiction - Refer to CBP											1		1
Patdown		1				1							2
Patdown - Flyer						1							1
Patdown - General		1											1
Persons w/ Disabilities (PWD)			1				2			1			4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			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	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			1	2	2		1	1	1	1	12
Screening - Crew Member or Airline Employee							1			1			2
Screening - Inconsistency						1			1				2
Screening - Lengthy Lines												1	1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	1	2			1	1	1						6
Screening - Retrieving Abandoned/Confiscated Items											1		1
2023	22	20	17	12									71
Customer Service		1	2										3
Customer Service - TSO		1	2										3
Expedited Passenger Screening Program	21	15	12	10									58
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program	21	14	12	10									57
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Property - Special Handling		2	1	1									4
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-C		1	1										2
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
UIN				1		1	2						4
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
2023				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
UNV	3	3	2	2	2	1		4	1	3	3	2	26
2020					1			1		1			3
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2021										2	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
Expedited Passenger Screening Program										1			1
Expedited Passenger Screening Program - TSA PreCheck										1			1
2022	2	3		2	1	1		3	1		2	2	17
Customer Service	1	1									1		3
Customer Service - TSO	1	1									1		3
Expedited Passenger Screening Program	1	2		2	1	1		3	1		1	2	14
Expedited Passenger Screening Program - TSA Appl			1										1
Expedited Passenger Screening Program	1	1		2	1	1		3	1		1	2	13
2023	1		2										3
Expedited Passenger Screening Program	1		1										2
Expedited Passenger Screening Program	1		1										2
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
VCT	2			1	1	1	1				2	1	9
2020					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
2022	1					1	1				2	1	6
Expedited Passenger Screening Program						1					1		2
Expedited Passenger Screening Program - TSA Application Program											1		1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
TWIC	1												1
TWIC - General	1												1
2023	1			1									2
Expedited Passenger Screening Program	1			1									2
Expedited Passenger Screening Program	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
VEL			1					1					2
2022			1					1					2
Customer Service								1					1
Customer Service - TSO								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
VLD	1	1	4	4	6	1	3	2	3	3	3	2	33
2020				4	1	1	1	2	1	1	1	1	10
Customer Service					1				1				3
Customer Service - TSO					1				1				3
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 Baggage				1									1
Property - Special Handling													1
Property - Special Handling - Missing Items - Checked													1
Screening				1			1						2
Screening - Procedures/Process				1			1						2
2021			2		1		2	2	1	1		1	10
Customer Service					1		1	1					3
Customer Service - TSO					1		1	1					3
Expedited Passenger Screening Program								1	1				2
Expedited Passenger Screening Program - TSA PreCheck								1	1				2
Locks				1									1
Locks - General			1										1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage										1			1
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
2022	1	1	1		4				1	2	2		12
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		2					1	1		5
Expedited Passenger Screening Program - TSA PreCheck			1		2					1	1		5
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) - General										1			1
Persons w/ Disabilities (PWD) - Metal Impediment		1											1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2023				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
VPS	24	21	14	18	8	15	22	14	56	30	40	32	294
2020						2	1	1	2	4	4	4	18
Civil Rights													1
Civil Rights - Racial Profiling or Discrimination													1
Customer Service						1			1		1		4
Customer Service - TSO						1			1		1		4
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property						1		1		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	1		3
Property - Special Handling - Damaged Items - Checked									1	1			2
Property - Special Handling - Missing Items - Checked											1		1
Screening										1	2	1	4
Screening - Procedures/Process										1	2	1	4
2021	2	3	2	2	1	3	5	4	28	16	21	7	94
Civil Rights		1	1								2		4
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination			1								2		3
Customer Service	1	2		2			1	1	5	3	3	1	19
Customer Service - TSO	1	2		2			1	1	5	3	3	1	19
Expedited Passenger Screening Program						1	2	2	9	6	8	3	31
Expedited Passenger Screening Program - DoD								1	1				2
Expedited Passenger Screening Program - TSA Application Program							1	1	1				3
Expedited Passenger Screening Program - TSA PreCheck						1	1		7	6	8	3	26
Hazardous Materials Safety													1
Hazardous Materials Safety - General													1
Mishandling of Passenger Property	1					2	1				1		5
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 Item		1					1						2
Patdown										1	2	1	4
Patdown - Children											1		1
Patdown - Flyer										1	1	1	3
Persons w/ Disabilities (PWD)							1				1	1	3
Persons w/ Disabilities (PWD) - Autism Spectrum												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	3	1		7
Property - Special Handling - Damaged Items - Carry-On									1				1
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			1						13	3	3		20
Screening - Lengthy Lines									11		1		12
Screening - Procedures/Process			1						2	3	2		8
2022	7	4	6	11	7	10	16	9	26	10	15	21	142
Civil Rights	1											3	4
Civil Rights - Race												2	2
Civil Rights - Racial Profiling or Discrimination	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1		2	1		2	3	2	5	3	4		23
Customer Service - Others			1			1							2
Customer Service - TSO	1		1	1		1	3	2	5	3	4		21
Expedited Passenger Screening Program	2	1	3	7	5	7	10	3	15	6	5	14	78
Expedited Passenger Screening Program - DoD													1
Expedited Passenger Screening Program - TSA Application Program				1	1		2						5
Expedited Passenger Screening Program	2	1	3	6	4	7	8	3	15	6	5	12	72
Locks													1
Locks - Missing or Damaged Lock													1
Mishandling of Passenger Property		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 - Disarrayed Item		1											1
Patdown	1								1	1			3
Patdown - Flyer	1								1	1			3
Persons w/ Disabilities (PWD)								1	1		2		4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1			1		2
Property - Special Handling	2						2					1	5
Property - Special Handling - Damaged Items - Carry-On	2						1						3
Property - Special Handling - Missing Items - Carry-On							1					1	2
Screening		2	1	3	2	1	1	2	4		4	1	21
Screening - Inconsistency		1											1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1		3	1	1	1	2	4		3	1	17
Screening - Retrieving Abandoned/Confiscated Items			1			1							2
2023	15	14	6	5									40
Customer Service	3	2											5
Customer Service - TSO	3	2											5
Expedited Passenger Screening Program	9	7	5	3									24
Expedited Passenger Screening Program - TSA Appl	1												1
Expedited Passenger Screening Program	9	6	5	3									23
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missii		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown		1	1										2
Patdown - Flyer		1	1										2
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Medically Necessary			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Check					1								1
Screening		2	1		1								5
Screening - Crew Member or Airline Employee					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
VRB										1	1		2
2021											1		1
Expedited Passenger Screening Program											1		1
Expedited Passenger Screening Program - TSA PreCheck											1		1
2022										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
WRG	1	1				1			2			3	8
2020									2			3	2
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2
2021												3	3
Customer Service												2	2
Customer Service - TSO												2	2
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
2022	1	1				1							3
Expedited Passenger Screening Program			1				1						2
Expedited Passenger Screening Program - TSA PreC			1				1						2
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
WYS									2	1			3
2020									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
2021										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
2022									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
XNA	32	28	21	22	12	17	18	16	13	18	25	16	238
2020				7	3	3	1		1	2	4		21
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		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1	1		3
Patdown				2		1							3
Patdown - Flyer				2		1							3
Persons w/ Disabilities (PWD)					1	1					1		3
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Property - Special Handling				3	1						1		5
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items - Checked				2	1								3
Screening							1			1	1		3
Screening - Procedures/Process							1			1	1		3
2021	2	1	1				1	1	3	3	2	5	8
Customer Service			1										1
Customer Service - TSO			1										1
Expedited Passenger Screening Program						1	1	1	1	1	2	6	13
Expedited Passenger Screening Program - TSA Application Program												1	1
Expedited Passenger Screening Program - TSA PreCheck						1	1	1	1	1	2	5	12
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown									1		1		2
Patdown - Flyer									1		1		2
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Property - Special Handling	1	1						1		1	1		5
Property - Special Handling - Damaged Items - Check		1									1		2
Property - Special Handling - Missing Items - Carry-On								1		1			2
Property - Special Handling - Missing Items	1												1
Screening								1	1			2	4
Screening - Lengthy Lines												2	2
Screening - Procedures/Process								1	1				2
2022	10	10	7	7	9	13	16	13	9	14	16	8	132
Airline							1				1		2
Airline - Lost Baggage											1		1
Airline - Policy/Regulations/Service							1						1
Civil Rights				1		2							3
Civil Rights - Age				1									1
Civil Rights - Race						2							2
Customer Service	2	1	1	1		1	2		1	1			10
Customer Service - TSO	2	1	1	1		1	2		1	1			10
Expedited Passenger Screening Program	7	9	5	5	6	10	10	12	6	12	14	7	103
Expedited Passenger Screening Program - TSA Application Program						1		1			2	1	5
Expedited Passenger Screening Program	7	9	5	5	6	8	10	11	6	12	12	6	97
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C				1									1
Patdown	1							1					2
Patdown - Flyer	1							1					2
Persons w/ Disabilities (PWD)					1				1				2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Property - Special Handling					1					1			2
Property - Special Handling - Missing Items - Carry-On					1					1			2
Screening							3		1		1		5
Screening - Children											1		1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							3						3
2023	20	17	13	8									58
Civil Rights			2										2
Civil Rights - Race			2										2
Expedited Passenger Screening Program	19	15	11	7									52
Expedited Passenger Screening Program - DoD		1											1
Expedited Passenger Screening Program - TSA Appl		2											2
Expedited Passenger Screening Program	19	12	11	7									49
No Jurisdiction		1											1
No Jurisdiction - No Referral		1											1
Property - Special Handling	1												1
Property - Special Handling - Missing Items	1												1
Screening		1		1									2
Screening - Procedures/Process		1		1									2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XWA	2	2	1	3	2	4		2		1	1	3	21
2020					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
2021		1		1	1							1	4
Expedited Passenger Screening Program													1
Expedited Passenger Screening Program - TSA PreCheck													1
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 - Checked		1											1
2022	1			1		2		2		1	1	2	10
Expedited Passenger Screening Program			1			2		1		1	1	1	7
Expedited Passenger Screening Program - TSA PreCheck			1			2		1		1	1	1	7
No Jurisdiction								1					1
No Jurisdiction - No Referral								1					1
Patdown													1
Patdown - Flyer													1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2023	1	1		2									4
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program			1	2									3
Expedited Passenger Screening Program - TSA PreC			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
YAK	2	1		1			1	2	1			3	11
2020												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
Expedited Passenger Screening Program												1	1
Expedited Passenger Screening Program - TSA PreCheck												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2022	2			1			1	2					6
Expedited Passenger Screening Program	2			1									3
Expedited Passenger Screening Program	2												2
Expedited Passenger Screening Program - TSA PreCheck				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
Screening								1					1
Screening - Procedures/Process								1					1
2023		1											1
Expedited Passenger Screening Program		1											1
Expedited Passenger Screening Program - TSA PreC		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	1	4	1	3	5	1	3	4	2	1	2	1	28
2020				1	3			1		1		1	7
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
2021		1					2	2	2				7
Expedited Passenger Screening Program								1					1
Expedited Passenger Screening Program - TSA PreCheck								1					1
Mishandling of Passenger Property			1				1						2
Mishandling of Passenger Property - Damaged/Missii			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Property - Special Handling							1	1					2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							1						1
2022	1	3	1	1	2	1	1	1			2		13
Expedited Passenger Screening Program	1	3	1	1	1		1	1			1		10
Expedited Passenger Screening Program	1	3	1	1	1		1	1			1		10
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2023				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
z None z	11,678	11,945	9,313	12,264	8,705	9,518	6,696	6,367	6,324	6,717	8,146	8,763	106,436
2020				5,178	4,816	2,337	385	620	1,076	1,410	1,628	1,947	19,397
Additional Information Required/Insufficient Information				5	6	15	2		2	4	1	6	41
Additional Information Required/Insufficient Information - EMAIL ONLY				5	6	15	2		2	4	1	6	41
Advanced Imaging Technology (AIT)							1				1		2
Advanced Imaging Technology (AIT) - Flyer							1						1
Advanced Imaging Technology (AIT) - Non-Flyer											1		1
Airline				126	120	134	48	45	81	67	82	64	767
Airline - Baggage Requirements					5		1		2	1			9
Airline - Lost Baggage				64	60	43	6	11	27	26	32	30	299
Airline - Oxygen Regulations											1		1
Airline - Policy/Regulations/Service				62	55	89	40	34	51	38	49	34	452
Airline - Positive Bag Match Program							1						1
Airline - Wheelchair Assistance						2			1	2			5
Animals								1					1
Animals - Checked								1					1
Business, Suggestions, and Ideas							2					1	3
Business, Suggestions, and Ideas - General							2					1	3
Cargo				1	2	1	1	3			2	2	12
Cargo - Indirect Air Carrier (IAC)				1	2	1	1	2			1	2	10
Cargo - Known Shipper								1			1		2
Civil Rights				9	8	2	3	3	2	3	3	1	34
Civil Rights - Civil Rights Violation (TSA Employee)				2			1					1	4
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin					1					1			2
Civil Rights - Racial Profiling or Discrimination				2	5	1	2	2	1	1	2		16
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	2	1		1		1			7
Civil Rights - Transgender Screening									1		1		2
Claims				58	47	26	30	28	23	31	26	23	292
Claims - General				3	1	4	4			2	4	3	21
Claims - Status				55	46	22	26	28	23	29	22	20	271
Current Topic					1								1
Current Topic - Current Topic					1								1
Customer Service				31	33	28	9	8	17	20	19	11	176
Customer Service - Others				16	22	13	5	7	14	13	10	7	107
Customer Service - TCC				2	1	1					1	1	6
Customer Service - TSO				13	10	14	4	1	3	7	8	3	63
DHS TRIP				11	10	10	5	6	2	4	1	4	53
DHS TRIP - General				9	4	8	2	1	1	1	1	2	29
DHS TRIP - Status				2	6	2	3	5	1	3		2	24
Expedited Passenger Screening Program				3,943	3,771	1,572	156	343	741	982	1,140	1,455	14,103
Expedited Passenger Screening Program - Active Duty Military										1	1		2
Expedited Passenger Screening Program - Children Under 12								1					1
Expedited Passenger Screening Program - DoD				13	8	2		1	3	3	8	8	46
Expedited Passenger Screening Program - Known Crew Member				2	5	1	2		1	2	2		15
Expedited Passenger Screening Program - TSA Application Program				154	101	54	14	22	15	29	21	28	438
Expedited Passenger Screening Program - TSA PreCheck				3,770	3,654	1,513	140	319	719	946	1,106	1,415	13,582
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				4	3	2			3	1	2	4	19
Federal Air Marshall Service (FAMS)				1						1			2
Federal Air Marshall Service (FAMS) - General				1						1			2
Freedom of Information Act (FOIA)											1		1
Freedom of Information Act (FOIA) - General											1		1
General Aviation					1	1				2			4
General Aviation - Alien Flight School Program (AFSP)						1				1			2
General Aviation - General					1					1			2
Hazardous Materials Safety				265	169	115	32	44	36	81	108	123	973
Hazardous Materials Safety - General				265	169	115	32	44	36	81	108	123	973
HAZMAT Endorsement				11	7	7	2	6	4	2	6	2	47
HAZMAT Endorsement - General				1	2	1	2	2	1	1	3	1	14
HAZMAT Endorsement - Status				10	5	6		4	3	1	3	1	33
Human Capital				5	6	1		3	2	2		3	22
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 with TSA				1	4			3	1	1		3	13
Human Capital - TSA Background Check					1								1
Identification (ID) Requirements				7	7	1			4	1	4	4	28
Identification (ID) Requirements - Domestic				5	4	1			3	1	4	3	21
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1	2								3
Identification (ID) Requirements - Minors Domestic												1	1
Identification (ID) Requirements - Real ID				1	1				1				3
Intranet/Internet Inquiries				4	2	1	2	2	2	4	3		20
Intranet/Internet Inquiries - General				4	2	1	2	2	2	4	3		20
Locks				92	74	34	7	4	17	18	23	30	299
Locks - General				1	1	1							3
Locks - Missing or Damaged Lock				91	73	33	7	4	17	18	23	30	296
Lost and Found				4	3	3	3		1	1	4	2	21
Lost and Found - Airport/TSA				4	3	3	3		1	1	4	2	21
Mishandling of Passenger Property				193	154	130	22	25	42	65	66	76	773
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				7	4	5	2	1	1	1	1	11	33
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				150	116	105	18	21	31	56	54	49	600
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				6	5	7	1	2	3	1	3	4	32
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker				30	29	13	1	1	7	7	8	12	108
No Jurisdiction				177	169	114	30	46	42	39	50	46	713

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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 - No Referral				30	20	23	7	16	9	13	17	14	149
No Jurisdiction - Refer to CBP				145	144	77	22	22	30	24	32	29	525
No Jurisdiction - Refer to Department of State					3	2		3	1	1		1	11
No Jurisdiction - Refer to FAA						1	1	2	1			1	6
No Jurisdiction - Refer to Other				2	2	11		3	1	1	1	1	22
No Subject											1		1
No Subject - General											1		1
Notice of Violation/Civil Penalties					2	1	2	3	3	2	5	5	23
Notice of Violation/Civil Penalties - General					2	1	2	3	3	2	5	5	23
Ombudsman				2	2				1			1	6
Ombudsman - General				2	2				1			1	6
Patdown				10	5	3	1	1	2	2			24
Patdown - Children				1		1							2
Patdown - Flyer				8	4	2	1		2	1			18
Patdown - General								1		1			2
Patdown - Non-Flyer				1	1								2
Persons w/ Disabilities (PWD)				5	12	4			2	3	4	1	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) - 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
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication				1	4				1				6
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) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2	1				1	1		6
Persons w/ Disabilities (PWD) - Wounded Warrior					1								1
Prohibited & Permitted Items				7	7	2	1	1	2	1	2	4	27
Prohibited & Permitted Items - Chemical/Household Products												2	2
Prohibited & Permitted Items - Firearm/Ammunition					1							1	2
Prohibited & Permitted Items - Food/Beverages				1	1						1		3
Prohibited & Permitted Items - General				5	3				2	1	1		12
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects												1	1
Prohibited & Permitted Items - Lighters/Matches				1		1							2
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
Property - Special Handling				81	73	45	10	15	16	33	27	37	337
Property - Special Handling - Damaged Items - Carry-On				4	7	2				2		3	18
Property - Special Handling - Damaged Items - Checked				31	21	19	3	7	7	13	14	18	133
Property - Special Handling - Missing Items - Carry-On				3	3	3		1	3	2	1	3	19
Property - Special Handling - Missing Items - Checked				43	42	21	7	7	6	16	12	13	167
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				126	121	83	15	30	30	37	43	42	527
Screening - Crew Member or Airline Employee				2	1		1	1		1			6
Screening - Cruise Ships				2			1						3
Screening - Gate Pass				1	1							2	4
Screening - Inconsistency					1	2			1			1	5
Screening - International Screening				46	29	26	3	1	6	3	4	7	125
Screening - Lengthy Lines				2	4					1			7
Screening - Procedures/Process				63	69	49	8	23	16	27	35	28	318
Screening - Rail				1				2					3
Screening - Retrieving Abandoned/Confiscated Items				7	13	2	1	3	6	4	4	3	43
Screening - Security Breach				2	2	4	1			1			10
Screening - Shoe Screening					1								1
Screening - Traveling with Cash									1			1	2
TSA Contact Information				1						1			2
TSA Contact Information - General				1						1			2
TWIC				3	4	1	4	3	2	3	6	4	30
TWIC - General					2	1	3	2	1	1	4	1	15
TWIC - Status				3	2		1	1	1	2	2	3	15
2021	2,348	1,804	931	833	507	1,801	2,104	1,530	1,864	2,059	2,443	2,765	20,989
Additional Information Required/Insufficient Information	8	8	10	4	7	5	6		3	6	4	4	65
Advanced Imaging Technology (AIT)			1						1				2
Advanced Imaging Technology (AIT) - Flyer			1						1				2
Airline	90	52	14	7	4	11	8	18	20	12	9	6	251
Airline - Baggage Requirements	2		1			1	1				1		6
Airline - Lost Baggage	31	26	5	1	1	3	1	3	3	2	2		78
Airline - Policy/Regulations/Service	54	25	8	6	2	7	6	15	17	10	6	4	160
Airline - Positive Bag Match Program	1	1											2
Airline - Wheelchair Assistance	2				1							2	5
Business, Suggestions, and Ideas			1	1			1						3
Business, Suggestions, and Ideas - General			1	1			1						3
Call Disconnect/Dropped/Wrong Number			2		4	1	4	1	2	2	7	2	25
Call Disconnect/Dropped/Wrong Number - General			2		4	1	4	1	2	2	7	2	25
Cargo	1						1		1				3
Cargo - Known Shipper	1						1		1				3
Civil Rights	2	1	8	3		4	2	5	1	2	2	7	37
Civil Rights - Age								1					1
Civil Rights - Constitutional Rights								2				2	4
Civil Rights - Hair Patdowns			1										1
Civil Rights - Headwear							1						1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - National Origin				1	1								2
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination	2	1	6	2		3		2	1	1	2	1	21
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1		1	3
Civil Rights - Sexual Orientation - Not Transgender												1	1
Civil Rights - Transgender Screening						1						1	2
Claims	35	31	48	36	13	6	15	14	14	13	4	4	233
Claims - General	3	10	44	32	11	5	13	10	12	11	2	3	156
Claims - Status	32	21	4	4	2	1	2	4	2	2	2	1	77
CSM/Stakeholder Follow-up											1		1
CSM/Stakeholder Follow-up - General											1		1
Current Topic				1							1		2
Current Topic - Current Topic				1							1		2
Customer Service	15	22	44	17	18	9	12	8	10	18	11	13	197
Customer Service - CSM		4	2				1		1				8
Customer Service - Others	8	3	4	3	3	1	4	2	6	4	5	5	48
Customer Service - TCC	1	1	8	3	5	1	2	1	1	4	4	4	35
Customer Service - TSO	6	14	30	11	10	7	5	5	2	10	2	4	106
DHS TRIP	6	1	1	2	1	1	2	2		3	3	3	25
DHS TRIP - General	4		1	2	1	1	1	2		2	3	3	20
DHS TRIP - Status	2	1					1			1			5
Duplicate E-mail		1	6	6	4	1			6	2	9	1	36
Duplicate E-mail - General		1	6	6	4	1			6	2	9	1	36
Expedited Passenger Screening Program	1,817	1,324	486	589	342	1,643	1,877	1,291	1,614	1,863	2,277	2,637	17,760
Expedited Passenger Screening Program	2	2	1			3	1		2	2	2	2	17
Expedited Passenger Screening Program	7	4	2	4	4	11	17	21	22	31	17	19	159
Expedited Passenger Screening Program	1	1	1		1						2	5	11
Expedited Passenger Screening Program - Over 75		1											1
Expedited Passenger Screening Program	33	36	34	24	27	100	233	218	230	127	547	963	2,572
Expedited Passenger Screening Program	1,772	1,278	446	561	309	1,523	1,622	1,042	1,347	1,692	1,703	1,631	14,926
Expedited Passenger Screening Program	2	2	2		1	6	4	10	13	11	6	17	74
Federal Air Marshall Service (FAMS)							1			1		1	3
Federal Air Marshall Service (FAMS) - General							1			1		1	3
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) - General	1		3										4
General Aviation	1	1	4	3			2	1					12
General Aviation - Flight Training Security	1												1
General Aviation - General		1	4	3			2	1					11
Hazardous Materials Safety	122	108	8	7	3	6	2	8	3	2	5	2	276
Hazardous Materials Safety - General	122	108	8	7	3	6	2	8	3	2	5	2	276
HAZMAT Endorsement	6	5	1	3	1	4	3	3	4	1	1		32
HAZMAT Endorsement - General	2	3		1	1	3	2	2	2	1			17
HAZMAT Endorsement - Status	4	2	1	2		1	1	1	2		1		15
Human Capital	1	1	2		1	2	1	8	16	5	6	5	48
Human Capital - Current Employee			1		1							1	3
Human Capital - Employment Verification			1										1
Human Capital - Former Employee									1				1
Human Capital - Prospective Employment	1	1				2	1	8	14	5	5	4	41
Human Capital - TSA Background Check									1		1		2
Identification (ID) Requirements	2	6	6	1	3	9	14	6	13	7	4	4	75
Identification (ID) Requirements - Domestic	2	6	6	1	3	8	13	5	13	7	4	4	72
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1	1						2
Identification (ID) Requirements - International Travel								1					1
Intranet/Internet Inquiries	1			1					1				5
Intranet/Internet Inquiries - General	1			1					1				5
Locks	21	17	13	11	6	6	7	8	5	3	2	3	102
Locks - General	1		2	1				1	1				6
Locks - Missing or Damaged Lock	20	17	11	10	6	6	7	7	4	3	2	3	96
Lost and Found	2	6	12	4	1	6	2	20	10	5	6	2	76
Lost and Found - Airport/TSA	2	6	12	4	1	6	2	20	10	5	6	2	76
Mishandling of Passenger Property	82	79	155	83	52	39	59	46	41	31	27	11	705
Mishandling of Passenger Property - Damaged	1			1									2
Mishandling of Passenger Property - Damaged	3	5	20	8	6	10	8	5	6	4	1	3	79
Mishandling of Passenger Property - Damaged	65	63	106	66	38	23	49	39	31	23	23	7	533
Mishandling of Passenger Property - Damaged	1	5	13	5	2				3	2	2		33
Mishandling of Passenger Property - Disposition	12	6	16	4	5	6	2	2	1	2	1	1	58
No Jurisdiction	54	53	22	16	8	16	25	21	31	24	25	21	316
No Jurisdiction - No Referral	18	19	3	1		1	4	5	5	1		1	58
No Jurisdiction - Refer to CBP	36	32	7	7	4	7	5	10	7	4	7		126
No Jurisdiction - Refer to Department of State								2					2
No Jurisdiction - Refer to FAA		1	1	3		1	1		1				8
No Jurisdiction - Refer to Other		1	11	5	4	7	15	4	18	19	18	20	122
No Subject		2	7	3	1	2	6	2	1	5	2	1	32
No Subject - General		2	7	3	1	2	6	2	1	5	2	1	32
Notice of Violation/Civil Penalties	2		1	2				5	2	1	1	1	15
Notice of Violation/Civil Penalties - General	2		1	2				5	2	1	1	1	15
Ombudsman										1	1		2
Ombudsman - General										1	1		2
Patdown		2	2	1	2		1		2	3	1	2	16
Patdown - Children							1						1
Patdown - Flyer		2	2	1	2				2	2	1	2	14
Patdown - General										1			1
Persons w/ Disabilities (PWD)			2		3	3	4	3	12	4		3	34
Persons w/ Disabilities (PWD) - Breast Cancer					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General								1	1	5	1		8
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1							4	2		7
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2					1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						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) - 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			5
Prohibited & Permitted Items	3	10	17	8	5	10	10	12	8	6	3	6	98
Prohibited & Permitted Items - Alcohol and Tobacco			1					1		1	1	1	5
Prohibited & Permitted Items - Beauty & Grooming Items			1					2					3
Prohibited & Permitted Items - Chemical/Flammable	1	1	1										3
Prohibited & Permitted Items - Electronic Devices	1	2				2	2	2	2			2	13
Prohibited & Permitted Items - Firearm/Ammunition	1			2	1	1		1	1			1	8
Prohibited & Permitted Items - Food/Beverages	1	2	1							1		2	7
Prohibited & Permitted Items - General	1	1	3	1	1	3	5		1		1		17
Prohibited & Permitted Items - Knives/Tools/Razors/Scissors	2	2	1	1	1	2		2	2				12
Prohibited & Permitted Items - Lighters/Matches	3	1											4
Prohibited & Permitted Items - Liquids/Gels/Aerosols			2		1		2	1		3	1		10
Prohibited & Permitted Items - Marijuana	1		1	1	1	1	1	2					8
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items						1		1	1	1			4
Prohibited & Permitted Items - Sporting Goods			1	2						1			4
Property - Special Handling	23	27	11		6	3	10	20	16	11	9	8	144
Property - Special Handling - Damaged Items	3	2			2	1	1	5	2	1	2	2	21
Property - Special Handling - Damaged Items - Broken	6	9	3		3	1	5	3	3	6	2	3	44
Property - Special Handling - Missing Items	1	2	1				1	4	4	1		2	16
Property - Special Handling - Missing Items - Damaged	13	14	7		1	1	3	8	7	3	5	1	63
Request for Assistance							1			1	1	1	4
Request for Assistance - Non-Persons w/ Disabilities (PWD)										1	1	1	3
Request for Assistance - Other							1						1
Screening	51	42	37	21	15	13	24	24	21	21	18	11	298
Screening - Children				2			1						3
Screening - Classified Materials			1										1
Screening - Crew Member or Airline Employee	1	2	1						1				5
Screening - Gate Pass	1	1								1			3
Screening - Inconsistency	1		3	5	3		1	3	1	1			18
Screening - International Screening	12	5	1			1	2	1		1	1		24
Screening - Lengthy Lines	1		3			1			1	1	1		8
Screening - Military			1					1					2
Screening - Procedures/Process	29	30	26	14	12	11	18	19	16	17	15	11	218
Screening - Retrieving Abandoned/Confiscated	5	3	1				1		2		1		13
Screening - Security Breach	1	1											2
Screening - Traveling with Cash							1						1
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Area) - Damaged	1												1
SPAM			1										1
SPAM - General			1										1
System Administrator			1										1
System Administrator - General			1										1
Transcriptions							1						1
Transcriptions - Claim Form Request							1						1
Transfer to Security Specialist			1	1				1		1	1		5
Transfer to Security Specialist - Reportable Communication			1	1				1		1	1		5
TSA Contact Information		1	2	1	1							1	6
TSA Contact Information - General		1	2	1	1							1	6
TWIC	1	4	2	1	5	1	3	3	6	5	1	4	36
TWIC - General		2			4	1	1	1	4	3	1	4	21
TWIC - Status	1	2	2	1	1		2	2	2	2			15
2022	5,741	6,368	5,131	2,756	3,382	5,380	4,207	4,217	3,384	3,248	4,075	4,051	51,940
Additional Information Required/Insufficient Information	8	12	3		2	7	1	2	2	6	2	15	60
Additional Information Required/Insufficient Information - General	8	12	3		2	7	1	2	2	6	2	15	60
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - General											1		1
Airline	17	9	20	13	15	17	15	13	20	6	12	16	173
Airline - Baggage Requirements					2			1					3
Airline - Lost Baggage	2		2	2	5	4	2	2	6	3	2	1	31
Airline - Policy/Regulations/Service	14	8	17	10	8	10	11	9	13	3	9	13	125
Airline - Wheelchair Assistance	1	1	1	1		3	2	1	1		1	2	14
Animals			1						1				2
Animals - Carry-On			1						1				2
Business, Suggestions, and Ideas	1	1	1									1	4
Business, Suggestions, and Ideas - General	1	1	1									1	4
Call Disconnect/Dropped/Wrong Number		2	1										3
Call Disconnect/Dropped/Wrong Number - General		2	1										3
Cargo	1				2	2	2					3	10
Cargo - Indirect Air Carrier (IAC)	1				2	1	1					2	7
Cargo - Known Shipper						1	1					1	3
Civil Rights	2	2	5	1	4	4	1	4				1	24
Civil Rights - Civil Rights Violation (TSA Employee)		1	1					1					3
Civil Rights - Constitutional Rights					2	2							4
Civil Rights - Headwear			1										1
Civil Rights - Perceived Religion				1									1
Civil Rights - Race								3				1	4

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination		2		2		2							6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening		1				2							3
Claims	6	13	4	13	7	14	5	6	7	4	8	11	98
Claims - General	4	6	2	9	2	9	2	3	3	1	2	2	45
Claims - Status	2	7	2	4	5	5	3	3	4	3	6	9	53
Current Topic		1		1		1						2	5
Current Topic - Current Topic		1		1		1						2	5
Customer Service	17	38	35	12	21	20	9	12	15	11	13	9	212
Customer Service - CSM				1		1							2
Customer Service - Others	2	3	2	6	5	2	4	1	8	7	4	1	45
Customer Service - TCC	4	1	1	2	5	1		4	1	1	4	2	26
Customer Service - TSO	11	34	32	3	11	16	5	7	6	3	5	6	139
DHS TRIP	5	6	3	5	8	10	2	3	8	4	6	9	69
DHS TRIP - General	5	5	2	3	5	7	1	2	5	1	3	7	46
DHS TRIP - Status		1	1	2	3	3	1	1	3	3	3	2	23
Duplicate E-mail	4	5	6										15
Duplicate E-mail - General	4	5	6										15
Expedited Passenger Screening Program	5,467	5,953	4,696	2,502	3,104	4,939	3,988	3,987	3,118	3,025	3,804	3,841	48,424
Expedited Passenger Screening Program - Children Under 18	1	5	7	1	4	2	1	2		3	1	3	30
Expedited Passenger Screening Program - Children Under 18 - General		1	1									1	3
Expedited Passenger Screening Program - Children Under 18 - Status	42	54	62	22	38	45	28	31	28	28	32	40	450
Expedited Passenger Screening Program - Domestic	2	2		2		1		1	1	1	1		11
Expedited Passenger Screening Program - International	1			1		2			1				5
Expedited Passenger Screening Program - Real ID	2,604	2,553	1,708	720	582	504	371	497	679	942	1,297	1,130	13,587
Expedited Passenger Screening Program - Real ID - General	2,800	3,306	2,893	1,736	2,463	4,371	3,569	3,442	2,391	2,037	2,447	2,655	34,110
Expedited Passenger Screening Program - Real ID - Status	17	32	25	20	17	14	19	14	18	14	26	12	228
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	1		8
Freedom of Information Act (FOIA) - General	2	1		1	2					1	1		8
General Aviation			1										1
General Aviation - Flight Training Security Program (FTSP)			1										1
Hazardous Materials Safety	5	4	7	7	8	5	5	9	5	6	9	4	74
Hazardous Materials Safety - General	5	4	7	7	8	5	5	9	5	6	9	4	74
HAZMAT Endorsement	5	3	11	11	14	16	10	13	19	25	34	12	173
HAZMAT Endorsement - General		2	1	3	7	6	4	2	2	2	1		30
HAZMAT Endorsement - Status	5	1	10	8	7	10	6	11	17	23	33	12	143
Human Capital	16	15	13	14	20	15	13	2	4	12	9	2	135
Human Capital - Current Employee			2	2			1						5
Human Capital - Employment Verification			1				2						3
Human Capital - Former Employee	2		2	1	4	3		1			1		14
Human Capital - Prospective Employment	12	15	8	11	16	12	10	1	3	11	8	2	109
Human Capital - TSA Background Check	2								1	1			4
Identification (ID) Requirements	12	25	28	25	23	50	10						173
Identification (ID) Requirements - Domestic	9	16	19	19	17	34	9						123
Identification (ID) Requirements - ID Match	1	4	6	1	4	4							20
Identification (ID) Requirements - International Travel	4	2	4	1	8	1							20
Identification (ID) Requirements - Minors Domestic		1	1		1	2							4
Identification (ID) Requirements - Real ID	2	1		1		2							6
Intranet/Internet Inquiries								2	1	2			5
Intranet/Internet Inquiries - General								2	1	2			5
Locks	1	4	4	2	6	4	4	1	2	3	2	1	34
Locks - General		1					1				1	1	4
Locks - Missing or Damaged Lock	1	3	4	2	6	4	3	1	2	3	1		30
Lost and Found	11	17	17	7	9	19	15	14	9	3	16	10	147
Lost and Found - Airport/TSA	11	17	17	7	9	19	15	14	9	3	16	10	147
Mishandling of Passenger Property	9	31	40	29	25	31	24	27	14	13	14	13	270
Mishandling of Passenger Property - Damaged	3	11	23	11	5	6	6	12	4	5	6	4	96
Mishandling of Passenger Property - Damaged/Missing Items--Unusable	5	20	15	16	17	22	18	12	9	7	8	8	157
Mishandling of Passenger Property - Damaged/Missing Items--Unusable - General		1	1			1		1		1			4
Mishandling of Passenger Property - Disposition	1		1	1	3	3		2	1			1	13
No Jurisdiction	71	79	71	49	46	81	28	39	38	39	48	18	607
No Jurisdiction - No Referral	6	5	6	5	6	18	13	12	9	5	11	5	101
No Jurisdiction - Refer to CBP	33	23	12	9	11	24	6	12	18	25	22	7	202
No Jurisdiction - Refer to Department of State	1	1	1	2		1		2	2	1	2	1	14
No Jurisdiction - Refer to FAA	2		1		1	1	1			1	2		9
No Jurisdiction - Refer to Other	29	50	51	33	28	37	8	13	9	7	11	5	281
No Subject	6	1	9	3			1	2	1		1		24
No Subject - General	6	1	9	3			1	2	1		1		24
Notice of Violation/Civil Penalties	4	8	7	9	15	22	1	6	6		8	2	88
Notice of Violation/Civil Penalties - General	4	8	7	9	15	22	1	6	6		8	2	88
Ombudsman		1					1	1		1			4
Ombudsman - General		1					1	1		1			4
Patdown		7	6		4	1	2	3	4	1	4	1	33
Patdown - Children									2				2
Patdown - Flyer		5	6		3		2	3	2	1	3	1	26
Patdown - General		2			1	1					1		5
Persons w/ Disabilities (PWD)	7	10	9	3	4	11	11	8	4	6	3	2	78
Persons w/ Disabilities (PWD) - Autism Spectrum	1		1			1	1	1		1			6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cognitive /Developmental		1							1	1	1		4
Persons w/ Disabilities (PWD) - Diabetes		1	1			1		1					4
Persons w/ Disabilities (PWD) - Diapers/Garments/Devices		1				1							2
Persons w/ Disabilities (PWD) - General	1	2	1	1	1	2	2			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
Persons w/ Disabilities (PWD) - Internal M	1					1							2
Persons w/ Disabilities (PWD) - Medical U	1		1			1	1		1				5
Persons w/ Disabilities (PWD) - Medically Necessary Medication	1			2		1	2	1	1				8
Persons w/ Disabilities (PWD) - Metal Imp	2	3	1		1	1	2						10
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2				1	1		1	1	1	7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1		1			2
Persons w/ Disabilities (PWD) - Respirato	1					1			1				3
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Visual Impairment								1			1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1	2	1		1			7
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Prohibited & Permitted Items	11	12	11	7									41
Prohibited & Permitted Items - Alcohol an	1	2	2										5
Prohibited & Permitted Items - Beauty & G	2												2
Prohibited & Permitted Items - Breast Milk	1	1											2
Prohibited & Permitted Items - Chemical/Household F	1												1
Prohibited & Permitted Items - Electronic Devices	1		3										4
Prohibited & Permitted Items - Firearm/Ar	1												1
Prohibited & Permitted Items - Food/Beve	1	1	2	1									5
Prohibited & Permitted Items - General	2	2	2										6
Prohibited & Permitted Items - Knives/Tools/Razors/€		1	1	1									3
Prohibited & Permitted Items - Lighters/Matches		1											1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Prohibited & Permitted Items - Medication	1	1		2									4
Prohibited & Permitted Items - Remains	1												1
Prohibited & Permitted Items - Sporting G	1												1
Property - Special Handling	9	21	33	10	9	16	9	11	9	10	6	8	151
Property - Special Handling - Damaged It	2	7	23	4	5	8	3	6	2	8	2	2	72
Property - Special Handling - Damaged It	1	2	4	2	1	1	1	5					17
Property - Special Handling - Missing Item	2	7	2	2		1	3		2	1	2	2	24
Property - Special Handling - Missing Item	4	5	4	2	3	6	2		5	1	2	4	38
Request for Assistance			2			1		1					4
Request for Assistance - Non-Persons w/ Disabilities (PWD)			2										2
Request for Assistance - Other						1		1					2
Screening	33	64	73	22	18	79	34	22	33	24	22	23	447
Screening - Children		1		1					1				3
Screening - Crew Member or Airline Employee			1										1
Screening - Cruise Ships									1			1	2
Screening - Gate Pass				1									1
Screening - Inconsistency	3	15	7	2	1	3	1	3	3	2		1	41
Screening - International Screening		1	2	1	3			5		1	5	1	19
Screening - Lengthy Lines	1	5	8			3	1		1	2	1		22
Screening - Military		1											1
Screening - Opposite Gender		1				1			1				3
Screening - Procedures/Process	26	35	52	15	13	66	32	13	22	14	14	15	317
Screening - Rail		1			1								2
Screening - Retrieving Abandoned/Confis	3	4	1	1		5		1	3	4	2	3	27
Screening - Security Breach						1							1
Screening - Shoe Screening			1							1		1	3
Screening - Traveling with Cash			1	1					1			1	4
SIDA (Security Identification Display Area)						1					1		2
SIDA (Security Identification Display Area) - General						1					1		2
SPAM				1									1
SPAM - General				1									1
System Administrator				1									1
System Administrator - General				1									1
Transportation Security Operations Center			1	1									2
Transportation Security Operations Center - Refer to Airport			1	1									2
TSA Contact Information	1	1	1	1	3		1						7
TSA Contact Information - General	1		1	1	3		1						7
TWIC	9	23	12	6	13	14	15	29	64	46	51	47	329
TWIC - General	4	5	5	4	6	7	6	9	10	3	9	4	72
TWIC - Status	5	18	7	2	7	7	9	20	54	43	42	43	257
2023	3,589	3,773	3,251	3,497									14,110
Additional Information Required/Insufficient Inf	16	10	13	5									44
Additional Information Required/Insufficient	16	10	13	5									44
Airline	7	13	16	11									47
Airline - Baggage Requirements			1										1
Airline - Lost Baggage	1	2	6	2									11
Airline - Policy/Regulations/Service	6	9	8	8									31
Airline - Wheelchair Assistance		2	1	1									4
Cargo		1											1
Cargo - Indirect Air Carrier (IAC)		1											1
Civil Rights	2	1	1	5									9
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Not Specified		1		2									3
Civil Rights - Race	1		1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening				1									1
Claims	12	4	8										24
Claims - General	1	2	1										4
Claims - Status	11	2	7										20
Customer Service	10	13	13	10									46
Customer Service - Others	3	5	8	4									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
Customer Service - TCC	3	1		1									5
Customer Service - TSO	4	7	5	5									21
DHS TRIP	7	7	4	4									22
DHS TRIP - General	2	7	3	3									15
DHS TRIP - Status	5		1	1									7
Expedited Passenger Screening Program	3,385	3,575	3,058	3,313									13,331
Expedited Passenger Screening Program	1	2	2	2									7
Expedited Passenger Screening Program - Children Under 12				2									2
Expedited Passenger Screening Program	21	37	31	22									111
Expedited Passenger Screening Program	916	945	687	433									2,981
Expedited Passenger Screening Program	2,436	2,585	2,331	2,849									10,201
Expedited Passenger Screening Program	11	6	7	5									29
Federal Air Marshall Service (FAMS)	1	1											2
Federal Air Marshall Service (FAMS) - Ge	1	1											2
Freedom of Information Act (FOIA)			2										2
Freedom of Information Act (FOIA) - General			2										2
Hazardous Materials Safety	5	3	5	5									18
Hazardous Materials Safety - General	5	3	5	5									18
HAZMAT Endorsement	10	8	14	7									39
HAZMAT Endorsement - General			1	1									2
HAZMAT Endorsement - Status	10	8	13	6									37
Human Capital	8	2	5	4									19
Human Capital - Former Employee	1			1									2
Human Capital - Prospective Employment	7	2	5	3									17
Intranet/Internet Inquiries	1			2									3
Intranet/Internet Inquiries - General	1			2									3
Locks	3	3		3									9
Locks - General	1												1
Locks - Missing or Damaged Lock	2	3		3									8
Lost and Found	5	6	6	1									18
Lost and Found - Airport/TSA	5	6	6	1									18
Mishandling of Passenger Property	11	10	12	11									44
Mishandling of Passenger Property - Damaged/Missi		1	2										3
Mishandling of Passenger Property - Dam	10	8	9	9									36
Mishandling of Passenger Property - Dam	1	1		1									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1									2
No Jurisdiction	24	37	34	31									126
No Jurisdiction - No Referral	8	5	12	8									33
No Jurisdiction - Refer to CBP	8	16	18	16									58
No Jurisdiction - Refer to Department of State		2											2
No Jurisdiction - Refer to FAA	1												1
No Jurisdiction - Refer to Other	7	14	4	7									32
Notice of Violation/Civil Penalties	11	3	4	8									26
Notice of Violation/Civil Penalties - Gener	11	3	4	8									26
Patdown	1	3	1	1									6
Patdown - Flyer	1	3	1	1									6
Persons w/ Disabilities (PWD)	1	3	3	9									16
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developm		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									2
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medicatio			1	1									2
Persons w/ Disabilities (PWD) - Metal Imp	1	1											2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				3									3
Persons w/ Disabilities (PWD) - Service Animals			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	9	8	3	5									25
Property - Special Handling - Damaged It	6	1											7
Property - Special Handling - Damaged Items - Check	1												1
Property - Special Handling - Missing Item	2	1	1	3									7
Property - Special Handling - Missing Item	1	5	2	2									10
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	25	32	31	35									123
Screening - Crew Member or Airline Employee		1	4										5
Screening - Inconsistency	5	4	1	10									20
Screening - International Screening	6	4	5	8									23
Screening - Lengthy Lines	1	1	2	1									5
Screening - Procedures/Process	13	19	17	15									64
Screening - Retrieving Abandoned/Confiscated Items		2	1	1									4
Screening - Security Breach		1	1										2
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Area)	1												1
TSA Contact Information			1										1
TSA Contact Information - General			1										1
TWIC	34	27	19	27									107
TWIC - General	5	2	3	9									19
TWIC - Status	29	25	16	18									88
Total	30,409	31,443	28,860	33,740	20,180	24,533	20,515	21,086	21,870	22,262	25,356	25,937	306,191