TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABE	**8**	**9**	**2**	**8**	**8**	**9**	**5**	**10**	**9**	**11**	**9**	**5**	**93**
2018				**2**	**3**	**5**	**3**	**3**	**2**	**5**	**3**	**3**	**29**
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service						1	1		1	1	1		5
Customer Service - Others							1						1
Customer Service - TSO						1			1	1	1		4
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1	1	1	1	1		2	1	2	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1	1	1		1	1	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1						1			2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked											1	1	2
Property - Special Handling - Missing Items - Checked										1			1
Screening					1	2		2	1	1			7
Screening - Inconsistency					1								1
Screening - Lengthy Lines									1				1
Screening - Procedures/Process						2		2		1			5
2019	**3**	**4**		**1**	**1**		**2**	**7**	**6**	**5**	**5**	**2**	**36**
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	1			1				3				1	6
Customer Service - Others								3					3
Customer Service - TSO	1			1								1	3
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	2	2						1	2	1	2	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Dam	1	1						1	1		2	1	7
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Item		1							1				2
Patdown										1			1
Patdown - Children										1			1
Persons w/ Disabilities (PWD)								2			1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2					2
Property - Special Handling		1					1	1	1	2	1		7
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checke		1						1		2			4
Screening		1			1				2	1	1		6
Screening - Inconsistency		1											1
Screening - Procedures/Process					1				2	1	1		5
2020	**5**	**3**	**1**	**3**	**3**	**4**			**1**	**1**	**1**		**22**
Civil Rights	1					1							2
Civil Rights - Racial Profiling or Discrimina	1					1							2
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	1	1	1	1					1			6
Mishandling of Passenger Property - Damaged/Missi		1		1	1					1			4
Mishandling of Passenger Property - Disa	1		1										2
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	2			1					1				4
Property - Special Handling - Damaged It	1			1									2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Item	1												1
Screening	1	1		1	1	2							6
Screening - Procedures/Process		1		1	1	2							5
Screening - Security Breach	1												1
2021		**2**	**1**	**2**	**1**								**6**
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missi		1		1									2
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
Screening			1	1									2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABI	**6**	**1**	**6**	**3**	**1**	**6**	**4**	**3**	**2**	**4**	**2**	**3**	**41**
2018					**1**	**1**	**1**	**2**		**2**			**7**
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service										2			2
Customer Service - TSO										2			2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Property - Special Handling					1	1							2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked						1							1
Screening								1					1
Screening - Lengthy Lines								1					1
2019	**2**	**1**	**1**	**1**		**2**	**3**		**2**	**2**	**1**	**2**	**17**
Civil Rights									1	1			2
Civil Rights - Hair Patdowns									1				1
Civil Rights - Screening of Religious or Cultural Garments										1			1
Customer Service	1		1				1					2	5
Customer Service - Others							1					2	3
Customer Service - TSO	1		1										2
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Mishandling of Passenger Property	1										1		2
Mishandling of Passenger Property - Dam	1										1		2
Persons w/ Disabilities (PWD)		1		1			2						4
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling						2			1				3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked						1			1				2
2020	**2**		**4**	**1**		**2**		**1**			**1**	**1**	**12**
Customer Service	1			1		1		1					4
Customer Service - TSO	1			1		1		1					4
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Notice of Violation/Civil Penalties											1		1
Notice of Violation/Civil Penalties - General											1		1
Property - Special Handling			1									1	2
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked												1	1
Screening	1		2			1							4
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1		1			1							3
2021	**2**		**1**	**1**		**1**							**5**
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening	1			1		1							3
Screening - Inconsistency	1												1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1									1

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Categories	10-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	**63**	**43**	**33**	**72**	**36**	**65**	**35**	**28**	**44**	**50**	**46**	**43**	**558**
2018				**24**	**11**	**20**	**17**	**16**	**21**	**23**	**24**	**13**	**169**
Civil Rights					1			1			1		3
Civil Rights - Age											1		1
Civil Rights - Racial Profiling or Discrimination					1			1					2
Customer Service				2	1	1	4	1	1	1	2	2	15
Customer Service - TSO				2	1	1	4	1	1	1	2	2	15
Locks				1	2	2	2	2		3	1	1	14
Locks - General										1			1
Locks - Missing or Damaged Lock				1	2	2	2	2		2	1	1	13
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				13	3	4	6	3	9	11	10	5	64
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		1		1	1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				11		4	4	1	4	7	4	4	39
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1	1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2	2		1	2	3	2	5	1	18
Patdown				1		3	1			1	2	1	9
Patdown - Flyer				1		1	1			1	2		6
Patdown - Flyer as Observer						1						1	2
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)				1		3	1	2			1	1	9
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling				4	1	4	1	2	8	3	5	2	30
Property - Special Handling - Damaged Items - Carry-On								1		1	1		3
Property - Special Handling - Damaged Items - Checked				1	1	3			4	1		1	11
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked				1		1	1	1	4	1	4	1	14
Screening				2	3	3	2	5	3	3	2	1	24
Screening - Inconsistency									1	1			2
Screening - Lengthy Lines									2				2
Screening - Procedures/Process				1	3	3	2	5		2	2	1	19
Screening - Security Breach				1									1
2019	**29**	**20**	**15**	**17**	**4**	**23**	**17**	**12**	**23**	**21**	**21**	**22**	**224**
Civil Rights		1		2	1	1		1	1			2	9
Civil Rights - Age									1				1
Civil Rights - Hair Patdowns				1	1							1	3
Civil Rights - Racial Profiling or Discrimination		1				1		1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening				1									1
Customer Service	2	1				3	1		2	2	1	2	14
Customer Service - TSO	2	1				3	1		2	2	1	2	14
Locks	2	3	2			1	1				2	1	12
Locks - Missing or Damaged Lock	2	3	2			1	1				2	1	12
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	12	5	7	8	2	8	5	4	10	9	10	10	90
Mishandling of Passenger Property - Damaged/Missi		1							1	1	1		4
Mishandling of Passenger Property - Dam	10	4	6	8		8	2	1	7	8	7	6	67
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disa	2		1		2		3	2	2		2	4	18
Patdown	2	1				2	1	1	2	2	3	1	15
Patdown - Flyer	2					2	1	1	1	2	3	1	13
Patdown - Flyer as Observer		1											1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				1	1	1	1	1				2	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Service Animals				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												2	2
Property - Special Handling	7	4	5	3		3	4	3	5	5	2	2	43
Property - Special Handling - Damaged Items - Carry		2	1					1		1			5
Property - Special Handling - Damaged It	2	1	1			1	1	1	3	3	1		14
Property - Special Handling - Missing Items - Carry-On			1				1						2
Property - Special Handling - Missing Iten	5	1	2	3		2	2	1	2	1	1	2	22
Screening	4	5	1	3		3	4	2	3	3	3	2	33
Screening - Inconsistency	1	1					1						3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	3	3	1	3		3	3	1	3	3	2	2	27
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach											1		1
2020	**28**	**19**	**16**	**28**	**13**	**6**	**1**			**6**	**1**	**8**	**126**
Civil Rights		1	2			1						1	5
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination			2			1						1	4
Customer Service	2			1						1		2	6
Customer Service - TSO	2			1						1		2	6
Locks	9	2	1	4		1							17

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Categories	10-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
Locks - Missing or Damaged Lock	8	2	1	4		1							16
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	8	7	6	11	5	2				1			40
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	5	4	5	9	4	2							29
Mishandling of Passenger Property - Disa	2	3	1	2	1					1			10
Patdown		2	2	1									5
Patdown - Flyer		2	2	1									5
Persons w/ Disabilities (PWD)	1	2	1		1		1					1	7
Persons w/ Disabilities (PWD) - Diabetes							1					1	2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	5	1	2	7	5	2				4		3	29
Property - Special Handling - Damaged Ite	1				1								2
Property - Special Handling - Damaged Ite	2	1	1	1	3							1	9
Property - Special Handling - Missing Item	2		1	6	1	2				4		2	18
Screening	2	4	2	4	2						1	1	16
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	2	4	1	4	2						1	1	15
2021	**6**	**4**	**2**	**3**	**8**	**16**							**39**
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Customer Service	1					1							2
Customer Service - TSO	1					1							2
Expedited Passenger Screening Program			1		6	11							18
Expedited Passenger Screening Program - TSA PreCheck			1		6	11							18
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	3	2		1		2							8
Mishandling of Passenger Property - Damaged/Missi		1				1							2
Mishandling of Passenger Property - Dam	2	1		1		1							5
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1
Screening		2		2		1							5
Screening - Procedures/Process		2		2		1							5

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABY	**2**	**5**		**3**	**6**	**5**	**6**	**6**	**1**	**3**	**3**	**2**	**42**
2018				**2**	**2**	**3**	**3**	**4**		**2**	**2**	**1**	**19**
Mishandling of Passenger Property				2	2		2	2		1	1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1			1			1	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1		2	1		1			5
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling							1	2			1		4
Property - Special Handling - Damaged Items - Checked							1	1					2
Property - Special Handling - Missing Items - Checked								1			1		2
Screening						2				1			3
Screening - Procedures/Process						2				1			3
2019		**2**			**3**	**1**	**3**	**2**	**1**	**1**	**1**		**14**
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property		1			2		2	1	1		1		8
Mishandling of Passenger Property - Damaged/Missi		1			2		1				1		5
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Property - Special Handling					1		1	1		1			4
Property - Special Handling - Damaged Items - Checked					1			1		1			3
Property - Special Handling - Missing Items - Checked							1						1
2020	**2**	**2**			**1**							**1**	**6**
Customer Service												1	1
Customer Service - TSO												1	1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2	1											3
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1	1											2
Screening					1								1
Screening - Procedures/Process					1								1
2021		**1**		**1**		**1**							**3**
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACK	**1**				**1**			**1**	**2**	**4**	**10**	**4**	**23**
2018					**1**			**1**	**2**	**2**	**6**	**2**	**14**
Customer Service											3		3
Customer Service - TSO											3		3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												2	2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening								1	1	1	1		4
Screening - Inconsistency											1		1
Screening - Procedures/Process								1	1	1			3
2019										**2**	**4**	**2**	**8**
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening										2	2	1	5
Screening - Children											1		1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1	1	2
Screening - Security Breach										1			1
2020	**1**												**1**
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACT		**2**	**4**	**6**	**2**	**4**	**3**	**1**	**6**	**4**	**3**	**1**	**36**
2018				**3**		**3**	**2**	**1**	**1**	**1**	**1**	**1**	**13**
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				2		2	1		1			1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1	1		1			1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1							2
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling				1						1			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening							1				1		2
Screening - Procedures/Process							1				1		2
2019		**2**	**2**	**2**		**1**	**1**		**4**	**3**	**2**		**17**
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Locks						1			2	1			4
Locks - Missing or Damaged Lock						1			2	1			4
Mishandling of Passenger Property		1	1				1			1	2		6
Mishandling of Passenger Property - Damaged/Missi		1	1				1			1	2		6
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening				1					1				2
Screening - Procedures/Process				1					1				2
2020			**2**						**1**				**3**
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
2021				**1**	**2**								**3**
DHS TRIP					1								1
DHS TRIP - General					1								1
Screening				1	1								2
Screening - Procedures/Process				1	1								2

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACY	**6**	**5**	**6**	**15**	**12**	**9**	**8**	**4**	**6**	**7**	**8**	**3**	**89**
2018				**10**	**4**	**1**	**5**	**2**	**5**	**3**	**3**	**3**	**36**
Civil Rights				1								1	2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				3	4		2	1		1	2		13
Customer Service - TSO				3	4		2	1		1	2		13
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
Patdown				1			1					1	3
Patdown - Flyer				1			1					1	3
Persons w/ Disabilities (PWD)							1		3	2			6
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				3					1				4
Property - Special Handling - Missing Items - Carry-On				1					1				2
Property - Special Handling - Missing Items - Checked				2									2
Screening				1			1		1		1	1	5
Screening - Crew Member or Airline Employee				1									1
Screening - Procedures/Process							1		1		1	1	4
2019	**6**	**4**	**4**	**2**	**2**	**5**	**3**	**2**	**1**	**4**	**4**		**37**
Civil Rights	1	2		1		1				1			6
Civil Rights - Age										1			1
Civil Rights - Racial Profiling or Discrimina	1					1							2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		1									2
Civil Rights - Sexual Orientation - Not Transgender		1											1
Customer Service	1	1	1			1			1				5
Customer Service - TSO	1	1	1			1			1				5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1	1					1				1		4
Patdown - Flyer	1	1					1				1		4
Persons w/ Disabilities (PWD)			1			2	1	1		1	1		7
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		1					2
Property - Special Handling	1					1				2			4
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked						1				1			2
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	1		2	1			1	1			2		8
Screening - Inconsistency			1										1
Screening - Procedures/Process	1		1	1			1	1			1		6
Screening - Security Breach											1		1
2020		**1**	**2**	**2**	**4**						**1**		**10**
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service			1	1	2						1		5
Customer Service - TSO			1	1	2						1		5
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contra					1								1
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Screening				1									1
Screening - Procedures/Process				1									1
2021				**1**	**2**	**3**							**6**
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1							2
No Jurisdiction					1								1
No Jurisdiction - Refer to CBP					1								1
Screening					1	1							2
Screening - Procedures/Process					1	1							2

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AEX	**2**	**2**	**2**	**3**	**4**		**2**	**2**	**2**		**2**	**2**	**23**
2018					**1**		**1**	**1**	**2**		**1**		**6**
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Property - Special Handling					1						1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked					1								1
Screening							1	1	1				3
Screening - Procedures/Process							1	1	1				3
2019		**1**		**2**			**1**	**1**			**1**	**1**	**7**
Civil Rights				1									1
Civil Rights - Perceived Religion				1									1
Customer Service		1						1			1		3
Customer Service - TSO		1						1			1		3
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1
2020	**1**	**1**	**1**	**1**	**3**							**1**	**8**
Customer Service					1							1	2
Customer Service - TSO					1							1	2
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Carry-On					1								1
Screening	1	1	1	1	1								5
Screening - Inconsistency		1			1								2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process			1	1									2
2021	**1**		**1**										**2**
Customer Service	1		1										2
Customer Service - TSO	1		1										2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AGS	**7**	**3**	**6**	**10**	**5**	**10**	**10**	**5**	**6**	**3**	**4**	**5**	**74**
2018				**2**		**4**	**6**	**1**	**1**	**1**		**1**	**16**
Customer Service				1		1	2			1		1	6
Customer Service - Others				1									1
Customer Service - TSO						1	2			1		1	5
Mishandling of Passenger Property							2						2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling						1	1		1				3
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked									1				1
Screening				1		2	1	1					5
Screening - Inconsistency							1						1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1		1		1					3
2019	**4**		**1**	**3**	**3**	**5**	**4**	**4**	**5**	**2**	**3**	**3**	**37**
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service	1			1	1	2		1	2			1	9
Customer Service - Others									1				1
Customer Service - TSO	1			1	1	2		1	1			1	8
Locks				1					1				2
Locks - Missing or Damaged Lock				1					1				2
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1			1	2		1			1	1	1	8
Mishandling of Passenger Property - Dam	1			1	2		1					1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown	1						1						2
Patdown - Flyer	1						1						2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling			1			1	1	1				1	5
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked			1			1		1					3
Screening	1					1		2	1	1	1		7
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1								1	1	1		4
Screening - Retrieving Abandoned/Confiscated Items								2					2
2020	**3**	**2**	**3**	**2**	**1**	**1**					**1**	**1**	**14**
Customer Service			1										1
Customer Service - TSO			1										1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	2									1		4
Mishandling of Passenger Property - Dam	1	2											3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Property - Special Handling			1	2	1								4
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checked			1										1
Screening												1	1
Screening - Procedures/Process												1	1
2021		**1**	**2**	**3**	**1**								**7**
Claims		1											1
Claims - General		1											1
Customer Service				2									2
Customer Service - TCC				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown			1										1
Patdown - Flyer			1										1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Lighters/Matches				1									1
Screening					1								1
Screening - Lengthy Lines					1								1

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALB	**33**	**29**	**29**	**25**	**17**	**29**	**18**	**23**	**19**	**44**	**46**	**22**	**334**
2018				**4**	**5**	**10**	**7**	**7**	**8**	**13**	**22**	**9**	**85**
Civil Rights						1					3		4
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											2		2
Customer Service				3		3		1	1	2	2		12
Customer Service - Others				2		1			1	1	2		7
Customer Service - TSO				1		2		1		1			5
Locks					1	1				1			3
Locks - Missing or Damaged Lock					1	1				1			3
Mishandling of Passenger Property				1	1	2	5	3	5	4	6	5	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1				1	2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	1	1	3	5	2	3	5	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							4			1	1		6
Patdown					2			2	1	2	4	2	13
Patdown - Flyer					1			2	1	1	4	2	11
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)						1		1	1	2	3		8
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1			1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											3		3
Persons w/ Disabilities (PWD) - Service Animals								1					1
Property - Special Handling						1	2			1	3	1	8
Property - Special Handling - Damaged Items - Checked							1				2	1	4
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked						1	1			1			3
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening						1				1	1	1	4
Screening - Inconsistency										1			1
Screening - Procedures/Process						1					1	1	3
2019	**13**	**14**	**19**	**9**	**7**	**8**	**11**	**12**	**8**	**29**	**17**	**11**	**158**
Civil Rights								1			2		3
Civil Rights - Racial Profiling or Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	2	1	2	1	3		1	3	3	3			19
Customer Service - Others		1			1		1	1	1				5
Customer Service - TSO	2		2	1	2			2	2	3			14
Locks	2					1			1	1		4	9
Locks - Missing or Damaged Lock	2					1			1	1		4	9
Mishandling of Passenger Property	5	6	8	3	3	1	2	2	3	9	8	2	52
Mishandling of Passenger Property - Dam	1	1	2										4
Mishandling of Passenger Property - Dam	4	4	6	3	3		1	2	1	7	6	2	39
Mishandling of Passenger Property - Damaged/Missi		1					1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			2	2	2		7
Patdown	1	1		2			1			6	3		14
Patdown - Flyer	1	1		2			1			5	3		13
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	2			1		1		1		2	2		9
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal Imp	2			1						1			4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	5	6	1		1	3	2	1	5	2	3	30
Property - Special Handling - Damaged It	1	1		1									3
Property - Special Handling - Damaged Items - Checl		2	2					2		1	1	2	10
Property - Special Handling - Missing Items - Checke		2	4			1	3		1	4	1	1	17
Screening		1	3	1	1	4	4	3		3		2	22
Screening - Inconsistency		1	1										2
Screening - Procedures/Process			2	1	1	3	4	3		3		2	19
Screening - Security Breach						1							1
2020	**18**	**10**	**8**	**9**	**3**	**7**		**4**	**3**	**2**	**7**	**2**	**73**
Civil Rights	2	1	1	1	1						2		8
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimina	1				1								2
Civil Rights - Sex/Gender/Gender Identity-	1	1		1							2		5
Customer Service	2		2			1			1				6
Customer Service - Others			2										2
Customer Service - TSO	2					1			1				4
Locks	2	1	1								1		5
Locks - General	1												1
Locks - Missing or Damaged Lock	1	1	1								1		4
Mishandling of Passenger Property	6	2	1	3		1				1	2	1	17
Mishandling of Passenger Property - Dam	5	2	1	3		1				1	2	1	16
Mishandling of Passenger Property - Disa	1												1
Patdown	2		1					1					4
Patdown - Flyer	1		1					1					3
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		2				1							3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Property - Special Handling	2	2	1	3		2		1	2		1	1	15
Property - Special Handling - Damaged Items - Checked			1	2		1		1			1		6
Property - Special Handling - Missing Item	2	2		1		1			2			1	9
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	2	2	1	1	2	2		2		1	1		14
Screening - Inconsistency											1		1
Screening - Procedures/Process	2	1	1	1	2	2		2		1			12
Screening - Security Breach		1											1
2021	**2**	**5**	**2**	**3**	**2**	**4**							**18**
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 Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Mishandling of Passenger Property	1	3	1			1							6
Mishandling of Passenger Property - Dam	1	2	1			1							5
Mishandling of Passenger Property - Disarrayed Item		1											1
Persons w/ Disabilities (PWD)			1	2									3
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1	2									3
Property - Special Handling		1			1	2							4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked						2							2
Property - Special Handling - Missing Items - Checke		1											1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALS	**1**					**1**				**1**		**1**	**4**
2018										**1**			**1**
Customer Service										1			1
Customer Service - TSO										1			1
2019						**1**						**1**	**2**
Customer Service												1	1
Customer Service - TSO												1	1
Screening						1							1
Screening - Procedures/Process						1							1
2020	**1**												**1**
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALW	**2**	**4**	**4**	**4**	**3**	**9**	**1**	**2**		**4**	**7**	**1**	**41**
2018				**2**	**2**	**3**		**2**		**1**	**3**	**1**	**14**
Mishandling of Passenger Property				1		3		1			1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1				1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						3					1		4
Property - Special Handling				1	2						1		4
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked				1	1						1		3
Screening								1		1	1		3
Screening - Procedures/Process								1			1		2
Screening - Security Breach										1			1
2019		**3**	**1**	**2**	**1**	**3**	**1**			**2**	**4**		**17**
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Mishandling of Passenger Property		1		2			1			1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missi		1		1						1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Property - Special Handling		1			1	1							3
Property - Special Handling - Missing Items - Checke		1			1	1							3
Screening			1			1					3		5
Screening - Procedures/Process			1			1					3		5
2020	**1**	**1**	**2**			**1**				**1**			**6**
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1	1	1							1			4
Mishandling of Passenger Property - Dam	1									1			2
Mishandling of Passenger Property - Disarrayed Item		1	1										2
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
2021	**1**		**1**			**2**							**4**
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1					1							2
Screening - Procedures/Process	1					1							2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AMA	**4**	**3**	**5**	**2**	**7**	**4**	**5**	**7**	**6**	**4**	**5**	**4**	**56**
2018					**1**	**3**	**3**	**4**	**4**	**1**	**3**	**2**	**21**
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Customer Service					1	2		2	1				6
Customer Service - Others					1				1				2
Customer Service - TSO						2		2					4
Mishandling of Passenger Property							1		1		2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1		2		4
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Checked						1	1						2
Screening							1	2	1		1	1	6
Screening - Procedures/Process							1	2	1			1	5
Screening - Retrieving Abandoned/Confiscated Items											1		1
2019	**1**	**2**	**1**	**1**	**3**		**2**	**1**	**2**	**2**	**1**	**2**	**18**
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service									1				1
Customer Service - TSO									1				1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1				1		1	1	1		1	1	7
Mishandling of Passenger Property - Dam	1				1		1	1	1			1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown			1				1						2
Patdown - Flyer			1				1						2
Property - Special Handling		1		1	1					1			4
Property - Special Handling - Missing Items - Checke		1		1	1					1			4
Screening					1					1			2
Screening - Procedures/Process					1					1			2
2020	**2**	**1**	**2**	**1**	**1**			**2**		**1**	**1**		**11**
Civil Rights								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening										1			1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown				1				1					2
Patdown - Flyer				1				1					2
Property - Special Handling		1									1		2
Property - Special Handling - Missing Items - Checke		1									1		2
Screening	1		1		1								3
Screening - Procedures/Process	1		1		1								3
2021	**1**		**2**		**2**	**1**							**6**
Customer Service					2								2
Customer Service - TSO					2								2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged It	1		1										2
Screening			1										1
Screening - Procedures/Process			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ANC	**44**	**29**	**40**	**47**	**45**	**42**	**25**	**42**	**63**	**72**	**86**	**52**	**587**
2018				**13**	**8**	**10**	**15**	**20**	**26**	**22**	**39**	**15**	**168**
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				2			1		5	4	6	2	20
Customer Service - TSO				2			1		5	4	6	2	20
Locks					1				3	2	1	1	8
Locks - Missing or Damaged Lock					1				3	2	1	1	8
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				6	4	2	6	5	5	10	19	7	64
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	4	2	5	5	5	9	15	4	52
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				3			1			1	4	3	12
Patdown				1	1	2		2	1	1	3	1	12
Patdown - Flyer				1	1	2		2	1	1	2	1	11
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)					2		1	3			2		8
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Persons w/ Disabilities (PWD) - Wounded Warrior					1								1
Property - Special Handling				1		3	4	6	5	2	4	3	28
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked				1		1	2	3		1	2		10
Property - Special Handling - Missing Items - Carry-On						1		1	1		1		4
Property - Special Handling - Missing Items - Checked						1	2	2	4	1	1	2	13
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening				2		3	3	4	6	3	4		25
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines				1		2	2	1	2				8
Screening - Procedures/Process				1		1	1	2	3	3	3		14
Screening - Retrieving Abandoned/Confiscated Items									1				1
2019	**18**	**10**	**13**	**12**	**10**	**15**	**9**	**18**	**31**	**35**	**32**	**27**	**230**
Civil Rights	3		2		2						1	1	9
Civil Rights - Age											1		1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimina	1		1									1	3
Civil Rights - Sex/Gender/Gender Identity-	1		1		2								4
Customer Service	2		1	1	1	1		2	6	3	4	2	23
Customer Service - TSO	2		1	1	1	1		2	6	3	4	2	23
Locks	1				1	2			1	1	1	1	8
Locks - Missing or Damaged Lock	1				1	2			1	1	1	1	8
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	4	5	3	6	3	4	2	6	7	10	14	6	70
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1	1	1	4
Mishandling of Passenger Property - Dam	4	4	3	6	2	4	2	6	3	9	10	4	57
Mishandling of Passenger Property - Disarrayed Item		1			1				3		3	1	9
Patdown		1	1	1		3	1			3	1		11
Patdown - Children										1			1
Patdown - Flyer		1	1			3	1			2	1		9
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	2		2		1	2			3	2		1	13
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes			1						2				3
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1		1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	4	3	3	3	2	2	6	7	12	10	8	11	71
Property - Special Handling - Damaged Items - Carry-On				1				1	2	1		1	6
Property - Special Handling - Damaged It	1		2	1	2	1	3	2	2	4	5	3	26
Property - Special Handling - Missing Item	1							1	1	1	1	2	7
Property - Special Handling - Missing Item	2	3	1	1		1	3	3	7	4	2	5	32
Screening	2	1	1	1		1		3	2	5	3	5	24
Screening - Inconsistency				1						1			2
Screening - Lengthy Lines	1									2		1	4
Screening - Procedures/Process	1		1			1		3	1	2	2	4	15
Screening - Security Breach									1		1		2
Screening - Shoe Screening		1											1
2020	**19**	**16**	**21**	**16**	**20**	**10**	**1**	**4**	**6**	**15**	**15**	**10**	**153**
Civil Rights		1		1						2			4
Civil Rights - Racial Profiling or Discrimination				1						1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening		1											1
Customer Service	3	1	2	4	3	1				1	1	1	17
Customer Service - TSO	3	1	2	4	3	1				1	1	1	17

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	2	2	1	2		2	1			1		2	13
Locks - Missing or Damaged Lock	2	2	1	2		2	1			1		2	13
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	3	2	6	2	8			2	2	4	4	2	35
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Dam	2	1	6	2	6			2	2	4	3	1	29
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Disa	1				2						1		4
Patdown	1	1	1										3
Patdown - Flyer	1	1	1										3
Persons w/ Disabilities (PWD)		1	1		2	1					2		7
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling	7	5	5	6	3	3		2	4	3	8	3	49
Property - Special Handling - Damaged Items - Carry-On					1					1			2
Property - Special Handling - Damaged It	3	2	1	4	1	2			1		5	2	21
Property - Special Handling - Missing Item	2		2	1					1		1		7
Property - Special Handling - Missing Item	2	3	2	1	1	1		2	2	2	2	1	19
Screening	2	3	5	1	4	3				4		2	24
Screening - Lengthy Lines		1	1	1									3
Screening - Procedures/Process	2	2	3		4	3				4		2	20
Screening - Security Breach			1										1
2021	**7**	**3**	**6**	**6**	**7**	**7**							**36**
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service	1	1	5	2	1	1							11
Customer Service - TCC			1	1									2
Customer Service - TSO	1	1	4	1	1	1							9
Expedited Passenger Screening Program					1	1							2
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	4				1	2							7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Dam	4					2							6
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Property - Special Handling	2	1			2	1							6
Property - Special Handling - Damaged It	1	1			2	1							5
Property - Special Handling - Missing Item	1												1
Screening		1				1	1						3
Screening - Procedures/Process		1				1	1						3

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
APN	**1**	**2**	**1**			**1**				**2**	**1**	**1**	**9**
2018						**1**						**1**	**2**
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Screening						1							1
Screening - Lengthy Lines						1							1
2019	**1**	**1**								**2**			**4**
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Item		1											1
Property - Special Handling	1									1			2
Property - Special Handling - Damaged It	1									1			2
2020			**1**								**1**		**2**
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
2021		**1**											**1**
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ART	**1**	**4**	**3**	**2**	**2**	**4**				**2**	**3**	**1**	**22**
2018										**1**	**2**		**3**
Mishandling of Passenger Property											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2019		**3**	**1**	**1**		**2**				**1**	**1**	**1**	**10**
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Property - Special Handling		2		1		1							4
Property - Special Handling - Missing Items - Checke		2		1		1							4
Screening		1									1	1	3
Screening - Procedures/Process											1	1	2
Screening - Security Breach		1											1
2020	**1**			**1**	**2**								**4**
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property				1	2								3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2								2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
2021		**1**	**2**			**2**							**5**
Mishandling of Passenger Property		1	2										3
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Item		1	1										2
Screening						2							2
Screening - Procedures/Process						2							2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ASE	**3**	**3**	**3**	**5**	**6**	**7**	**1**		**5**	**2**	**1**	**1**	**37**
2018				**3**	**2**	**1**	**1**		**1**	**1**			**9**
Customer Service				1	1								2
Customer Service - Others					1								1
Customer Service - TSO				1									1
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - General				1									1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening				1									1
Screening - Lengthy Lines				1									1
2019	**2**	**1**			**1**	**3**			**3**	**1**			**11**
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property	2					1			2	1			6
Mishandling of Passenger Property - Dam	2					1			2	1			6
Patdown					1				1				2
Patdown - Flyer					1				1				2
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening		1											1
Screening - Procedures/Process		1											1
2020	**1**		**2**	**1**	**3**				**1**		**1**	**1**	**10**
Civil Rights											1		1
Civil Rights - National Origin											1		1
Customer Service				1									1
Customer Service - TSO				1									1
Locks					2								2
Locks - General					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1							1	2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cai			1										1
Property - Special Handling	1								1				2
Property - Special Handling - Missing Iten	1								1				2
2021		**2**	**1**	**1**		**3**							**7**
Civil Rights						2							2
Civil Rights - Transgender Screening						2							2
Customer Service			1	1									2
Customer Service - TCC			1										1
Customer Service - TSO				1									1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown		1											1
Patdown - Non-Flyer		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATL	**375**	**356**	**398**	**527**	**506**	**526**	**364**	**460**	**423**	**388**	**415**	**335**	**5,073**
2018				**204**	**186**	**200**	**201**	**231**	**204**	**175**	**195**	**131**	**1,727**
Civil Rights				5	4	5	10	5	10	7	6	3	55
Civil Rights - Age					1	1		1	1				4
Civil Rights - Constitutional Rights								1					1
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin				1				1			1		3
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination				4	1	3	9	2	7	7	3		36
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1					3	5
Civil Rights - Sexual Orientation - Not Transgender					1				1		1		3
Civil Rights - Transgender Screening											1		1
Customer Service				57	53	53	45	59	49	41	45	28	430
Customer Service - Others				4	3	6	3	4	4	4	1		29
Customer Service - TSO				53	50	47	42	55	45	37	44	28	401
Identification (ID) Requirements				2									2
Identification (ID) Requirements - Domestic				2									2
Locks				11	4	8	17	8	8	3	7	12	78
Locks - Missing or Damaged Lock				11	4	8	17	8	8	3	7	12	78
Lost and Found				2	3	3	3	1	4	2	3	3	24
Lost and Found - Airport/TSA				2	3	3	3	1	4	2	3	3	24
Mishandling of Passenger Property				54	42	46	48	57	46	46	66	27	432
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				5	2	1	4	4	2	4	4		26
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				45	35	37	39	50	35	41	57	25	364
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1			2	1	2		1		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				3	5	8	3	2	7	1	4	2	35
Patdown				5	4	4	5	7	7	4	6	1	43
Patdown - Flyer				4	4	4	4	7	7	4	6		40
Patdown - Flyer as Observer				1								1	2
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				5	15	8	6	7	8	7	7	3	66
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1			1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes				1	2	1	1						5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					2								2
Persons w/ Disabilities (PWD) - General						1	1		1		1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1	1		2	2	2	3		12
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1			1	1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2	3	1	1	1	3	1			12
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1			1					2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals					1	1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					2	1							3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2	1	2	1	1	3	1	1	13
Property - Special Handling				31	27	27	33	37	33	36	33	39	296
Property - Special Handling - Damaged Items - Carry-On				6	2	4	3	3	3	5	4	1	31
Property - Special Handling - Damaged Items - Checked				7	3	7	5	9	11	6	8	8	64
Property - Special Handling - Missing Items - Carry-On				6	7	10	7	6	9	10	6	13	74
Property - Special Handling - Missing Items - Checked				12	15	6	18	19	10	15	15	17	127
Request for Assistance					2		1		1		2		6
Request for Assistance - Other					1		1		1		2		5
Request for Assistance - Wounded Warrior (MSIJSOC)					1								1
Screening				32	32	46	33	50	38	29	20	15	295
Screening - Inconsistency					1	2	1	3	1	2	3	2	15
Screening - Lengthy Lines				15	20	19	17	15	8	10	4		108
Screening - Procedures/Process				17	11	25	15	30	29	15	12	13	167
Screening - Retrieving Abandoned/Confiscated Items								2					2
Screening - Security Breach										2	1		3
2019	**157**	**147**	**162**	**123**	**114**	**158**	**141**	**195**	**173**	**161**	**154**	**154**	**1,839**
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Ge	1												1
Civil Rights	9	6	4	3	2	2	6	11	7	1	3	7	61
Civil Rights - Age	1		1										2
Civil Rights - National Origin	1		1		1			1				2	6
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimina	3	6	1	3	1	1	5	8	3	1	3	3	38
Civil Rights - Screening of Religious Cultural and Ceremonial Items									2				2
Civil Rights - Sex/Gender/Gender Identity-	4		1			1		2	2			1	11
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service	40	37	25	25	26	42	43	48	55	45	24	54	464
Customer Service - Others	2				1	2	2	4	4	3		2	20
Customer Service - TSO	38	37	25	25	25	40	41	44	51	42	24	52	444
Locks	10	9	11	8	8	13	6	9	12	7	12	11	116
Locks - General	1									1			2
Locks - Missing or Damaged Lock	9	9	11	8	8	13	6	9	12	6	12	11	114
Lost and Found	2				3	2	4	2		4	1	2	20
Lost and Found - Airport/TSA	2				3	2	4	2		4	1	2	20
Mishandling of Passenger Property	31	31	37	34	25	35	28	33	26	40	33	35	388
Mishandling of Passenger Property - Dam	5		3	4		2	4	1	1	1	5	2	28
Mishandling of Passenger Property - Dam	22	29	29	27	21	29	20	23	22	35	25	29	311
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1	1			1					3
Mishandling of Passenger Property - Disa	4	2	5	2	3	4	4	8	3	4	3	4	46

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	1	2	2	1	3	4	1	3	2	1	1	2	23
Patdown - Flyer	1	2	2	1	2	4		3	1	1	1	2	20
Patdown - Flyer as Observer							1		1				2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	3	6	13	7	6	8	5	13	13	6	7	6	93
Persons w/ Disabilities (PWD) - Assistive Technology		1											1
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1						2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									2				2
Persons w/ Disabilities (PWD) - Diabetes		1	2				1				1	1	6
Persons w/ Disabilities (PWD) - General					1			3		1	1		6
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1	1		1		1		1		6
Persons w/ Disabilities (PWD) - Internal M	1								2		1		4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1		1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			4	1	1	2		2	1		1	1	13
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2	2	1	1			1	1			8
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	4	1		2	2	3	3	3	2		21
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Service A	1	2		1									4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Visual Impairment								2					2
Persons w/ Disabilities (PWD) - Wheelcha	1	1			1			2	3			2	10
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Alcohol and Tobacco									1				1
Property - Special Handling	41	32	48	33	24	33	31	40	27	37	34	23	403
Property - Special Handling - Damaged Ite	3	5	2	3	3	3	4	5	2	4	6	3	43
Property - Special Handling - Damaged Ite	11	6	11	8	8	6	6	12	4	6	12	4	94
Property - Special Handling - Missing Item	7	6	10	5	4	11	5	6	5	8	7	7	81
Property - Special Handling - Missing Item	20	15	25	17	9	13	16	17	16	19	9	9	185
Request for Assistance									1			1	2
Request for Assistance - Other									1			1	2
Screening	19	24	22	12	17	19	17	36	29	20	39	13	267
Screening - Inconsistency	4	3	2	1	1	2				1	1		15
Screening - Lengthy Lines	6	6	2	1	3	3	5	13	12	7	9	2	69
Screening - Procedures/Process	7	13	18	9	12	12	11	21	16	11	28	11	169
Screening - Retrieving Abandoned/Confis	2			1		1		1	1	1			7
Screening - Security Breach		2			1	1	1	1			1		7
2020	**144**	**136**	**187**	**142**	**145**	**94**	**22**	**34**	**46**	**52**	**66**	**50**	**1,118**
Civil Rights	3	2	6	6	8	3	1	1	1		3	1	35
Civil Rights - Age					1		1						2
Civil Rights - Hair Patdowns			1										1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	2	1	4	5	4	3			1		2		22
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1	1			2			1			1	1	7
Civil Rights - Transgender Screening			1										1
Customer Service	33	44	50	40	45	18	3	9	14	17	11	13	297
Customer Service - Others	2	4	3	2	3	2			1	2			19
Customer Service - TSO	31	40	47	38	42	16	3	9	13	15	11	13	278
Locks	8	6	4	9	5	5					2	1	40
Locks - General					1								1
Locks - Missing or Damaged Lock	8	6	4	9	4	5					2	1	39
Lost and Found		3	2	3	2	1	1		1		1		14
Lost and Found - Airport/TSA		3	2	3	2	1	1		1		1		14
Mishandling of Passenger Property	43	25	52	26	30	13	1	6	9	7	8	8	228
Mishandling of Passenger Property - Dam	5	2	3	1	1					2		2	16
Mishandling of Passenger Property - Dam	31	20	41	24	26	13	1	5	8	4	8	6	187
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1			2
Mishandling of Passenger Property - Disa	7	3	8	1	3			1					23
Patdown	4			3	3	1	1			1	2		15
Patdown - Flyer	4			2	3	1	1			1	2		14
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	8	7	8	3	6	6	1		2	2	2	3	48
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	2										3
Persons w/ Disabilities (PWD) - Diabetes			1								1		2
Persons w/ Disabilities (PWD) - General	1				1								2
Persons w/ Disabilities (PWD) - Hearing Impairment			1		1				1				3
Persons w/ Disabilities (PWD) - Medically Necessary		1	1	1	2	2					1	1	9
Persons w/ Disabilities (PWD) - Metal Imp	1									1			2
Persons w/ Disabilities (PWD) - Mobility D	2		2	1		1				1		1	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prosthesi	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1	1						2
Persons w/ Disabilities (PWD) - Service Animals			1	1		1							3
Persons w/ Disabilities (PWD) - Touch Av	2											1	3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelcha	1	4				1			1				7
Property - Special Handling	31	34	35	33	26	19	8	11	13	18	23	15	266
Property - Special Handling - Damaged Ite	2	1	4	2	2	1	1	1	1		1	2	18
Property - Special Handling - Damaged Ite	9	10	10	3	8	5	2	4	1	7	4	1	64
Property - Special Handling - Missing Item	5	7	11	9	6	5	1	3	1	4	6	3	61
Property - Special Handling - Missing Item	15	16	10	19	10	8	4	3	10	7	12	9	123
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	13	15	30	19	20	28	6	7	6	7	14	9	174

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Crew Member or Airline Employee				1	1		1		1				4
Screening - Inconsistency		2	1		1	2				1	2		9
Screening - Lengthy Lines	1	4	4	5	8	1	2	1		1			27
Screening - Procedures/Process	12	9	24	10	9	24	3	6	4	5	12	9	127
Screening - Retrieving Abandoned/Confiscated Items			1						1				2
Screening - Security Breach				3	1	1							5
2021	**74**	**73**	**49**	**58**	**61**	**74**							**389**
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Civil Rights	3	4	1		4	3							15
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	3	1			3	1							8
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2				1							3
Civil Rights - Transgender Screening						1							1
Claims			1			1							2
Claims - General			1			1							2
Customer Service	22	33	24	22	24	21							146
Customer Service - CSM		1		1									2
Customer Service - Others		1	2		1	1							5
Customer Service - TCC			1										1
Customer Service - TSO	22	31	21	21	23	20							138
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program		1	4	5	7	11							28
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreC		1	4	4	7	10							26
Hazardous Materials Safety				1		1							2
Hazardous Materials Safety - General				1		1							2
Locks	4	2		1	5								12
Locks - Missing or Damaged Lock	4	2		1	5								12
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	4	10	9	6	7	3							39
Mishandling of Passenger Property - Dam	1	2	4			1							8
Mishandling of Passenger Property - Dam	2	8	5	6	7	2							30
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction				2	2	1							5
No Jurisdiction - No Referral					1								1
No Jurisdiction - Refer to CBP					1	1							2
No Jurisdiction - Refer to Other				2									2
Patdown				2									2
Patdown - Flyer				2									2
Persons w/ Disabilities (PWD)	1	2		3		2							8
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2
Prohibited & Permitted Items			2	3	1								6
Prohibited & Permitted Items - Food/Beverages			2	1	1								4
Prohibited & Permitted Items - General				2									2
Property - Special Handling	23	12	3	5	4	16							63
Property - Special Handling - Damaged It	3					2							5
Property - Special Handling - Damaged It	4	4	1	2		6							17
Property - Special Handling - Missing Item	5	5		1	3	4							18
Property - Special Handling - Missing Item	11	3	2	2	1	4							23
Screening	16	9	5	7	6	15							58
Screening - Children						1							1
Screening - Inconsistency				3		1							4
Screening - Lengthy Lines	1	1			1								3
Screening - Procedures/Process	13	8	4	4	5	11							45
Screening - Retrieving Abandoned/Confis	2					2							4
Screening - Shoe Screening			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATW	**8**	**1**	**5**	**4**	**6**	**4**	**2**	**1**	**1**	**4**	**4**	**2**	**42**
2018				**1**		**2**			**1**	**2**	**3**		**9**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property									1	1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening						1							1
Screening - Procedures/Process						1							1
2019	**4**	**1**	**2**	**1**	**2**		**2**			**1**		**2**	**15**
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2				1		1			1		2	7
Mishandling of Passenger Property - Dam	1				1					1		2	5
Mishandling of Passenger Property - Disa	1						1						2
Property - Special Handling		1	1		1		1						4
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checke		1	1				1						3
Screening	1		1	1									3
Screening - Inconsistency			1										1
Screening - Procedures/Process	1			1									2
2020	**3**		**2**	**2**	**1**	**1**		**1**		**1**	**1**		**12**
Civil Rights	1		1										2
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service						1							1
Customer Service - TSO						1							1
Locks	1										1		2
Locks - Missing or Damaged Lock	1										1		2
Mishandling of Passenger Property			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling				1	1								2
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checked				1									1
Screening	1			1									2
Screening - Procedures/Process	1			1									2
2021	**1**		**1**		**3**	**1**							**6**
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling	1				1								2
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Item	1												1
Screening					1	1							2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1							1

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

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Categories	10-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**			**2**			**4**
2018										**1**			**1**
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2019							**1**			**1**			**2**
Customer Service							1						1
Customer Service - TSO							1						1
Screening										1			1
Screening - Lengthy Lines										1			1
2021						**1**							**1**
Customer Service						1							1
Customer Service - TSO						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUS	**81**	**79**	**86**	**97**	**99**	**115**	**95**	**91**	**93**	**115**	**86**	**72**	**1,109**
2018				**23**	**30**	**47**	**52**	**52**	**47**	**61**	**41**	**25**	**378**
Civil Rights				1		1	2		2	4	3	4	17
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns						1	1						2
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination							1			3	2	1	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1	2	4
Civil Rights - Transgender Screening									1				1
Customer Service				2	8	10	8	9	11	13	6	3	70
Customer Service - Others										2			2
Customer Service - TSO				2	8	10	8	9	11	11	6	3	68
Locks				1	2	3	1	3	1	1	1	3	16
Locks - General					1								1
Locks - Missing or Damaged Lock				1	1	3	1	3	1	1	1	3	15
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				7	7	15	13	13	13	14	8	6	96
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							3	4	2	1			10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	6	14	8	8	8	9	7	5	72
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1			1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	1	1	3	3	1	1	12
Patdown							5	3	1	4	3	1	17
Patdown - Flyer							5	3	1	4	2	1	16
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				4	3	3	2	4	7	4	6		33
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General									1	1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1				1	1	1	1		5
Persons w/ Disabilities (PWD) - Metal Implants (joint)									2				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2			1	2	1	3		9
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	1			1					3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1			1	1		5
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling				3	5	8	5	9	3	11	5	4	53
Property - Special Handling - Damaged Items - Carry-On				1		1	1	1	1	2	1	1	9
Property - Special Handling - Damaged Items - Checked					3	3	1	3		1	3	1	15
Property - Special Handling - Missing Items - Carry-On				1	2	1	2	2	1	1	1		11
Property - Special Handling - Missing Items - Checked				1		3	1	3	1	7		2	18
Screening				5	5	7	16	11	8	10	9	4	75
Screening - Inconsistency							1		2				3
Screening - Lengthy Lines					2		6	3	1	4	1	1	18
Screening - Procedures/Process				4	3	7	9	8	4	6	6	2	49
Screening - Retrieving Abandoned/Confiscated Items				1					1				2
Screening - Security Breach											2	1	3
2019	**39**	**33**	**36**	**26**	**28**	**35**	**37**	**34**	**37**	**37**	**33**	**29**	**404**
Civil Rights	1	1	1	1	1			1	2	2	3	2	15
Civil Rights - Hair Patdowns			1					1				1	3
Civil Rights - Racial Profiling or Discrimination				1	1						1	1	4
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1							1	2	2		6
Civil Rights - Transgender Screening	1								1				2
Customer Service	5	8	4	4	9	7	7	7	5	4	7	4	71
Customer Service - Others											1		1
Customer Service - TSO	5	8	4	4	9	7	7	7	5	4	6	4	70
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks		1	1	3		2	2	3	4	1	3	3	23
Locks - Missing or Damaged Lock		1	1	3		2	2	3	4	1	3	3	23
Mishandling of Passenger Property	9	4	12	7	3	8	12	10	11	11	7	5	99
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1			2				4
Mishandling of Passenger Property - Dam	6	2	9	4	2	6	11	8	7	8	6	3	72
Mishandling of Passenger Property - Disa	3	2	3	2	1	1	1	2	2	3	1	2	23
Patdown	2	2		1	1	4	2	2	1	2	3	1	21
Patdown - Flyer	2	2		1	1	4	2	1	1	2	3	1	20
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	4	2	5	2		2	3	3	2	3	3	4	33
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1		1			2
Persons w/ Disabilities (PWD) - Diabetes							1		1			1	3
Persons w/ Disabilities (PWD) - General		1		1									2
Persons w/ Disabilities (PWD) - Internal M	2							1					3
Persons w/ Disabilities (PWD) - Medically	1	1	1					1				2	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility D	1		2	1						1	1		6
Persons w/ Disabilities (PWD) - Service Animals			1							1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			2	2				1		6
Property - Special Handling	9	10	7	5	7	6	7	7	8	10	7	7	90
Property - Special Handling - Damaged It	2	2			1		1			3	1	2	12
Property - Special Handling - Damaged It	2	3	2	1	3	4	2	1	1	1	2	4	26

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Categories	10-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-C		2	3	1			1	2	3	2			14
Property - Special Handling - Missing Iten	5	3	2	3	3	2	3	4	4	4	4	1	38
Screening	9	5	6	3	6	6	4	1	4	4		3	51
Screening - Inconsistency	3					1							4
Screening - Lengthy Lines	3				1			1	1				6
Screening - Procedures/Process	3	5	6	3	5	4	3		3	3		3	38
Screening - Retrieving Abandoned/Confiscated Items						1				1			2
Screening - Security Breach							1						1
2020	**31**	**35**	**32**	**35**	**33**	**18**	**6**	**5**	**9**	**17**	**12**	**18**	**251**
Civil Rights	1	1	1	1	2	1		1		1	1	1	11
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination		1			1	1				1	1	1	6
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening			1										1
Customer Service	7	6	5	2	3				2		2	3	30
Customer Service - Others				1	1								2
Customer Service - TSO	7	6	5	1	2				2		2	3	28
Locks	2	1	2	3	1					1	1		11
Locks - Missing or Damaged Lock	2	1	2	3	1					1	1		11
Mishandling of Passenger Property	5	7	9	10	8	7	3	3	3	9	4	6	74
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1	2		1	1		2			8
Mishandling of Passenger Property - Dam	5	5	7	9	4	5	2	2	2	7	3	5	56
Mishandling of Passenger Property - Disarrayed Item		2	1		2	2			1		1	1	10
Patdown	3	2	1	3	1							1	11
Patdown - Flyer	3	2	1	3	1							1	11
Persons w/ Disabilities (PWD)		5	1		3	1							10
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes		2			1								3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1		1								3
Property - Special Handling	9	9	5	11	6	8	2	1	3	5	4	5	68
Property - Special Handling - Damaged Items - Carry-On			1	2	1	1			1				6
Property - Special Handling - Damaged Ite	4	5		5	1	4	1	1		3			24
Property - Special Handling - Missing Iten	1	1		1	2						1	1	7
Property - Special Handling - Missing Iten	4	3	4	3	2	3	1		2	2	3	4	31
Screening	4	4	8	5	9	1	1		1	1		2	36
Screening - Inconsistency										1			1
Screening - Lengthy Lines			2		1				1				4
Screening - Procedures/Process	4	4	6	5	8	1	1					2	31
2021	**11**	**11**	**18**	**13**	**8**	**15**							**76**
Civil Rights			1		1								2
Civil Rights - Racial Profiling or Discrimination			1		1								2
Customer Service		2	6	4	4	3							19
Customer Service - TCC					1								1
Customer Service - TSO		2	6	4	3	3							18
Expedited Passenger Screening Program			1	3	1	4							9
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck			1	3	1	3							8
Locks	2					1							3
Locks - Missing or Damaged Lock	2					1							3
Lost and Found			2										2
Lost and Found - Airport/TSA			2										2
Mishandling of Passenger Property	2	3	4	1	1								11
Mishandling of Passenger Property - Damaged/Missi		1	1	1									3
Mishandling of Passenger Property - Damaged/Missi		1	3		1								5
Mishandling of Passenger Property - Disa	2	1											3
Persons w/ Disabilities (PWD)		1		1		1							3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1		1									2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Property - Special Handling	3	5	2		1	1							12
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Ite	2	3											5
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Iten	1	2	1			1							5
Screening	4		1	4		5							14
Screening - Inconsistency				1		1							2
Screening - Procedures/Process	4		1	3		4							12

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVL	**9**	**9**	**6**	**5**	**12**	**14**	**3**	**11**	**8**	**11**	**8**	**11**	**107**
2018				**2**	**3**	**5**	**2**	**6**	**6**	**9**	**2**	**2**	**37**
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service								1	1			1	3
Customer Service - TSO								1	1			1	3
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				1	1		1	2	2	3			10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1		1	1	1	2			7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1	1			3
Notice of Violation/Civil Penalties							1						1
Notice of Violation/Civil Penalties - General							1						1
Patdown					2	1		1	1		1		6
Patdown - Flyer					2	1		1	1		1		6
Property - Special Handling						1			2	1	1		5
Property - Special Handling - Missing Items - Carry-On						1				1			2
Property - Special Handling - Missing Items - Checked									2		1		3
Screening						3		1		5		1	10
Screening - Inconsistency										1			1
Screening - Lengthy Lines						1				1			2
Screening - Procedures/Process						2		1		3		1	7
2019	**5**	**4**	**4**	**2**	**3**	**5**	**1**	**5**	**2**	**1**	**4**	**6**	**42**
Civil Rights					1						2		3
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Transgender Screening					1						1		2
Customer Service	2	1	2			1	1	1	1		1	2	12
Customer Service - Others												1	1
Customer Service - TSO	2	1	2			1	1	1	1		1	1	11
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property		1	2	1									4
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1									3
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown										1		2	3
Patdown - Flyer										1		2	3
Persons w/ Disabilities (PWD)						1		1			1	1	4
Persons w/ Disabilities (PWD) - Diabetes								1			1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Property - Special Handling	3	2		1		3		2				1	12
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Damaged Items - Checked						1		2				1	4
Property - Special Handling - Missing Items - Carry-C		1		1									2
Property - Special Handling - Missing Item	2	1				2							5
Screening					1			1	1				3
Screening - Procedures/Process					1				1				2
Screening - Retrieving Abandoned/Confiscated Items								1					1
2020	**2**	**4**	**2**	**1**	**4**					**1**	**2**	**3**	**19**
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Mishandling of Passenger Property		1										2	3
Mishandling of Passenger Property - Damaged/Missi		1										2	3
Patdown		1			1								2
Patdown - Flyer		1			1								2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Property - Special Handling					3						1		4
Property - Special Handling - Damaged Items - Checked					1						1		2
Property - Special Handling - Missing Items - Checked					2								2
Screening	2	1	1							1	1		6
Screening - Procedures/Process	2	1	1							1			5
Screening - Retrieving Abandoned/Confiscated Items											1		1
2021	**2**	**1**			**2**	**4**							**9**
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
Property - Special Handling	2	1				1							4
Property - Special Handling - Damaged Ite	1					1							2
Property - Special Handling - Missing Item	1	1											2
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AVP	**2**	**3**	**6**	**5**	**5**	**8**	**5**	**5**	**1**	**10**	**12**	**5**	**67**
2018					**3**	**2**	**4**	**1**		**6**	**5**	**3**	**24**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service					1	1	1					1	4
Customer Service - Others												1	1
Customer Service - TSO					1	1	1						3
Locks								1			2		3
Locks - Missing or Damaged Lock								1			2		3
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property					1		1			2	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1			2	1		5
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1		1	2
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling					1						1		2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked											1		1
Screening						1	1			1	1	1	5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process							1			1	1	1	4
2019	**2**	**1**	**2**	**3**	**1**	**5**	**1**	**4**		**4**	**5**	**2**	**30**
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination								1		1			2
Customer Service	1				1		1	1		1			5
Customer Service - Others							1	1					2
Customer Service - TSO	1				1					1			3
Locks						1					1	1	3
Locks - Missing or Damaged Lock						1					1	1	3
Mishandling of Passenger Property	1		1	2		3				1	1		9
Mishandling of Passenger Property - Dam	1		1	2		2					1		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				1			2
Patdown								1		1		1	3
Patdown - Flyer								1		1		1	3
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1	1			1					3		6
Screening - Inconsistency		1											1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process						1					2		3
Screening - Security Breach											1		1
2020		**2**	**4**	**2**		**1**			**1**		**2**		**12**
Customer Service											1		1
Customer Service - TSO											1		1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property			2						1				3
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Property - Special Handling		1		2		1					1		5
Property - Special Handling - Damaged Items - Checked				2		1					1		4
Property - Special Handling - Missing Items - Checke		1											1
Screening			2										2
Screening - Inconsistency			1										1
Screening - Procedures/Process			1										1
2021					**1**								**1**
Customer Service					1								1
Customer Service - TSO					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AZA	**14**	**14**	**18**	**18**	**21**	**27**	**18**	**19**	**10**	**13**	**12**	**11**	**195**
2018				**4**	**6**	**8**	**5**	**8**	**3**	**4**	**5**	**3**	**46**
Customer Service				1		1	3	3			1		9
Customer Service - Others											1		1
Customer Service - TSO				1		1	3	3					8
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Lost and Found						1	1				1		3
Lost and Found - Airport/TSA						1	1				1		3
Mishandling of Passenger Property				2	4	1			1	1	1	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	4	1				1		2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Patdown						1				2			3
Patdown - Flyer						1				2			3
Persons w/ Disabilities (PWD)							1	1	1				3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling				1	2	2		2			1		8
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked				1		1					1		3
Property - Special Handling - Missing Items - Carry-On					1	1		1					3
Property - Special Handling - Missing Items - Checked					1								1
Screening						2		1	1	1	1	1	7
Screening - Lengthy Lines									1				1
Screening - Procedures/Process						2		1		1	1	1	6
2019	**7**	**6**	**10**	**2**	**5**	**6**	**12**	**9**	**4**	**8**	**6**	**7**	**82**
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Ge	1												1
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	1	2	2		2	2	6	3	1	1	1		21
Customer Service - TSO	1	2	2		2	2	6	3	1	1	1		21
Locks			1					1			1		3
Locks - Missing or Damaged Lock			1					1			1		3
Lost and Found					1		1				1		3
Lost and Found - Airport/TSA					1		1				1		3
Mishandling of Passenger Property	1	1	3		2	2	2	1		1	1	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Dam	1	1	2		2	1		1		1	1	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1	1						3
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)						1				1		1	3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Property - Special Handling	3	2	3	2			2	1	2	1		2	18
Property - Special Handling - Damaged It	1		1										2
Property - Special Handling - Damaged Items - Checl		2	1	1						1		1	6
Property - Special Handling - Missing Items - Carry-On				1			1	1	1				4
Property - Special Handling - Missing Item	2		1				1		1			1	6
Screening	1	1				1	1	3	1	3	2	2	15
Screening - Inconsistency	1												1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		1				1	1	2	1	3	2	1	12
Screening - Security Breach								1					1
2020	**5**	**4**	**7**	**8**	**3**	**5**	**1**	**2**	**3**	**1**	**1**	**1**	**41**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	3	2		4	2	1		1				1	14
Customer Service - TSO	3	2		4	2	1		1				1	14
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1		2	2	1	2			1				9
Mishandling of Passenger Property - Dam	1		2	1	1	2			1				8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1					1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling		1	2	1		1			2		1		8
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checke		1	2	1					2		1		7
Screening	1		1	1		1		1					5
Screening - Procedures/Process	1		1			1		1					4
Screening - Security Breach				1									1
2021	**2**	**4**	**1**	**4**	**7**	**8**							**26**
Civil Rights		1											1
Civil Rights - Sexual Harassment (TSA Employee)		1											1
Customer Service		3		2	3	3							11
Customer Service - TSO		3		2	3	3							11
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
Patdown					1								1
Patdown - Children					1								1
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling	1		1			2							4
Property - Special Handling - Damaged Items - Carry-On			1			1							2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Item	1												1
Screening	1				2	1							4
Screening - Procedures/Process	1				2	1							4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AZO	**1**	**5**	**1**	**4**	**1**	**1**	**1**	**2**		**5**	**1**		**22**
2018				**3**	**1**		**1**			**3**	**1**		**9**
Mishandling of Passenger Property				2	1		1			2			6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1		1			1			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening				1						1			2
Screening - Procedures/Process				1									1
Screening - Security Breach										1			1
2019	**1**	**1**	**1**					**2**		**2**			**7**
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property		1						1		1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Mishandling of Passenger Property - Disarrayed Item		1											1
Screening	1												1
Screening - Procedures/Process	1												1
2020		**3**		**1**		**1**							**5**
Civil Rights		1				1							2
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service		1											1
Customer Service - TSO		1											1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening		1											1
Screening - Lengthy Lines		1											1
2021		**1**											**1**
Screening		1											1
Screening - Procedures/Process		1											1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BDL	**40**	**44**	**46**	**61**	**44**	**45**	**33**	**29**	**42**	**39**	**46**	**36**	**505**
2018				**19**	**9**	**16**	**13**	**14**	**25**	**20**	**23**	**20**	**159**
Customer Service				4	3	4	2	2	4	5	2	2	28
Customer Service - Others				1	1	1				2		1	6
Customer Service - TSO				3	2	3	2	2	4	3	2	1	22
Locks				2		1		1			1	1	6
Locks - Missing or Damaged Lock				2		1		1			1	1	6
Mishandling of Passenger Property				5	2	1	4	3	6	7	4	8	40
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1		1	2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	2	1	3	3	4	4	2	3	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1			1		1	3		3	9
Patdown				2		2		4	1	3			12
Patdown - Flyer				2		2		4	1	3			12
Persons w/ Disabilities (PWD)						3	3	1	3	1	3		14
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes						1					1		2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2			1	1		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2							2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling				3	4	3	2	2	3	3	8	6	34
Property - Special Handling - Damaged Items - Carry-On				1		1							2
Property - Special Handling - Damaged Items - Checked				1	1	1	1	1	1	1	2	3	12
Property - Special Handling - Missing Items - Carry-On				1	2				2	1	1	2	9
Property - Special Handling - Missing Items - Checked					1	1	1	1		1	5	1	11
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening				3		2	2	1	7	1	5	3	24
Screening - Inconsistency						1					2	1	4
Screening - Lengthy Lines									2		1		3
Screening - Procedures/Process				2		1	2	1	5		1	2	14
Screening - Retrieving Abandoned/Confiscated Items				1							1		2
Screening - Security Breach										1			1
2019	**14**	**23**	**22**	**18**	**12**	**12**	**19**	**14**	**10**	**15**	**14**	**11**	**184**
Civil Rights			2			1	1				1		5
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination			2										2
Civil Rights - Screening of Religious or Cultural Garments							1						1
Customer Service	6	6	7	5	5	1	6	4	1	6	5		52
Customer Service - Others		1	2					1					4
Customer Service - TSO	6	5	5	5	5	1	6	3	1	6	5		48
Locks		2	1		1	1	2			1			8
Locks - Missing or Damaged Lock		2	1		1	1	2			1			8
Mishandling of Passenger Property	5	3	6	3	2	2	3	2	1	2	2	5	36
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2									3
Mishandling of Passenger Property - Dam	3	2	5	1	2	1	2		1	2	2	5	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disa	2	1				1		2					6
Persons w/ Disabilities (PWD)	1	2	1	1		1	2	1		1			10
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes		1					1						2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility D	1		1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1			1			2
Property - Special Handling	2	7	4	3	4	3	3	5	2	2	5	4	44
Property - Special Handling - Damaged Items - Carry-On										1	1		2
Property - Special Handling - Damaged Items - Checl		3		1		1	1	2	1		1	2	12
Property - Special Handling - Missing Item	1	2	1	1	2		1	1			2	2	13
Property - Special Handling - Missing Item	1	2	3	1	2	2	1	2	1	1	1		17
Screening		3	1	6		3	2	2	6	3	1	2	29
Screening - Inconsistency								1		2		1	4
Screening - Lengthy Lines		1		1					1				3
Screening - Procedures/Process		2	1	5		3	2	1	4	1	1		20
Screening - Retrieving Abandoned/Confiscated Items									1			1	2
2020	**17**	**15**	**15**	**16**	**15**	**13**	**1**	**1**	**7**	**4**	**9**	**5**	**118**
Civil Rights	1	1	1	1	1	1						2	8
Civil Rights - Hair Patdowns				1									1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination		1	1			1						1	4
Civil Rights - Sex/Gender/Gender Identity	1				1								2
Customer Service	5	1	5	1	3	2		1	2	2	3		25
Customer Service - Others	1		2			1							4
Customer Service - TSO	4	1	3	1	3	1		1	2	2	3		21
Locks	1	1		2		2					1		7
Locks - Missing or Damaged Lock	1	1		2		2					1		7
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	4	2	3	4	1			2		2	2	21
Mishandling of Passenger Property - Damaged/Missi		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missi		3	1	3	4	1			2		1	2	17
Mishandling of Passenger Property - Disa	1		1								1		3
Patdown	1								1				2
Patdown - Flyer									1				1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	3		2	1	2								8
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1		1								2
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	4	4	3	5	2	3	1			1	2	1	26
Property - Special Handling - Damaged Items - Carry-On			1			1							2
Property - Special Handling - Damaged Items - Checked				2							2		4
Property - Special Handling - Missing Item	2	1				1							4
Property - Special Handling - Missing Item	2	3	2	3	2	1	1			1		1	16
Screening	1	4	2	3	3	4			1	1	1		20
Screening - Inconsistency				1									1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	4	2	2	3	3			1	1	1		18
2021	**9**	**6**	**9**	**8**	**8**	**4**							**44**
Civil Rights			1										1
Civil Rights - Hair Patdowns			1										1
Customer Service	2		3	2	2	1							10
Customer Service - CSM					1								1
Customer Service - TCC				1									1
Customer Service - TSO	2		3	1	1	1							8
Expedited Passenger Screening Program			1	1									2
Expedited Passenger Screening Program - TSA PreCheck			1	1									2
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	3	1		2	1								7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Dam	3	1		1									5
Persons w/ Disabilities (PWD)			2	1									3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2	1									3
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beverages			1										1
Property - Special Handling	2	4				1							7
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Damaged Items - Checl		1				1							2
Property - Special Handling - Missing Item	1	2											3
Screening	2		1	2	5	2							12
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency				1									1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	2			1	4	2							9

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFF		**1**				**2**				**1**	**2**	**1**	**7**
2018						**1**					**2**	**1**	**4**
Mishandling of Passenger Property						1					2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1		2
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2019						**1**				**1**			**2**
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2020		**1**											**1**
Screening		1											1
Screening - Procedures/Process		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFL	**3**	**3**	**5**	**1**	**1**	**3**	**1**	**2**	**3**	**1**	**4**	**3**	**30**
2018						**1**	**1**	**2**	**1**		**1**	**1**	**7**
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1					1	2
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked									1				1
Screening						1		1			1		3
Screening - Procedures/Process						1		1			1		3
2019	**2**	**2**	**2**	**1**	**1**				**2**	**1**	**2**	**2**	**15**
Civil Rights	1												1
Civil Rights - National Origin	1												1
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown									1				1
Patdown - Children									1				1
Persons w/ Disabilities (PWD)		1										1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling		1	1	1					1	1		1	6
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checke		1	1						1	1			4
Screening	1		1										2
Screening - Procedures/Process	1		1										2
2020		**1**	**1**			**1**					**1**		**4**
Mishandling of Passenger Property		1	1			1							3
Mishandling of Passenger Property - Damaged/Missi		1	1			1							3
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2021	**1**		**2**			**1**							**4**
Customer Service			1										1
Customer Service - Others			1										1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFM	**2**				**1**					**1**			**4**
2020										**1**			**1**
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2021	**2**				**1**								**3**
Mishandling of Passenger Property	2				1								3
Mishandling of Passenger Property - Dam	2				1								3

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGR	**4**	**4**	**2**	**1**	**5**		**3**	**5**	**4**	**10**	**7**	**2**	**47**
2018				**1**	**2**			**2**	**3**	**4**	**5**		**17**
Civil Rights					1								1
Civil Rights - Constitutional Rights					1								1
Mishandling of Passenger Property				1	1			1	2	2	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1			1	2	2	1		8
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - General											1		1
Property - Special Handling								1	1		2		4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked									1		1		2
Screening										1	1		2
Screening - Procedures/Process										1	1		2
2019	**3**	**2**			**1**		**2**	**3**	**1**	**5**	**2**	**2**	**21**
Customer Service		1								1			2
Customer Service - Others										1			1
Customer Service - TSO		1											1
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property	1	1			1					2	2		7
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missi		1			1					2	1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)									1	2			3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1						1	2				1	5
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked								1				1	2
Property - Special Handling - Missing Item	1							1					2
Screening	1												1
Screening - Procedures/Process	1												1
2020	**1**	**2**	**2**				**1**			**1**			**7**
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Damaged/Missi		1								1			2
Property - Special Handling		1	1										2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checke		1											1
Screening			1										1
Screening - Procedures/Process			1										1
2021					**2**								**2**
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BHM	**25**	**16**	**20**	**18**	**19**	**23**	**15**	**23**	**21**	**15**	**15**	**11**	**221**
2018				**3**	**5**	**4**	**7**	**8**	**11**	**7**	**7**	**3**	**55**
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service					2	2	2	1	2	2	2	1	14
Customer Service - Others						1				1			2
Customer Service - TSO					2	1	2	1	2	1	2	1	12
Locks				1					1	1			3
Locks - Missing or Damaged Lock				1					1	1			3
Mishandling of Passenger Property				1	1	1	2	3	3		3	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1	2	3	2		1	1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1						1		2
Patdown								1	1		1		3
Patdown - Flyer								1	1		1		3
Persons w/ Disabilities (PWD)							1		1	1			3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				1	1		1	2	2	2	1	1	11
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked					1		1						2
Property - Special Handling - Missing Items - Checked								2	2	2	1	1	8
Screening					1	1	1		1	1			5
Screening - Inconsistency					1	1							2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process							1			1			2
2019	**14**	**4**	**8**	**6**	**5**	**8**	**8**	**12**	**6**	**7**	**6**	**6**	**90**
Civil Rights		1			1								2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service	3	1	2		1	2	1	6	2	2	1		21
Customer Service - TSO	3	1	2		1	2	1	6	2	2	1		21
Locks			3	1	1	1							6
Locks - Missing or Damaged Lock			3	1	1	1							6
Mishandling of Passenger Property	1	1	1	1		1	3	1	2	2	4		17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2		1	2	2		7
Mishandling of Passenger Property - Disa	1	1	1	1			1	1	1		2		9
Patdown	1			1		1			1	2			6
Patdown - Flyer	1			1		1			1	1			5
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1	1				1						1	4
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												1	1
Persons w/ Disabilities (PWD) - Respirato	1												1
Property - Special Handling	8		1	3	1	1	2	3	1	1		4	25
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Ite	5		1		1		2	1				2	12
Property - Special Handling - Missing Item	2			1		1				1			5
Property - Special Handling - Missing Item	1			2				2	1			1	7
Screening			1		1	1	2	2			1	1	9
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			1			1	2	1			1		6
2020	**8**	**10**	**10**	**6**	**6**	**7**		**3**	**4**	**1**	**2**	**2**	**59**
Civil Rights		1											1
Civil Rights - Transgender Screening		1											1
Customer Service	3	3	6	1	2	1		1	1	1	1		20
Customer Service - TSO	3	3	6	1	2	1		1	1	1	1		20
Locks	1		1										2
Locks - Missing or Damaged Lock	1		1										2
Mishandling of Passenger Property	1	2	1	1	2	3							10
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missi		1	1	1	2	2							7
Mishandling of Passenger Property - Disarrayed Item		1				1							2
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling	2	1	1	2	1	3		1	1		1	2	15
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Ite	1	1											2
Property - Special Handling - Missing Items - Carry-On						1		1					2
Property - Special Handling - Missing Item	1		1	2	1	2			1			2	10
Screening	1	3		1	1				2				8
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process	1	1							2				4
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach		1											1
2021	**3**	**2**	**2**	**3**	**3**	**4**							**17**
Customer Service	2	1	2	2	2	1							10
Customer Service - TSO	2	1	2	2	2	1							10
Expedited Passenger Screening Program						1							1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIL	**7**	**3**	**5**	**10**	**3**	**10**	**4**	**6**	**7**	**9**	**14**	**5**	**83**
2018				**4**	**1**	**1**		**2**	**4**	**4**	**3**	**2**	**21**
Civil Rights										1	1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening											1		1
Customer Service									2	1			3
Customer Service - Others										1			1
Customer Service - TSO									2				2
Locks					1			1					2
Locks - General								1					1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				2				1	1		1	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1			1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1					1			1	3
Patdown						1				1			2
Patdown - Flyer						1				1			2
Property - Special Handling				1						1	1		3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked											1		1
Screening				1					1				2
Screening - Procedures/Process				1					1				2
2019	**1**	**2**	**3**	**3**		**2**	**4**	**4**	**2**	**3**	**7**	**2**	**33**
Civil Rights											2		2
Civil Rights - Age											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service		1					1	2			1		5
Customer Service - Others							1	2			1		4
Customer Service - TSO		1											1
Mishandling of Passenger Property			1	1		1	1	1	1		2	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1	1	1			2	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown			1							1		1	3
Patdown - Flyer			1							1		1	3
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Property - Special Handling	1		1	1		1				2			6
Property - Special Handling - Damaged Items - Checked			1							1			2
Property - Special Handling - Missing Item	1			1		1				1			4
Screening							2	1	1		2		6
Screening - Lengthy Lines											1		1
Screening - Procedures/Process							2	1	1		1		5
2020	**4**	**1**	**2**	**2**		**4**			**1**	**2**	**4**	**1**	**21**
Customer Service			1	1									2
Customer Service - Others			1										1
Customer Service - TSO				1									1
Mishandling of Passenger Property	1								1		2		4
Mishandling of Passenger Property - Dam	1										2		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)	1					1					1		3
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	2	1				2					1		6
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Item	1	1											2
Property - Special Handling - Missing Item	1					2							3
Screening			1	1						2		1	5
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1							2		1	4
2021	**2**			**1**	**2**	**3**							**8**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
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 It	1					1							2
Screening	1												1
Screening - Inconsistency	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BIS	**2**	**3**	**5**	**5**	**7**	**2**	**3**	**4**	**5**	**6**	**4**	**5**	**51**
2018				**2**	**2**		**1**	**2**	**2**	**2**	**4**	**1**	**16**
Civil Rights					1								1
Civil Rights - Hair Patdowns					1								1
Customer Service					1		1	1		1	2		6
Customer Service - Others											2		2
Customer Service - TSO					1		1	1		1			4
Mishandling of Passenger Property				2				1		1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2									2
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening									1		2	1	4
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency											1		1
Screening - Procedures/Process									1		1		2
2019		**2**	**3**		**1**	**1**	**1**	**1**	**2**	**2**		**4**	**17**
Customer Service		1	1						1				3
Customer Service - TSO		1	1						1				3
Locks							1			1		1	3
Locks - Missing or Damaged Lock							1			1		1	3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Property - Special Handling		1	2		1	1		1	1			1	8
Property - Special Handling - Damaged Items - Checked			1						1				2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checke		1			1	1		1				1	5
Screening										1		1	2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process												1	1
2020	**1**		**2**	**1**	**3**	**1**	**1**	**1**	**1**	**2**			**13**
Customer Service			1		2					1			4
Customer Service - Others										1			1
Customer Service - TSO			1		2								3
Mishandling of Passenger Property			1	1		1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1		1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Patdown					1								1
Patdown - Non-Flyer					1								1
Property - Special Handling	1						1		1	1			4
Property - Special Handling - Damaged It	1								1	1			3
Property - Special Handling - Missing Items - Checked							1						1
2021	**1**	**1**		**2**	**1**								**5**
Customer Service				1									1
Customer Service - TSO				1									1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Carry-C		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BJI	**2**	**1**	**3**	**3**	**6**	**2**	**1**	**2**	**3**	**2**	**9**	**1**	**35**
2018				**1**			**1**	**1**	**1**		**4**		**8**
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property							1		1		2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				1		2
Property - Special Handling								1			1		2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2019	**1**	**1**	**1**		**1**			**1**	**1**	**2**	**3**	**1**	**12**
Customer Service										1			1
Customer Service - TSO										1			1
Locks	1	1						1				1	4
Locks - Missing or Damaged Lock	1	1						1				1	4
Mishandling of Passenger Property					1				1	1	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1	2		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling			1								1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked			1										1
2020	**1**		**2**	**1**	**4**	**2**			**1**		**2**		**13**
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property	1				4	2					2		9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Dam	1				4	2					1		8
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening				1					1				2
Screening - Procedures/Process				1					1				2
2021				**1**	**1**								**2**
Customer Service					1								1
Customer Service - TSO					1								1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BKW		**1**										**1**	**2**
2018												**1**	**1**
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
2021		**1**											**1**
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLI	**5**	**5**	**7**	**9**	**5**	**8**	**7**	**6**	**6**	**4**	**6**	**5**	**73**
2018				**3**	**2**	**5**	**3**	**4**	**3**	**1**	**2**	**3**	**26**
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service					1	1		1	1			1	5
Customer Service - Others									1				1
Customer Service - TSO					1	1		1				1	4
Locks				1	1						1		3
Locks - Missing or Damaged Lock				1	1						1		3
Mishandling of Passenger Property						1	1		1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown									1			1	2
Patdown - Flyer									1			1	2
Persons w/ Disabilities (PWD)								2					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Property - Special Handling				1		1							2
Property - Special Handling - Missing Items - Carry-On				1		1							2
Screening				1		2	1	1				1	6
Screening - Lengthy Lines				1									1
Screening - Procedures/Process						2	1	1				1	5
2019	**2**	**3**	**1**	**3**	**3**	**1**	**4**	**2**	**3**	**2**	**3**	**2**	**29**
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service					2			1	1				4
Customer Service - TSO					2			1	1				4
Mishandling of Passenger Property		1		2			1						4
Mishandling of Passenger Property - Damaged/Missi		1		2			1						4
Patdown							2		2	1	1		6
Patdown - Flyer							2		2	1	1		6
Persons w/ Disabilities (PWD)			1				1	1					3
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1				1						2
Property - Special Handling	2	1			1	1						1	6
Property - Special Handling - Damaged Items - Carry-On					1							1	2
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Missing Item	1	1											2
Screening		1		1						1	1	1	5
Screening - Inconsistency		1									1		2
Screening - Procedures/Process				1						1		1	3
2020	**3**	**2**	**5**	**3**		**2**				**1**	**1**		**17**
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1		2										3
Customer Service - TSO	1		2										3
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown				2		1							3
Patdown - Flyer				2		1							3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - General										1			1
Property - Special Handling	1		2	1									4
Property - Special Handling - Damaged It	1		1										2
Property - Special Handling - Missing Items - Carry-On			1	1									2
Screening		2	1										3
Screening - Procedures/Process		2	1										3
2021			**1**										**1**
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BLV	**5**	**1**		**4**	**2**	**6**	**6**	**2**	**5**	**5**	**3**	**3**	**42**
2018				**1**		**5**	**2**		**1**	**4**		**1**	**14**
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service						2	1			1			4
Customer Service - Others						1							1
Customer Service - TSO						1	1			1			3
Mishandling of Passenger Property				1		1						1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening						1				3			4
Screening - Inconsistency										1			1
Screening - Procedures/Process						1				2			3
2019	**1**	**1**		**2**	**1**		**4**	**1**	**1**	**1**		**1**	**13**
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service		1		1	1		1			1		1	6
Customer Service - TSO		1		1	1		1			1		1	6
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling	1								1				2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Item	1												1
Screening							2						2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process							1						1
2020	**4**			**1**				**1**	**3**		**3**	**1**	**13**
Civil Rights									1		2		3
Civil Rights - Racial Profiling or Discrimination									1		1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service	1								1				2
Customer Service - TSO	1								1				2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)	1								1				2
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Property - Special Handling	2												2
Property - Special Handling - Missing Item	2												2
Screening								1			1	1	3
Screening - Procedures/Process								1			1	1	3
2021					**1**	**1**							**2**
Customer Service						1							1
Customer Service - TSO						1							1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BMI	**4**	**1**	**5**	**1**	**4**	**4**	**1**	**4**	**3**	**2**	**3**	**3**	**35**
2018				**1**	**1**	**1**		**1**	**1**	**1**		**2**	**8**
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Screening				1	1			1	1				4
Screening - Procedures/Process					1			1	1				3
Screening - Security Breach				1									1
2019	**2**		**3**				**1**	**1**	**2**	**1**	**2**		**12**
Civil Rights									1				1
Civil Rights - National Origin									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked							1						1
Screening	1		2								2		5
Screening - Procedures/Process	1		2								2		5
2020	**2**	**1**	**2**		**2**	**2**		**2**			**1**	**1**	**13**
Customer Service			1					2					3
Customer Service - Others			1					1					2
Customer Service - TSO								1					1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1			1						1	1	4
Mishandling of Passenger Property - Damaged/Missi		1			1							1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling	1		1		1	1							4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Iten	1		1			1							3
Screening						1							1
Screening - Procedures/Process						1							1
2021					**1**	**1**							**2**
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BNA	**93**	**80**	**75**	**86**	**82**	**77**	**56**	**89**	**71**	**95**	**80**	**82**	**966**
2018				**15**	**18**	**26**	**24**	**42**	**21**	**27**	**35**	**28**	**236**
Civil Rights							1	1					2
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service				2		2	3	7	2	4	5	3	28
Customer Service - TSO				2		2	3	7	2	4	5	3	28
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domestic								1					1
Locks				1	2	3		2	2	3	3	3	19
Locks - Missing or Damaged Lock				1	2	3		2	2	3	3	3	19
Lost and Found								2	1				3
Lost and Found - Airport/TSA								2	1				3
Mishandling of Passenger Property				3	6	4	8	9	10	11	9	11	71
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1	1	1		2	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	5	4	5	8	9	10	7	8	58
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1		3				2	1	8
Patdown				2	4	2	1	4	1	1		2	17
Patdown - Flyer				1	4	2	1	2	1	1		1	13
Patdown - Flyer as Observer								2				1	3
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)					1	3	1	2	1	2	3	2	15
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1			1	1	3
Persons w/ Disabilities (PWD) - General					1	1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1	1	1	1			5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1	1	2
Property - Special Handling				5	4	8	7	6	3	3	10	5	51
Property - Special Handling - Damaged Items - Carry-On				1		1		1		1	2	1	7
Property - Special Handling - Damaged Items - Checked				1	3		3	2		1	3		13
Property - Special Handling - Missing Items - Carry-On						2	1				1	1	5
Property - Special Handling - Missing Items - Checked				3	1	5	3	3	3	1	4	3	26
Screening				2	1	4	3	8	1	3	5	2	29
Screening - Inconsistency				1		1	1	1					4
Screening - Lengthy Lines							1			1		1	3
Screening - Procedures/Process				1	1	3	1	7	1	2	5		21
Screening - Security Breach												1	1
2019	**34**	**35**	**34**	**19**	**27**	**24**	**31**	**39**	**41**	**52**	**29**	**40**	**405**
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights	1	4	2		1		1	1	2	2			14
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimination		3	1							2			6
Civil Rights - Sex/Gender/Gender Identity	1	1	1					1	2				6
Civil Rights - Transgender Screening							1						1
Customer Service	7	3	5	3	7	4	2	3	4	3	3	8	52
Customer Service - TSO	7	3	5	3	7	4	2	3	4	3	3	8	52
Identification (ID) Requirements	1												1
Identification (ID) Requirements - Domest	1												1
Locks	2	4	2	1	4	4	1	5	2	1	3	2	31
Locks - General												1	1
Locks - Missing or Damaged Lock	2	4	2	1	4	4	1	5	2	1	3	1	30
Lost and Found		1							1	2			4
Lost and Found - Airport/TSA		1							1	2			4
Mishandling of Passenger Property	9	8	6	6	4	7	9	9	11	23	14	13	119
Mishandling of Passenger Property - Dam	1	1			1	1				3	2	1	10
Mishandling of Passenger Property - Dam	6	6	5	6	2	4	7	8	7	14	9	9	83
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disa	2	1	1		1	2	2	1	4	6	2	3	25
Patdown	1		1		2	3	5	5		1		3	21
Patdown - Flyer	1		1		2	3	5	4		1		3	20
Patdown - General								1					1
Persons w/ Disabilities (PWD)		4	1		1	1	1	1	3	3	1	2	18
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer		1					1						2
Persons w/ Disabilities (PWD) - Diabetes			1							1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1	2	1		1	6
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		3								1			4
Property - Special Handling	8	10	14	6	7	5	6	11	12	16	7	9	111
Property - Special Handling - Damaged Ite	1	1	3	3	2	1		5	1	1	1	2	21
Property - Special Handling - Damaged Ite	4	4	3		4	3	3	3	5	8	4	4	45
Property - Special Handling - Missing Items - Carry-On			1						2	1		1	5
Property - Special Handling - Missing Item	3	5	7	3	1	1	3	3	4	6	2	2	40
Screening	5	1	3	3	1		6	4	5	1	1	3	33
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency	1		1						1				3
Screening - Lengthy Lines	1						3		1				5
Screening - Procedures/Process	3	1	2	1	1		3	3	1	1		1	17
Screening - Security Breach				2				1	2			1	6
Screening - Shoe Screening											1		1
2020	**43**	**29**	**31**	**35**	**26**	**22**	**1**	**8**	**9**	**16**	**16**	**14**	**250**

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	2		2		1					2		1	8
Civil Rights - Headwear												1	1
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimina	1									1			2
Civil Rights - Sex/Gender/Gender Identity-	1		1		1					1			4
Customer Service	6	4		2	3	3	1	3	1	5	3	2	33
Customer Service - TSO	6	4		2	3	3	1	3	1	5	3	2	33
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks	1	3	5	3	2	1		1		1	1	1	19
Locks - Missing or Damaged Lock	1	3	5	3	2	1		1		1	1	1	19
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	20	7	11	10	6	9		1	3	3	4	4	78
Mishandling of Passenger Property - Damaged/Missi		1	1	1									3
Mishandling of Passenger Property - Dam	15	6	8	8	5	8		1	3	1	3	3	61
Mishandling of Passenger Property - Disa	5		2	1	1	1				2	1	1	14
Patdown	2		1	1							2		6
Patdown - Flyer	2		1	1							2		6
Persons w/ Disabilities (PWD)	1	1	2	5	2	1							12
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				2									2
Persons w/ Disabilities (PWD) - Mobility D	1			1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1	1										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	7	12	8	13	8	7		2	4	3	5	2	71
Property - Special Handling - Damaged Ite	1	2	1	1	3	1							9
Property - Special Handling - Damaged Ite	2	2	5	3	2	5			1	2	3	1	26
Property - Special Handling - Missing Items - Carry-C		1		2					1				4
Property - Special Handling - Missing Item	4	7	2	7	3	1		2	2	1	2	1	32
Request for Assistance			1		1								2
Request for Assistance - Other			1		1								2
Screening	4	2	1	1	2			1	1	2	1	4	19
Screening - Inconsistency	1												1
Screening - Procedures/Process	3		1	1	2			1	1	2	1	4	16
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach		1											1
2021	**16**	**16**	**10**	**17**	**11**	**5**							**75**
Civil Rights	2				1								3
Civil Rights - Civil Rights Violation (TSA Employee)					1								1
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity-	1												1
Claims		1											1
Claims - General		1											1
Customer Service	2	2	2	7	1								14
Customer Service - Others	1												1
Customer Service - TSO	1	2	2	7	1								13
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program			1		1	2							4
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA PreCheck			1		1	1							3
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	5	3	4		3								15
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	5	2	2		2								11
Mishandling of Passenger Property - Disarrayed Item		1	1		1								3
No Jurisdiction						1							1
No Jurisdiction - Refer to Other						1							1
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown	1		1	1									3
Patdown - Flyer	1		1	1									3
Persons w/ Disabilities (PWD)					2								2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Prohibited & Permitted Items		1		2									3
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Firearm/Ammunition				2									2
Property - Special Handling	2	6		4									12
Property - Special Handling - Damaged Items - Carry		1		1									2
Property - Special Handling - Damaged Ite	1	4		2									7
Property - Special Handling - Missing Item	1	1		1									3
Screening	3	2	1		3	2							11
Screening - Procedures/Process	3	2	1		3	2							11

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOI	**22**	**18**	**38**	**43**	**20**	**24**	**11**	**21**	**20**	**17**	**26**	**13**	**273**
2018				**15**	**6**	**3**	**6**	**6**	**7**	**7**	**9**	**5**	**64**
Civil Rights				2									2
Civil Rights - Hair Patdowns				1									1
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service				2		1	3		3	2	2		13
Customer Service - Others							1						1
Customer Service - TSO				2		1	2		3	2	2		12
Locks									1		2		3
Locks - Missing or Damaged Lock									1		2		3
Mishandling of Passenger Property				5	2	1	1	2	1	3	3	1	19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	1	1	1	1	1	2	2	1	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1			1		1			4
Patdown					1			1			1		3
Patdown - Flyer					1			1			1		3
Persons w/ Disabilities (PWD)				1				1			1	1	4
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling				3	1		2	2	2	1		2	13
Property - Special Handling - Damaged Items - Checked				2			1	1				1	5
Property - Special Handling - Missing Items - Carry-On				1				1					2
Property - Special Handling - Missing Items - Checked					1		1		2	1		1	6
Screening				2	2	1				1		1	7
Screening - Inconsistency						1							1
Screening - Procedures/Process				1	1					1		1	4
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach					1								1
2019	**12**	**6**	**19**	**13**	**5**	**14**	**4**	**13**	**7**	**8**	**15**	**6**	**122**
Civil Rights	1			1				1	1		1		5
Civil Rights - Age									1				1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimina	1										1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				2		2		1		2	2	1	10
Customer Service - TSO				2		2		1		2	2	1	10
Locks		1			1	1		1			4		8
Locks - Missing or Damaged Lock		1			1	1		1			4		8
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	3	1	6	3	2	1	3	4	5	2	4		34
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	3	1	5	2	1	1	1	4	5	2	4		29
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1		1						3
Patdown			2	1		1			1	2	1	1	9
Patdown - Flyer			1	1		1			1	2	1	1	8
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	3		3	1	1	1							9
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1	1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	5	3	7	3	1	6	1	4		1	1	2	34
Property - Special Handling - Damaged Items - Checl		1	2			1	1	1				2	8
Property - Special Handling - Missing Items - Carry-C		1			1	2							4
Property - Special Handling - Missing Item	5	1	5	3		3		3		1	1		22
Screening		1	1	2		2		1		1	2	2	12
Screening - Inconsistency								1					1
Screening - Procedures/Process		1	1	2		2				1	2	2	11
2020	**6**	**3**	**13**	**10**	**6**	**4**	**1**	**2**	**6**	**2**	**2**	**2**	**57**
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service			1						1		1		3
Customer Service - TSO			1						1		1		3
Locks			1	1							1		3
Locks - Missing or Damaged Lock			1	1							1		3
Mishandling of Passenger Property	2		8	1	3	3			1	1			19
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1									2
Mishandling of Passenger Property - Dam	2		5		3	2			1	1			14
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2			1							3
Patdown	1		1	2	1								5
Patdown - Flyer	1		1	2	1								5
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling	3		2	4	1			1	4	1		2	18
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Ite	1			1	1				2				5
Property - Special Handling - Missing Item	2		2	2				1	2	1		2	12

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening		3			1		1	1					6
Screening - Procedures/Process		3			1		1	1					6
2021	**4**	**9**	**6**	**5**	**3**	**3**							**30**
Customer Service	1	2	2	3	1	1							10
Customer Service - CSM			1										1
Customer Service - TCC				1									1
Customer Service - TSO	1	2	1	2	1	1							8
Expedited Passenger Screening Program			1	1	1								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	2	2	1	1		1							7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Dam	2	2	1	1									6
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling		3											3
Property - Special Handling - Damaged Items - Checl		2											2
Property - Special Handling - Missing Items - Carry-C		1											1
Screening		1	1		1	1							4
Screening - Inconsistency						1							1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process		1			1								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOS	**288**	**211**	**248**	**257**	**236**	**218**	**208**	**209**	**252**	**262**	**263**	**257**	**2,909**
2018				**89**	**89**	**71**	**126**	**114**	**128**	**119**	**136**	**105**	**977**
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer as Observer										1			1
Civil Rights				2	2	3	9	6	5	6	3	4	40
Civil Rights - Age						1	1						2
Civil Rights - Constitutional Rights					1						1	1	3
Civil Rights - Hair Patdowns									1				1
Civil Rights - Headwear									1	1			2
Civil Rights - National Origin								1	1				2
Civil Rights - Racial Profiling or Discrimination				1	1	1	3	2	1	4		3	16
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Screening of Religious or Cultural Garments								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1			1	1		1	2		6
Civil Rights - Sexual Orientation - Not Transgender							4						4
Civil Rights - Transgender Screening								1	1				2
Customer Service				13	20	16	30	16	27	30	24	12	188
Customer Service - Others					3	1	1	2	2	1	1	1	12
Customer Service - TSO				13	17	15	29	14	25	29	23	11	176
Identification (ID) Requirements				1					1				2
Identification (ID) Requirements - Domestic									1				1
Identification (ID) Requirements - Minors Domestic				1									1
Locks				2	4	4	6	8	4	6	4	7	45
Locks - General							1	1	1		1		4
Locks - Missing or Damaged Lock				2	4	4	5	7	3	6	3	7	41
Lost and Found				4	3	1	7	6	3	3	13	6	46
Lost and Found - Airport/TSA				4	3	1	7	6	3	3	13	6	46
Mishandling of Passenger Property				31	24	11	28	29	33	26	43	35	260
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	2	2	4	5	2	3	2	1	22
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				26	17	5	24	22	27	20	34	30	205
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				2		2			1				5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2	5	2		2	3	3	7	4	28
Patdown				1	6	5	4	7	5	2	6	2	38
Patdown - Flyer				1	6	5	4	7	5	1	4	2	35
Patdown - Flyer as Observer										1	1		2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				6	3	5	8	5	9	10	5	3	54
Persons w/ Disabilities (PWD) - Autism Spectrum					1					1			2
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Diabetes				1		1	2		1	1			6
Persons w/ Disabilities (PWD) - General				2				1		2			5
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1	1	1		1	4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	2				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1				1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1		4	2		8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1						1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service Animals						1	2			1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1			1		1				3
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1		4		1	1	9
Property - Special Handling				22	15	18	17	25	24	22	22	21	186
Property - Special Handling - Damaged Items - Carry-On					2	3			1		2		8
Property - Special Handling - Damaged Items - Checked				6	4	5	4	7	6	9	4	6	51
Property - Special Handling - Missing Items - Carry-On				3	5	2	4	7	6	4	6	1	38
Property - Special Handling - Missing Items - Checked				13	4	8	9	11	11	9	10	14	89
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				7	12	8	17	12	17	13	16	14	116
Screening - Children									1				1
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency						1			2	1	1		5
Screening - Lengthy Lines				2	4	3	2	2	2	2	1		18
Screening - Procedures/Process				4	7	4	15	10	12	9	12	13	86
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach					1					1	2		4
2019	**135**	**93**	**104**	**69**	**64**	**84**	**76**	**88**	**110**	**116**	**104**	**124**	**1,167**
Advanced Imaging Technology (AIT)	1			1						1		1	4
Advanced Imaging Technology (AIT) - Fly	1			1						1		1	4
Civil Rights	7	9	1	2	4	5	1	2	4	3	6	2	46
Civil Rights - Age			1				1				1		3
Civil Rights - Constitutional Rights	1			1									2
Civil Rights - Hair Patdowns					1				1				2
Civil Rights - Headwear	1										1		2
Civil Rights - National Origin						1			1				2
Civil Rights - Perceived Religion									1			1	2
Civil Rights - Racial Profiling or Discrimina	4	3		1	3	4		2			3	1	21
Civil Rights - Screening of Religious or Cultural Garments										1			1
Civil Rights - Sex/Gender/Gender Identity-	1	5								2	1		9
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening		1											1
Customer Service	27	24	20	11	9	18	12	15	18	20	13	18	205
Customer Service - Others		1	1		1	1	1		4		1	3	13
Customer Service - TSO	27	23	19	11	8	17	11	15	14	20	12	15	192

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks	7	5	5	3	1	3	4	2	4	8	4	10	56
Locks - Missing or Damaged Lock	7	5	5	3	1	3	4	2	4	8	4	10	56
Lost and Found	4	2	3	3	4	3	1	1	2	3			26
Lost and Found - Airport/TSA	4	2	3	3	4	3	1	1	2	3			26
Mishandling of Passenger Property	35	16	20	19	14	18	16	23	20	26	26	33	266
Mishandling of Passenger Property - Dam	1				1	4		1	2	3	1	3	16
Mishandling of Passenger Property - Dam	26	15	17	17	9	12	14	17	14	20	19	26	206
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1	1					3
Mishandling of Passenger Property - Disa	8	1	3	2	3	2	1	4	4	3	6	4	41
Patdown	4	4	6	2	4	3	2	4	8	5	7	7	56
Patdown - Flyer	4	3	6	2	3	2	2	3	8	4	7	7	51
Patdown - Flyer as Observer		1								1			2
Patdown - General					1	1							2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	4	8	6	2	5	4	5	11	8	7	7	6	73
Persons w/ Disabilities (PWD) - Cancer (general) Not		1	1										2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes	1		1			1			1	2			6
Persons w/ Disabilities (PWD) - General			1			1							2
Persons w/ Disabilities (PWD) - Hearing Impairment		1									1		2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1	1				2
Persons w/ Disabilities (PWD) - Medically	1	2					1	1	1			2	8
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	1	1	1		1	4	2				11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1	1	1				3
Persons w/ Disabilities (PWD) - Prosthesi	1	1		1				1		2	1		7
Persons w/ Disabilities (PWD) - Service Animals							1				1	1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1				1				1	1	2	6
Persons w/ Disabilities (PWD) - Visual Impairment					1					1	1		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2		3	1	1	3	2		2	1	16
Property - Special Handling	23	14	31	18	16	18	13	17	26	30	29	25	260
Property - Special Handling - Damaged Items - Carry-On			2	2	2	3	1	1	3	2	2	3	21
Property - Special Handling - Damaged Ite	3	1	7	2	1	2	5	4	8	13	8	4	58
Property - Special Handling - Missing Item	2	7	5	3	5	3	2	2	4	4	8	8	53
Property - Special Handling - Missing Item	18	6	17	11	8	10	5	10	11	11	11	10	128
Request for Assistance						2	2		1	1	1		7
Request for Assistance - Other						2	2		1	1	1		7
Screening	23	11	12	8	7	10	20	13	19	12	10	22	167
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	3			1					1			2	7
Screening - Lengthy Lines	6	1	3	1	1	1	1		2		1	1	18
Screening - Military										1			1
Screening - Procedures/Process	12	10	7	6	6	8	17	13	16	11	7	18	131
Screening - Retrieving Abandoned/Confis	1		2				1						4
Screening - Security Breach	1					1	1				1	1	5
2020	**126**	**96**	**114**	**77**	**76**	**34**	**6**	**7**	**14**	**27**	**23**	**28**	**628**
Civil Rights	4	13	5	1	4	1		1				1	30
Civil Rights - Age		3											3
Civil Rights - Constitutional Rights		2											2
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimina	1	5	4		3			1				1	15
Civil Rights - Screening of Religious or Cu	1												1
Civil Rights - Sex/Gender/Gender Identity	1	3				1							5
Civil Rights - Transgender Screening	1		1		1								3
Customer Service	26	17	18	17	11	5	1	1		3	7	5	111
Customer Service - Others	1	1	1			1							4
Customer Service - TSO	25	16	17	17	11	4	1	1		3	7	5	107
Locks	1	3	4	5	2	2				2	2	2	23
Locks - Missing or Damaged Lock	1	3	4	5	2	2				2	2	2	23
Lost and Found	4		2	1	1		1		1	1			11
Lost and Found - Airport/TSA	4		2	1	1		1		1	1			11
Mishandling of Passenger Property	34	24	26	13	14	7	1	1	3	4	5	3	135
Mishandling of Passenger Property - Dam	9	6	6	5	5	1					2		34
Mishandling of Passenger Property - Dam	21	15	17	7	9	4	1		3	3	2	2	84
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disa	4	3	2	1		2		1		1	1	1	16
Patdown	8	4	4	2	2							1	21
Patdown - Flyer	6	4	4	2	2							1	19
Patdown - Flyer as Observer	2												2
Persons w/ Disabilities (PWD)	8	7	3	5	1	1			1	1	3		30
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes		2	1	1									4
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	2	1				1					2		6
Persons w/ Disabilities (PWD) - Mobility D	3			3									6
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Visual Impairment		1	1										2
Persons w/ Disabilities (PWD) - Wheelcha	1	1	1	1							1		5
Property - Special Handling	20	10	21	16	18	12	2	4	3	6	3	10	125
Property - Special Handling - Damaged Ite	1	2	3	2	3	1			1		1	1	15

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	4	2	3	4	5	5	1	1	1	3	1	2	32
Property - Special Handling - Missing Item	5	3	6	3	4	2		1	1			4	29
Property - Special Handling - Missing Item	10	3	9	7	6	4	1	2		3	1	3	49
Request for Assistance		2											2
Request for Assistance - Other		2											2
Screening	21	16	31	17	23	6	1		6	9	3	6	139
Screening - Inconsistency					1				1				2
Screening - Lengthy Lines	1	1	2							1			5
Screening - Procedures/Process	18	15	29	17	21	5			4	8	2	5	124
Screening - Retrieving Abandoned/Confis	1						1					1	3
Screening - Security Breach	1				1				1				3
Screening - Traveling with Cash						1					1		2
SIDA (Security Identification Display Area)										1			1
SIDA (Security Identification Display Area) - General										1			1
2021	**27**	**22**	**30**	**22**	**7**	**29**							**137**
Civil Rights	3		2	2		2							9
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights						1							1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimina	1		1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening	1					1							2
Claims				1									1
Claims - General				1									1
Customer Service	3	3	14	10	3	4							37
Customer Service - Others						1							1
Customer Service - TCC				1									1
Customer Service - TSO	3	3	14	9	3	3							35
Expedited Passenger Screening Program			2	3	1	9							15
Expedited Passenger Screening Program - TSA PreCheck			2	3	1	9							15
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	11	8	5	3	1	4							32
Mishandling of Passenger Property - Dam	1	1	2	1	1	1							7
Mishandling of Passenger Property - Dam	7	5	3	2		2							19
Mishandling of Passenger Property - Disa	3	2				1							6
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown	2	1	1										4
Patdown - Flyer	1	1	1										3
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		1	2			1							4
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Remains						1							1
Property - Special Handling	5	7	2	2		5							21
Property - Special Handling - Damaged Ite	1	2	1	1		1							6
Property - Special Handling - Damaged Ite	2	1		1									4
Property - Special Handling - Missing Items - Carry-C		2	1			2							5
Property - Special Handling - Missing Item	2	2				2							6
Screening	2	2	1		2	3							10
Screening - Inconsistency			1										1
Screening - Procedures/Process	2	2			2	3							9

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BPT	**1**	**3**	**3**		**2**	**1**		**1**	**1**	**1**	**2**		**15**
2018										**1**	**2**		**3**
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2019	**1**	**1**	**2**					**1**	**1**				**6**
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Items - Checked								1	1				2
Screening		1	2										3
Screening - Procedures/Process		1	2										3
2020		**1**			**2**								**3**
Customer Service					1								1
Customer Service - TSO					1								1
Screening		1			1								2
Screening - Procedures/Process		1			1								2
2021		**1**	**1**			**1**							**3**
Expedited Passenger Screening Program			1										1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Screening						1							1
Screening - Lengthy Lines						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQK	**2**	**3**	**3**	**8**	**3**	**6**	**7**	**2**	**8**	**5**	**4**	**3**	**54**
2018				**4**	**2**	**1**	**1**	**2**	**3**	**3**	**3**	**2**	**21**
Customer Service								1					1
Customer Service - TSO								1					1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property				3		1	1	1	3	3	2	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2			1		2	3	1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1		1			1		4
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling				1	1								2
Property - Special Handling - Missing Items - Checked				1	1								2
2019	**1**	**2**	**1**	**4**	**1**	**4**	**6**		**5**	**2**	**1**	**1**	**28**
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property	1		1	2	1	2	3		3	1	1		15
Mishandling of Passenger Property - Dam	1		1	1	1	1	2						7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1	1		3	1	1		8
Patdown		1				1	1						3
Patdown - Flyer		1				1	1						3
Property - Special Handling		1		2		1			1				5
Property - Special Handling - Damaged Items - Checl		1		1					1				3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						1							1
Screening							2		1	1			4
Screening - Procedures/Process							2		1	1			4
2020		**1**											**1**
Customer Service		1											1
Customer Service - TSO		1											1
2021	**1**		**2**			**1**							**4**
Civil Rights			1										1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQN	**6**	**2**	**7**	**8**	**1**	**6**	**4**	**6**	**8**	**7**	**5**	**4**	**64**
2018				**3**		**2**	**1**	**2**	**3**	**6**	**2**		**19**
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1			1			1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1			1			3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Property - Special Handling				1		2		2					5
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						2		1					3
Screening				1					1	3	2		7
Screening - Procedures/Process				1					1	3	2		7
2019	**3**	**1**	**6**	**3**	**1**	**1**	**3**	**4**	**5**	**1**	**3**	**4**	**35**
Customer Service	1		1				1	1					4
Customer Service - Others	1												1
Customer Service - TSO			1				1	1					3
Lost and Found		1	1						1				3
Lost and Found - Airport/TSA		1	1						1				3
Mishandling of Passenger Property	2		1	2			2	1	1	1	1	2	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2			1						3
Mishandling of Passenger Property - Dam	2		1				1		1		1	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown								1				1	2
Patdown - Flyer								1				1	2
Property - Special Handling			3			1			3		2		9
Property - Special Handling - Missing Items - Carry-On									3		2		5
Property - Special Handling - Missing Items - Checked			3			1							4
Screening				1	1			1				1	4
Screening - Procedures/Process				1				1				1	3
Screening - Security Breach					1								1
2020	**3**	**1**	**1**	**2**		**3**							**10**
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Property - Special Handling	1					1							2
Property - Special Handling - Missing Item	1					1							2
Screening		1		1									2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRD	**4**	**2**	**4**	**1**	**1**	**2**		**1**			**2**	**1**	**18**
2018					**1**			**1**					**2**
Mishandling of Passenger Property					1			1					2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1					2
2019	**3**	**2**	**2**			**1**					**1**		**9**
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2	2	1								1		6
Mishandling of Passenger Property - Dam	1	1	1								1		4
Mishandling of Passenger Property - Disa	1	1											2
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
2020	**1**		**2**	**1**							**1**	**1**	**6**
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Dam	1		1										2
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening			1								1	1	3
Screening - Procedures/Process			1								1	1	3
2021						**1**							**1**
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRO	**2**			**2**	**1**	**2**	**2**		**2**	**1**		**1**	**13**
2018					**1**					**1**			**2**
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
2019	**1**			**2**		**2**	**2**		**1**			**1**	**9**
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service				1									1
Customer Service - TSO				1									1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Property - Special Handling				1			1						2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked				1									1
Screening						1						1	2
Screening - Procedures/Process						1						1	2
2020	**1**								**1**				**2**
Civil Rights									1				1
Civil Rights - Hair Patdowns									1				1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRW	**1**		**1**	**1**					**1**				**4**
2018				**1**					**1**				**2**
Property - Special Handling				1					1				2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On									1				1
2019	**1**												**1**
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
2020			**1**										**1**
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTR	**3**	**3**	**4**	**5**	**8**	**1**	**4**	**4**	**5**	**5**	**8**	**5**	**55**
2018				**2**	**3**	**1**		**3**	**3**	**1**	**4**	**1**	**18**
Customer Service					2			2		1		1	6
Customer Service - Others								2					2
Customer Service - TSO					2					1		1	4
Mishandling of Passenger Property								1	2		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1		1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Visual Impairment				2									2
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Checked									1		1		2
Screening					1	1					2		4
Screening - Procedures/Process					1	1					2		4
2019	**2**	**1**	**3**	**1**	**2**		**4**	**1**	**2**	**4**	**2**	**4**	**26**
Customer Service					1		1	1		2	1		6
Customer Service - Others					1		1						2
Customer Service - TSO								1		2	1		4
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		1	1	1		2			1		3	10
Mishandling of Passenger Property - Dam	1			1	1		2			1		2	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1									1	2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Property - Special Handling	1	1							2	1	1	1	7
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Items - Carry-C		1							1			1	3
Property - Special Handling - Missing Items - Checked									1	1	1		3
Screening			1										1
Screening - Security Breach			1										1
2020	**1**	**2**		**1**	**2**						**2**		**8**
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Customer Service											1		1
Customer Service - Others											1		1
Mishandling of Passenger Property	1	1			1						1		4
Mishandling of Passenger Property - Dam	1	1			1						1		4
Patdown					1								1
Patdown - Flyer					1								1
Screening		1											1
Screening - Procedures/Process		1											1
2021			**1**	**1**	**1**								**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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTV	**18**	**18**	**16**	**9**	**18**	**12**	**6**	**8**	**9**	**22**	**18**	**13**	**167**
2018				**4**	**3**	**5**		**2**	**2**	**9**	**12**	**6**	**43**
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service						2		1	1	1	1	1	7
Customer Service - Others						1							1
Customer Service - TSO						1		1	1	1	1	1	6
Mishandling of Passenger Property				1	1				1	2	4	2	11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1				1	1	3		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	2	3
Patdown						1				2	3	1	7
Patdown - Flyer						1				2	3	1	7
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling										1	1	1	3
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked										1	1		2
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening				3	1	2		1		3	2		12
Screening - Lengthy Lines				2							1		3
Screening - Procedures/Process				1	1	2		1		3	1		9
2019	**10**	**7**	**6**	**3**	**6**	**3**	**5**	**6**	**5**	**12**	**5**	**6**	**74**
Advanced Imaging Technology (AIT)			1						1				2
Advanced Imaging Technology (AIT) - Children			1										1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights		1											1
Civil Rights - Constitutional Rights		1											1
Customer Service	4	2		1	1	1	1	1	2	2	2		17
Customer Service - Others							1			1			2
Customer Service - TSO	4	2		1	1	1		1	2	1	2		15
Locks				1						2	1	1	5
Locks - Missing or Damaged Lock				1						2	1	1	5
Mishandling of Passenger Property	1		1	1	2	1	2	3	1			2	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2						2
Mishandling of Passenger Property - Dam	1			1	2	1		3	1			1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1									1	2
Patdown								1		4	1	1	7
Patdown - Flyer								1		2	1	1	5
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1	1			2	1							5
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1			1								2
Property - Special Handling	1	1	2		1		1					1	7
Property - Special Handling - Damaged Items - Checked			1		1		1					1	4
Property - Special Handling - Missing Items - Carry-C		1	1										2
Property - Special Handling - Missing Item	1												1
Screening	3	2	2				1	1	1	4	1	1	16
Screening - Inconsistency	1												1
Screening - Procedures/Process	2	2	1				1	1	1	4	1	1	14
Screening - Retrieving Abandoned/Confiscated Items			1										1
2020	**7**	**10**	**7**	**2**	**7**	**3**	**1**		**2**	**1**	**1**	**1**	**42**
Civil Rights	1		1		1								3
Civil Rights - Constitutional Rights	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1		1								2
Customer Service	3	1				1							5
Customer Service - Others	1												1
Customer Service - TSO	2	1				1							4
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		2	1		1				1	1		1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missi		1	1		1								3
Mishandling of Passenger Property - Disarrayed Item		1							1	1			3
Patdown		1	2										3
Patdown - Flyer		1	1										2
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1		1								2
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Food/Beverages						1							1
Property - Special Handling		1	2	1	1	1							6
Property - Special Handling - Damaged Items - Carry-On				1		1							2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked			1		1								2
Screening	3	5			3		1		1		1		14
Screening - Procedures/Process	2	5			3		1		1		1		13
Screening - Retrieving Abandoned/Confis	1												1
2021	**1**	**1**	**3**		**2**	**1**							**8**
Customer Service	1		1										2
Customer Service - TCC			1										1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUF	**25**	**17**	**27**	**29**	**22**	**27**	**18**	**18**	**12**	**26**	**23**	**18**	**262**
2018				**12**	**8**	**16**	**7**	**9**	**5**	**7**	**7**	**9**	**80**
Civil Rights												1	1
Civil Rights - Constitutional Rights												1	1
Customer Service					1	4		1		1		1	8
Customer Service - Others						1							1
Customer Service - TSO					1	3		1		1		1	7
Locks					3			1	1	2	1	1	9
Locks - Missing or Damaged Lock					3			1	1	2	1	1	9
Mishandling of Passenger Property				6	3	7	6	6	3	1	5	4	41
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	2	7	5	6	3	1	3	3	35
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1		1				1		3
Patdown				1		1							2
Patdown - Flyer				1		1							2
Property - Special Handling				4	1	2	1	1	1	3	1	2	16
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Items - Checked				2							1	1	4
Property - Special Handling - Missing Items - Carry-On						1		1					2
Property - Special Handling - Missing Items - Checked				2	1		1			3		1	8
Screening				1		2							3
Screening - Crew Member or Airline Employee						2							2
Screening - Retrieving Abandoned/Confiscated Items				1									1
2019	**10**	**6**	**17**	**4**	**6**	**4**	**9**	**7**	**6**	**16**	**12**	**9**	**106**
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights					1		1					2	4
Civil Rights - Racial Profiling or Discrimination							1					2	3
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Customer Service	2		1		1	1	1	1		2	2		11
Customer Service - TSO	2		1		1	1	1	1		2	2		11
Locks	1	1	1	1	1		1		1	1	2	1	11
Locks - Missing or Damaged Lock	1	1	1	1	1		1		1	1	2	1	11
Mishandling of Passenger Property	1	3	6		1	1	3	1	2	7	1	3	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1			1			2
Mishandling of Passenger Property - Dam	1	2	5		1	1	2	1	2	4	1	3	23
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disarrayed Item		1								2			3
Patdown					1			2	1	1			5
Patdown - Flyer					1			2	1	1			5
Persons w/ Disabilities (PWD)			1	1			1					1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1			1						2
Property - Special Handling	4	2	8	2		2		1	1	5	2	1	28
Property - Special Handling - Damaged Ite	1	1	1	1							1		5
Property - Special Handling - Damaged Items - Checl		1	4			1				3		1	10
Property - Special Handling - Missing Item	1								1		1		3
Property - Special Handling - Missing Item	2		3	1		1		1		2			10
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	2				1		2	2	1		4		12
Screening - Crew Member or Airline Employee											2		2
Screening - Inconsistency	1						1				1		3
Screening - Procedures/Process	1				1		1	2	1		1		7
2020	**11**	**10**	**9**	**11**	**5**	**3**	**2**	**2**	**1**	**3**	**4**		**61**
Civil Rights	2	1	1										4
Civil Rights - Racial Profiling or Discrimina	2	1	1										4
Customer Service	2	2	2							1			7
Customer Service - Others		2											2
Customer Service - TSO	2		2							1			5
Locks	1	1		1	1				1		1		6
Locks - Missing or Damaged Lock	1	1		1	1				1		1		6
Mishandling of Passenger Property	6	2	2	5	1	1	1			1	2		21
Mishandling of Passenger Property - Dam	5	2	2	4	1	1	1			1	1		18
Mishandling of Passenger Property - Disa	1			1							1		3
Patdown			1		1			1					3
Patdown - Children								1					1
Patdown - Flyer					1								1
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Property - Special Handling		2	2	5		1					1		11
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checl		1		1		1							3
Property - Special Handling - Missing Items - Carry-On				2									2
Property - Special Handling - Missing Items - Checke		1	1	2							1		5
Screening		2	1		1	1	1	1		1			8
Screening - Crew Member or Airline Employee					1					1			2
Screening - Procedures/Process		2	1			1	1	1					6
2021	**4**	**1**	**1**	**2**	**3**	**4**							**15**
Animals						1							1
Animals - Carry-On						1							1
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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		2		2							6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1							2
Mishandling of Passenger Property - Dam	1			1		1							3
Mishandling of Passenger Property - Disarrayed Item		1											1
Property - Special Handling	1					1							2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Iten	1												1
Screening	2				1								3
Screening - Inconsistency	1				1								2
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUR	**17**	**27**	**21**	**32**	**18**	**31**	**28**	**16**	**24**	**31**	**29**	**13**	**287**
2018				**11**	**4**	**13**	**9**	**7**	**8**	**10**	**7**	**5**	**74**
Civil Rights							1	1					2
Civil Rights - Racial Profiling or Discrimination							1	1					2
Customer Service						3	2		1	2			8
Customer Service - TSO						3	2		1	2			8
Locks				1				1	1		1	1	5
Locks - General												1	1
Locks - Missing or Damaged Lock				1				1	1		1		4
Lost and Found						2							2
Lost and Found - Airport/TSA						2							2
Mishandling of Passenger Property				2		3	3	1	2	2	4	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		3	3	1	1	1	4		14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1						1		1	3
Patdown				1	1	1	2			1		1	7
Patdown - Flyer				1	1	1	1			1		1	6
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				1		1			3				5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									2				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				4	1	1	1		1	3		2	13
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Damaged Items - Checked				1		1	1			1			4
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked				2					1	1		2	6
Screening				2	2	2		4		2	2		14
Screening - Inconsistency					1			2					3
Screening - Procedures/Process				2	1	2		2		2	2		11
2019	**4**	**14**	**9**	**9**	**3**	**8**	**19**	**8**	**12**	**16**	**14**	**5**	**121**
Civil Rights		2	1	1	1		2	1	1	3			12
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns		1											1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination							2	1	1	1			5
Civil Rights - Sex/Gender/Gender Identity- Not Trans(		1		1									2
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening					1								1
Customer Service				1		1	2	3	2	2	1		12
Customer Service - Others							1						1
Customer Service - TSO				1		1	1	3	2	2	1		11
Locks		2		1	1		1	1	1				7
Locks - Missing or Damaged Lock		2		1	1		1	1	1				7
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	1	2	4	1		1	6	3	2	2	3	2	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1			1		3
Mishandling of Passenger Property - Dam	1	1	3	1		1	4	1	2	2	2	1	19
Mishandling of Passenger Property - Disarrayed Item		1	1				1	1				1	5
Patdown				1		1			1	3	2	1	9
Patdown - Flyer				1		1			1	3	2	1	9
Persons w/ Disabilities (PWD)		2					2		1	1	2		8
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1		1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		2											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1	3	3	2	1	3	3		1	2	4		23
Property - Special Handling - Damaged Ite	1				1								2
Property - Special Handling - Damaged Items - Checl		1	2	1		1	3				1		9
Property - Special Handling - Missing Items - Carry-On						1			1				2
Property - Special Handling - Missing Items - Checke		2	1	1		1				2	3		10
Screening	2	3	1	2		2	3		3	3	1	2	22
Screening - Inconsistency	1			1			1						3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process		2				1	1		3	3	1	2	13
Screening - Retrieving Abandoned/Confis	1	1		1									3
Screening - Security Breach						1	1						2
2020	**8**	**13**	**12**	**12**	**11**	**7**		**1**	**4**	**5**	**8**	**3**	**84**
Civil Rights	1	1		3	1						1		7
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrimina	1	1									1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1								2
Civil Rights - Transgender Screening				1									1
Customer Service	1	2	2		4	2			2	2			15
Customer Service - Others									1				1
Customer Service - TSO	1	2	2		4	2			1	2			14
Locks	1		1	2	1						2		7
Locks - Missing or Damaged Lock	1		1	2	1						2		7
Mishandling of Passenger Property	2	2	4	1	1	1		1	1	3	2		18
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missi		2	4	1	1	1		1	1	1	2		14
Mishandling of Passenger Property - Disa	1									2			3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	1	2		1									4
Patdown - Flyer	1	2		1									4
Persons w/ Disabilities (PWD)	1		1		1							1	4
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	1	5	1	3	3	1					1	2	17
Property - Special Handling - Damaged Ite	1				1						1		3
Property - Special Handling - Damaged Items - Checl		1		1	1							1	4
Property - Special Handling - Missing Items - Checke		4	1	2	1	1						1	10
Screening		1	3	2		3			1		2		12
Screening - Inconsistency				1									1
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process			3	1		2							6
Screening - Retrieving Abandoned/Confiscated Items		1									1		2
Screening - Security Breach						1							1
2021	**5**					**3**							**8**
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling	2					1							3
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	1					1							2
Screening	1					2							3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1					1							2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BWI	**164**	**124**	**165**	**181**	**142**	**169**	**140**	**159**	**155**	**169**	**192**	**131**	**1,891**
2018				**66**	**39**	**68**	**66**	**78**	**87**	**85**	**82**	**62**	**633**
Civil Rights						1	5	2	2	4	2		16
Civil Rights - Racial Profiling or Discrimination						1	5	1	2	4	1		14
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				15	8	13	20	22	19	18	19	11	145
Customer Service - Others					3	4	4	4	1	1	3		20
Customer Service - TSO				15	5	9	16	18	18	17	16	11	125
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				2	2	4	3	4	5	1	7	4	32
Locks - General							1	1					2
Locks - Missing or Damaged Lock				2	2	4	2	3	5	1	7	4	30
Lost and Found				3		2	1	1	1	2	2		12
Lost and Found - Airport/TSA				3		2	1	1	1	2	2		12
Mishandling of Passenger Property				11	7	11	11	17	14	16	14	12	113
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1	3	2	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	6	11	10	14	9	8	8	8	80
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1							2		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				4	1			2	2	6	3	3	21
Patdown					1	4	1	2	3	3	1	2	17
Patdown - Flyer					1	3	1	2	2	3	1	2	15
Patdown - Flyer as Observer						1			1				2
Persons w/ Disabilities (PWD)				9	5	8	6	5	14	5	3	6	61
Persons w/ Disabilities (PWD) - Autism Spectrum				2									2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1		1			3
Persons w/ Disabilities (PWD) - Diabetes				2				1	3				6
Persons w/ Disabilities (PWD) - General								1	2		2		5
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1	1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1		1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					3	4	2		3	2		1	15
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Service Animals									3				3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				3	2	4	2		2			4	17
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Alcohol and Tobacco										1			1
Property - Special Handling				17	7	11	3	12	12	14	15	15	106
Property - Special Handling - Damaged Items - Carry-On				2	1	2		3	4	1	1	2	16
Property - Special Handling - Damaged Items - Checked				2	2	2		3	1	3	5	4	22
Property - Special Handling - Missing Items - Carry-On				4	2	2	1	3	2	1	4	3	22
Property - Special Handling - Missing Items - Checked				9	2	5	2	3	5	9	5	6	46
Request for Assistance				1		2	1		1	1	1	1	8
Request for Assistance - Other				1		2	1		1	1	1	1	8
Screening				7	9	12	15	13	16	20	18	11	121
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency						1				3		2	6
Screening - Lengthy Lines				4	2	2	6	8	5	9	8	5	49
Screening - Procedures/Process				3	7	6	9	5	11	8	8	3	60
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach						2					1	1	4
2019	**79**	**68**	**70**	**41**	**41**	**54**	**69**	**73**	**57**	**63**	**85**	**47**	**747**
Advanced Imaging Technology (AIT)			1	1						1			3
Advanced Imaging Technology (AIT) - Flyer			1	1						1			3
Civil Rights	3	4		2	1	3	3	2	3	1	1	3	26
Civil Rights - Age	1											1	2
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination		3		2	1	1	2	1	2	1	1		14
Civil Rights - Sex/Gender/Gender Identity-	2	1				1						2	6
Civil Rights - Transgender Screening							1						1
Customer Service	20	17	17	9	13	19	18	9	8	8	18	9	165
Customer Service - Others	1		1		1	1			1	1	1		7
Customer Service - TSO	19	17	16	9	12	18	18	9	7	7	17	9	158
Locks	1	5	4	1	3	2	2	6	4	3	4	3	38
Locks - Missing or Damaged Lock	1	5	4	1	3	2	2	6	4	3	4	3	38
Lost and Found			1						1		1		3
Lost and Found - Airport/TSA			1						1		1		3
Mishandling of Passenger Property	16	11	16	8	11	5	9	15	12	17	19	12	151
Mishandling of Passenger Property - Dam	3		1		1			2	1	1	3		12
Mishandling of Passenger Property - Dam	11	6	13	8	9	5	7	11	8	15	13	10	116
Mishandling of Passenger Property - Disa	2	5	2		1		2	2	3	1	3	2	23
Patdown	1		2	1	1	3	6	6		5	2	2	29
Patdown - Children								1					1
Patdown - Flyer	1		2	1	1	3	6	3		4	2	2	25
Patdown - Flyer as Observer								1		1			2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	3	8	3		1	6	7		4	13	3	53
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	2	1		1					3		8

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes							2	2		1			5
Persons w/ Disabilities (PWD) - General							1	2					3
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically	1			2						1	5	1	10
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2					1		1	2	1	8
Persons w/ Disabilities (PWD) - Prosthesi	1		1										2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme			1										1
Persons w/ Disabilities (PWD) - Service Animals							1				1		2
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Visual Impairment		1						1					2
Persons w/ Disabilities (PWD) - Wheelcha	1		2				1	1		1			6
Property - Special Handling	16	15	11	11	8	9	11	14	16	13	14	8	146
Property - Special Handling - Damaged Ite	2	2	1	2	3	3	2	1				1	17
Property - Special Handling - Damaged Ite	6	3	2	3	1	2	6	4	4	6	2	2	41
Property - Special Handling - Missing Item	1		6	1	1	1	1	3	2	3	2	1	22
Property - Special Handling - Missing Item	7	10	2	5	3	3	2	6	10	4	10	4	66
Request for Assistance		1			1		1						3
Request for Assistance - Other		1			1		1						3
Screening	17	12	10	5	3	12	13	14	13	11	13	7	130
Screening - Inconsistency		1						2	1				4
Screening - Lengthy Lines	7	2	5	1	1	4	3	3	4	3	5	1	39
Screening - Procedures/Process	9	9	5	4	2	6	9	8	7	7	8	6	80
Screening - Retrieving Abandoned/Confis	1							1					2
Screening - Security Breach						2	1		1	1			5
2020	**58**	**41**	**71**	**54**	**49**	**18**	**5**	**8**	**11**	**21**	**25**	**22**	**383**
Civil Rights	3	1	1	4	4			1	1	2	1	2	20
Civil Rights - Constitutional Rights		1											1
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimina	1		1	3	3			1	1			2	12
Civil Rights - Sex/Gender/Gender Identity-	1			1	1					2			5
Customer Service	17	8	15	5	8	1	1	1	2	2	6	3	69
Customer Service - Others			1	1									2
Customer Service - TSO	17	8	14	4	8	1	1	1	2	2	6	3	67
Locks	2	1	7	3	1				2	4	3	3	26
Locks - Missing or Damaged Lock	2	1	7	3	1				2	4	3	3	26
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	6	6	20	9	14	3	1	2	2	3	4	2	72
Mishandling of Passenger Property - Dam	1		3			2				1			7
Mishandling of Passenger Property - Dam	3	3	14	9	13		1	1	1	2	4	2	53
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Disa	2	2	3		1	1		1	1				11
Patdown	3	1		3	3	1							11
Patdown - Flyer	3			2	2								7
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer		1			1	1							3
Persons w/ Disabilities (PWD)	6	5	2	2		2		1	3	2	1	2	26
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1								1			2
Persons w/ Disabilities (PWD) - Diabetes	1								1				2
Persons w/ Disabilities (PWD) - General	2	1							1			1	5
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1								1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2										3
Persons w/ Disabilities (PWD) - Service Animals				1						1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pair		2											2
Persons w/ Disabilities (PWD) - Wheelcha	2					1		1			1		5
Property - Special Handling	14	10	14	17	11	6	3	2	1	5	8	9	100
Property - Special Handling - Damaged Ite	1	1	5		2	1				2			12
Property - Special Handling - Damaged Ite	5	6	1	2	3		2		1	2	3	6	31
Property - Special Handling - Missing Item	3		2	2	1			1		1	1	1	12
Property - Special Handling - Missing Item	5	3	6	13	5	5	1	1			4	2	45
Request for Assistance		2											2
Request for Assistance - Other		1											1
Request for Assistance - Wounded Warrior (MSIJSO		1											1
Screening	7	7	11	11	8	5		1		3	2	1	56
Screening - Lengthy Lines			3	1	3	1							8
Screening - Procedures/Process	7	7	6	9	4	4		1		3	2	1	44
Screening - Security Breach			2	1	1								4
2021	**27**	**15**	**24**	**20**	**13**	**29**							**128**
Civil Rights	1			1		1							3
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	9	1	9	7	2	6							34
Customer Service - CSM			1										1
Customer Service - Others			1			1							2
Customer Service - TCC			1										1
Customer Service - TSO	9	1	6	7	2	5							30
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program		1	2	1	1	4							9

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA PreC		1	2	1	1	3							8
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							2
Lost and Found - Airport/TSA				1		1							2
Mishandling of Passenger Property	6	4	4	5	3	1							23
Mishandling of Passenger Property - Dam	1		1		1								3
Mishandling of Passenger Property - Dam	5	4	3	5	2								19
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction						2							2
No Jurisdiction - Refer to CBP						1							1
No Jurisdiction - Refer to Other						1							1
Patdown	1		1			2							4
Patdown - Flyer	1		1			1							3
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)		1	3	2	1	1							8
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service Animals			2										2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1		1									2
Prohibited & Permitted Items			2	2									4
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Prohibited & Permitted Items - Food/Beverages			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1	1									2
Property - Special Handling	5	5	2	1	3	2							18
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checl		3	1		1	2							7
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Iten	5	1	1		2								9
Screening	3	3			3	7							16
Screening - Children					1								1
Screening - Inconsistency	1					2							3
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	2	3			2	3							10

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BZN	**7**	**10**	**7**	**12**	**7**	**13**	**5**	**6**	**7**	**6**	**11**	**3**	**94**
2018				**4**	**1**	**5**	**1**	**2**	**2**	**1**	**5**		**21**
Civil Rights				2									2
Civil Rights - Age				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1	1	2			1				5
Customer Service - Others						1							1
Customer Service - TSO				1	1	1			1				4
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Patdown							1			1	1		3
Patdown - Flyer										1	1		2
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				1		1			1				3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Property - Special Handling								2					2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening						1					4		5
Screening - Inconsistency						1							1
Screening - Procedures/Process											3		3
Screening - Retrieving Abandoned/Confiscated Items											1		1
2019	**2**	**3**	**2**	**1**		**6**	**4**	**4**	**4**	**5**	**5**		**36**
Civil Rights				1		1	1				1		4
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1							1		2
Civil Rights - Transgender Screening						1							1
Customer Service						1	2	1		1			5
Customer Service - TSO						1	2	1		1			5
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1							2					3
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1					1
Mishandling of Passenger Property - Dam	1							1					2
Patdown		1				3		1	1	3			9
Patdown - Flyer		1				3		1	1	3			9
Persons w/ Disabilities (PWD)		1								1	1		3
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
Screening	1	1	1			1	1		3		2		10
Screening - Inconsistency									2				2
Screening - Procedures/Process		1	1			1	1		1		2		7
Screening - Security Breach	1												1
2020	**4**	**6**	**4**	**5**	**3**				**1**		**1**	**3**	**27**
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	1		1										2
Civil Rights - Age	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1						1		1	2	5
Customer Service - TSO			1						1		1	2	5
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items Pr			1										1
Patdown	2	3		2									7
Patdown - Flyer	2	3		2									7
Persons w/ Disabilities (PWD)		2	1	1	1							1	6
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1		1	1								3
Property - Special Handling	1			1	1								3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked				1	1								2
Screening				1	1								2
Screening - Procedures/Process				1	1								2
2021	**1**	**1**	**1**	**2**	**3**	**2**							**10**
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service		1		1	1								3
Customer Service - TSO		1		1	1								3
Expedited Passenger Screening Program			1		1	1							3
Expedited Passenger Screening Program - TSA PreCheck			1		1	1							3
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Beauty & Grooming Items				1									1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening						1							1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAE	**9**	**16**	**13**	**19**	**13**	**23**	**15**	**6**	**18**	**16**	**17**	**9**	**174**
2018				**4**	**7**	**8**	**6**	**2**	**2**	**7**	**9**	**1**	**46**
Civil Rights						1			1	1	1		4
Civil Rights - Hair Patdowns						1			1				2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service				1	1	1	2	1			2		8
Customer Service - TSO				1	1	1	2	1			2		8
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property					1		1			2	3		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			2	3		6
Patdown						1				2	1		4
Patdown - Flyer						1				2	1		4
Persons w/ Disabilities (PWD)				1			1						2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Property - Special Handling					2		1						3
Property - Special Handling - Damaged Items - Checked					2								2
Property - Special Handling - Missing Items - Checked							1						1
Screening				2	3	5	1	1	1	1	2	1	17
Screening - Inconsistency						2			1		1		4
Screening - Lengthy Lines				2	1	1		1					5
Screening - Procedures/Process					2	2	1			1	1	1	8
2019	**2**	**9**	**5**	**4**	**2**	**7**	**9**	**4**	**15**	**7**	**8**	**5**	**77**
Civil Rights		1	1				2		2	1	2		9
Civil Rights - Hair Patdowns							1		1				2
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination							1		1				2
Civil Rights - Sex/Gender/Gender Identity- Not Trans(		1								1	1		3
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service		2	2	1		1	1	2	3	1	1	1	15
Customer Service - Others		1	1										2
Customer Service - TSO		1	1	1		1	1	2	3	1	1	1	13
Locks	1					1					1		3
Locks - Missing or Damaged Lock	1					1					1		3
Mishandling of Passenger Property		1	1	1			2	1	1			1	8
Mishandling of Passenger Property - Damaged/Missi		1	1	1			2	1	1			1	8
Patdown				1	1	3	1		1		1		8
Patdown - Flyer					1	3	1		1		1		7
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)		1	1				1		2		1		6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1				1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	1	3		1	1	1	1		3	2		2	15
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked										2		1	3
Property - Special Handling - Missing Item	1				1	1							3
Property - Special Handling - Missing Items - Checke		3		1			1		2			1	8
Screening		1				1	1	1	3	3	2	1	13
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process		1					1		3	2	2		9
Screening - Security Breach										1		1	2
2020	**5**	**5**	**7**	**7**	**3**	**7**			**1**	**2**		**3**	**40**
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service	1	1	2	2		4				1			11
Customer Service - Others				1									1
Customer Service - TSO	1	1	2	1		4				1			10
Locks	1				1								2
Locks - Missing or Damaged Lock	1				1								2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property		1		1		1			1				4
Mishandling of Passenger Property - Damaged/Missi		1		1		1			1				4
Patdown	1	1	2	2	1	1							8
Patdown - Flyer	1	1	2	2	1	1							8
Property - Special Handling		1	1	1	1	1				1		2	8
Property - Special Handling - Damaged Items - Checked					1							1	2
Property - Special Handling - Missing Items - Checke		1	1	1		1				1		1	6
Screening	1		2	1								1	5
Screening - Crew Member or Airline Employee				1									1
Screening - Procedures/Process			2									1	3
Screening - Security Breach	1												1
2021	**2**	**2**	**1**	**4**	**1**	**1**							**11**
Customer Service	1	1	1										3
Customer Service - TSO	1	1	1										3
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Mishandling of Passenger Property	1			1		1							3
Mishandling of Passenger Property - Dam	1			1		1							3
Property - Special Handling		1		2									3
Property - Special Handling - Damaged Items - Checked				2									2

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CAK	**4**	**5**	**2**	**2**	**5**	**5**	**3**	**4**	**4**	**5**	**6**	**8**	**53**
2018					**2**			**1**	**2**	**2**	**4**	**1**	**12**
Customer Service									1	1	1		3
Customer Service - TSO									1	1	1		3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1							1	2
Patdown					1				1	1	1		4
Patdown - Flyer					1					1	1		3
Patdown - Flyer as Observer									1				1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening								1					1
Screening - Procedures/Process								1					1
2019	**2**		**2**	**2**	**1**	**1**	**3**	**1**	**2**	**3**	**2**	**6**	**25**
Customer Service											1		1
Customer Service - TSO											1		1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1			1		1	1		1	1		2	8
Mishandling of Passenger Property - Dam	1			1		1	1		1	1		2	8
Patdown							2					1	3
Patdown - Flyer							2					1	3
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling			1							2		2	5
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked			1							1			2
Screening	1		1		1			1				1	5
Screening - Inconsistency	1											1	2
Screening - Procedures/Process			1		1			1					3
2020		**3**			**1**	**3**		**2**				**1**	**10**
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service		1			1	1							3
Customer Service - TSO		1			1	1							3
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		1						1					2
Property - Special Handling - Missing Items - Checke		1						1					2
Screening						1							1
Screening - Crew Member or Airline Employee						1							1
2021	**2**	**2**			**1**	**1**							**6**
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - General					1								1
Property - Special Handling	1	2											3
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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDC	**3**					**1**	**2**		**1**			**1**	**8**
2018							**1**		**1**			**1**	**3**
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Patdown												1	1
Patdown - Flyer												1	1
Screening									1				1
Screening - Procedures/Process									1				1
2019							**1**						**1**
Customer Service							1						1
Customer Service - TSO							1						1
2020	**2**												**2**
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2021	**1**					**1**							**2**
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Locks	1												1
Locks - Missing or Damaged Lock	1												1

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

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

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

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHA	**4**	**8**	**4**	**5**	**7**	**9**	**8**	**9**	**10**	**7**	**7**	**3**	**81**
2018				**3**	**5**	**3**	**3**	**5**	**5**	**4**	**2**	**1**	**31**
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Customer Service							1	1	1				3
Customer Service - TSO							1	1	1				3
Mishandling of Passenger Property				2	1	2		2	2	2	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	2		1	1	1	1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1				1	1			1	4
Patdown									1	1			2
Patdown - Flyer									1	1			2
Persons w/ Disabilities (PWD)					2	1		2					5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling				1	1								2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked					1								1
Screening					1		2		1	1			5
Screening - Inconsistency										1			1
Screening - Procedures/Process					1		2		1				4
2019	**1**	**3**	**3**	**2**		**3**	**4**	**3**	**4**	**2**	**3**	**2**	**30**
Customer Service		2	2	1		1			1	1		1	9
Customer Service - TSO		2	2	1		1			1	1		1	9
Mishandling of Passenger Property			1				1	2			2		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1	1			1		4
Patdown								1	2				3
Patdown - Flyer								1	2				3
Persons w/ Disabilities (PWD)						1	1			1			3
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Property - Special Handling						1	1		1				3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked							1		1				2
Screening	1	1		1			1				1	1	6
Screening - Inconsistency	1												1
Screening - Procedures/Process		1		1								1	3
Screening - Security Breach							1				1		2
2020	**2**	**4**	**1**		**2**		**1**	**1**	**1**	**1**	**2**		**15**
Civil Rights	1						1			1			3
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination							1			1			2
Customer Service		1			1						1		3
Customer Service - TSO		1			1						1		3
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Notice of Violation/Civil Penalties									1				1
Notice of Violation/Civil Penalties - General									1				1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Property - Special Handling		1			1			1					3
Property - Special Handling - Damaged Items - Checl		1						1					2
Property - Special Handling - Missing Items - Checked					1								1
Screening			1										1
Screening - Procedures/Process			1										1
2021	**1**	**1**				**3**							**5**
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
Property - Special Handling - Damaged It	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHO	**10**	**7**	**7**	**10**	**7**	**5**	**5**	**3**	**3**	**7**	**11**	**6**	**81**
2018				**2**	**2**	**2**	**1**		**2**	**1**	**4**		**14**
Customer Service					1								1
Customer Service - TSO					1								1
Locks					1						1		2
Locks - Missing or Damaged Lock					1						1		2
Mishandling of Passenger Property				1		1			1		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1					1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Property - Special Handling									1		2		3
Property - Special Handling - Missing Items - Checked									1		2		3
Screening				1		1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process				1									1
2019	**4**	**3**	**2**	**5**	**2**	**2**	**4**	**3**	**1**	**4**	**5**	**4**	**39**
Civil Rights					1		1				1		3
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1		1						2
Customer Service				2	1					1			4
Customer Service - TSO				2	1					1			4
Mishandling of Passenger Property	3		1				1			2		1	8
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	3						1			2		1	7
Patdown				1		1		1	1				4
Patdown - Flyer				1		1		1	1				4
Persons w/ Disabilities (PWD)	1	1	1									1	4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Medically	1	1											2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Property - Special Handling		1		2				1			2		6
Property - Special Handling - Damaged Items - Checl		1		1							1		3
Property - Special Handling - Missing Items - Checked				1				1			1		3
Screening		1				1	2	1		1	2	2	10
Screening - Inconsistency							1						1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process						1	1	1		1	2	2	8
2020	**2**	**4**	**3**	**3**	**2**					**2**	**2**	**2**	**20**
Civil Rights			1										1
Civil Rights - Constitutional Rights			1										1
Customer Service		1			1					1			3
Customer Service - TSO		1			1					1			3
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Damaged/Missi		1								1			2
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1			1								2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling		1		3							2	1	7
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked				3							1	1	5
Screening	1		1									1	3
Screening - Procedures/Process	1		1									1	3
2021	**4**		**2**		**1**	**1**							**8**
Customer Service			1										1
Customer Service - TCC			1										1
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Disa	1					1							2
Patdown					1								1
Patdown - General					1								1
Property - Special Handling	2		1										3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Iten	1												1
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHS	**30**	**37**	**30**	**37**	**21**	**37**	**37**	**30**	**28**	**38**	**34**	**32**	**391**
2018				**8**	**7**	**13**	**16**	**13**	**15**	**17**	**20**	**9**	**118**
Civil Rights						1	1			2	1		5
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination						1				2	1		4
Customer Service				2		4	1	4	4	2	1		18
Customer Service - Others						1							1
Customer Service - TSO				2		3	1	4	4	2	1		17
Locks				1	3	1	1	1	2		1	1	11
Locks - General					1								1
Locks - Missing or Damaged Lock				1	2	1	1	1	2		1	1	10
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				1	2	2	5	2	2	4	4	3	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		2			1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	2	3	2	2	2	4	3	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown				1			2	3			1		7
Patdown - Flyer				1			2	3			1		7
Persons w/ Disabilities (PWD)						1		2	1	1	2		7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1			1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling				1	1	1	1	1	4	6	6	4	25
Property - Special Handling - Damaged Items - Carry-On					1				1	1	1		4
Property - Special Handling - Damaged Items - Checked				1			1		1		2	3	8
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked						1		1	2	4	3	1	12
Request for Assistance				1					1				2
Request for Assistance - Other									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)				1									1
Screening				1	1	3	5		1	2	4		17
Screening - Lengthy Lines				1	1		1						3
Screening - Procedures/Process						3	4		1	2	4		14
2019	**13**	**21**	**13**	**8**	**3**	**9**	**20**	**14**	**11**	**16**	**12**	**15**	**155**
Civil Rights		1	2					2			1		6
Civil Rights - Racial Profiling or Discrimination		1	1								1		3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1					1					2
Civil Rights - Transgender Screening								1					1
Customer Service	2	2			1		3	1		2	2		13
Customer Service - TSO	2	2			1		3	1		2	2		13
Locks	3	1		1		1	2	1		2	1	1	13
Locks - Missing or Damaged Lock	3	1		1		1	2	1		2	1	1	13
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3	9	5	1		3	4	3	3	4	4	5	44
Mishandling of Passenger Property - Dam	1	1											2
Mishandling of Passenger Property - Dam	1	6	5	1		3	3	3	3	4	3	4	36
Mishandling of Passenger Property - Damaged/Missi		1									1		2
Mishandling of Passenger Property - Disa	1	1					1					1	4
Patdown		1		2		1	1	2		2	1	1	11
Patdown - Flyer		1		1		1	1	1		2	1	1	9
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1		1		1		1		3	7
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1				1		1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1								1	2
Property - Special Handling	4	3	5		2	2	8	2	3	2	2	3	36
Property - Special Handling - Damaged It	1		1			1	1				1		5
Property - Special Handling - Damaged It	1	1	1		1		1	1	1	2	1	1	11
Property - Special Handling - Missing Item	1						2	1					4
Property - Special Handling - Missing Item	1	2	3		1	1	4		2			2	16
Request for Assistance										1	1		2
Request for Assistance - Other										1	1		2
Screening	1	4	1	2		1	2	2	5	2		2	22
Screening - Inconsistency				1			1						2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	3	1	1		1	1	2	4	1		2	17
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach										1			1
2020	**14**	**10**	**14**	**19**	**8**	**8**	**1**	**3**	**2**	**5**	**2**	**8**	**94**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	4	2	4	2	2	2	1	1		2		2	22
Customer Service - TSO	4	2	4	2	2	2	1	1		2		2	22
Locks	1	1		1		1							4
Locks - Missing or Damaged Lock	1	1		1		1							4
Mishandling of Passenger Property	2	3	5	1	2	3		1	1	1		2	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Dam	1	2	3	1	2	3		1	1	1		1	16
Mishandling of Passenger Property - Disa	1	1	2										4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	3	1	2	2	4								12
Patdown - Flyer	3	1	2	1	4								11
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)	1			1		1				1			4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1				1			2
Persons w/ Disabilities (PWD) - Wheelcha	1			1									2
Property - Special Handling	2		2	7		1		1	1	1	2	1	18
Property - Special Handling - Damaged Items - Carry-On				2		1						1	4
Property - Special Handling - Damaged Items - Checked			2	1							1		4
Property - Special Handling - Missing Iten	1			1									2
Property - Special Handling - Missing Iten	1			3				1	1	1	1		8
Screening	1	3	1	4								3	12
Screening - Procedures/Process	1	3	1	4								3	12
2021	**3**	**6**	**3**	**2**	**3**	**7**							**24**
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service		3	2	1	2	1							9
Customer Service - Others					1								1
Customer Service - TSO		3	2	1	1	1							8
Expedited Passenger Screening Program			1			3							4
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA PreCheck			1			2							3
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		2		1									3
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Damaged/Missi		1		1									2
Patdown	1												1
Patdown - Flyer	1												1
Screening	1				1	3							5
Screening - Procedures/Process	1				1	2							4
Screening - Retrieving Abandoned/Confiscated Items						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CID	**6**	**5**	**10**	**3**	**6**	**5**	**3**	**3**	**5**	**4**	**1**	**5**	**56**
2018				**1**		**3**	**2**	**1**	**1**	**1**			**9**
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Mishandling of Passenger Property							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1					2
Property - Special Handling				1		2			1				4
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked				1		1			1				3
Screening						1	1						2
Screening - Procedures/Process						1							1
Screening - Retrieving Abandoned/Confiscated Items							1						1
2019	**3**	**2**	**5**		**1**		**1**	**2**	**4**	**3**	**1**	**4**	**26**
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service			2		1				2				5
Customer Service - TSO			2		1				2				5
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property			1					1		1		2	5
Mishandling of Passenger Property - Damaged/Missing Items--C			1									2	3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown			1						1	1		1	4
Patdown - Flyer			1						1	1		1	4
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling	1	1							1		1		4
Property - Special Handling - Damaged Ite	1								1				2
Property - Special Handling - Missing Items - Checke		1									1		2
Screening	1	1	1				1						4
Screening - Inconsistency	1												1
Screening - Procedures/Process		1	1				1						3
2020	**3**	**1**	**4**	**1**	**4**	**1**						**1**	**15**
Customer Service			1		1								2
Customer Service - TSO			1		1								2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			2		2							1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--C			2		2								4
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling	1	1	1		1	1							5
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Iten	1	1			1	1							4
2021		**2**	**1**	**1**	**1**	**1**							**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/Missi		1				1							2
No Jurisdiction			1	1									2
No Jurisdiction - Refer to CBP				1									1
No Jurisdiction - Refer to Other			1										1
Screening					1								1
Screening - Procedures/Process					1								1

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLE	**60**	**51**	**60**	**84**	**67**	**60**	**64**	**78**	**67**	**70**	**62**	**53**	**776**
2018				**40**	**26**	**24**	**36**	**35**	**33**	**26**	**29**	**19**	**268**
Civil Rights				1		1	3	2	1	1			9
Civil Rights - Hair Patdowns							1	1					2
Civil Rights - Racial Profiling or Discrimination						1		1	1	1			4
Civil Rights - Screening of Religious or Cultural Garments							2						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				4	4	3	6	6	6	2	4	4	39
Customer Service - Others							1						1
Customer Service - TSO				4	4	3	5	6	6	2	4	4	38
Locks					1	2	1	1		1	2	1	9
Locks - Missing or Damaged Lock					1	2	1	1		1	2	1	9
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				13	8	5	9	11	8	11	9	4	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1	1		1					4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				11	5	3	6	9	7	10	6	3	60
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	2	1	3	1	1	1	2	1	13
Patdown				5	3	2	3	5	3	1	2		24
Patdown - Flyer				5	3	2	2	4	3		1		20
Patdown - Flyer as Observer										1			1
Patdown - General											1		1
Patdown - Non-Flyer							1	1					2
Persons w/ Disabilities (PWD)				3	2	1	2	3	2				13
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1			1						2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1			1	2				5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling				10	6	7	5	3	7	5	11	4	58
Property - Special Handling - Damaged Items - Carry-On				1		2	2		2		2		9
Property - Special Handling - Damaged Items - Checked				1	1	2		1	1	1	2		9
Property - Special Handling - Missing Items - Carry-On				2	2		1		1	1	1	3	11
Property - Special Handling - Missing Items - Checked				6	3	3	2	2	3	3	6	1	29
Screening				4	2	2	7	4	6	5	1	6	37
Screening - Inconsistency						1	2		1		1		5
Screening - Lengthy Lines				1	1			1	1			1	5
Screening - Procedures/Process				2			5	2	4	5		5	23
Screening - Retrieving Abandoned/Confiscated Items				1		1							2
Screening - Security Breach					1			1					2
2019	**33**	**25**	**30**	**21**	**13**	**15**	**25**	**40**	**30**	**27**	**23**	**18**	**300**
Advanced Imaging Technology (AIT)	1		1										2
Advanced Imaging Technology (AIT) - Fly	1		1										2
Civil Rights	1		2	2	2		1	2	2	2			14
Civil Rights - Hair Patdowns					1								1
Civil Rights - Headwear					1								1
Civil Rights - National Origin	1		1										2
Civil Rights - Racial Profiling or Discrimination				1			1	2	2	1			7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1									2
Civil Rights - Transgender Screening										1			1
Customer Service	7	4	3		3	3	6	12	2	2	5	3	50
Customer Service - TSO	7	4	3		3	3	6	12	2	2	5	3	50
Locks	1	1				1	2		1	1	1	3	11
Locks - Missing or Damaged Lock	1	1				1	2		1	1	1	3	11
Lost and Found			1				1		1				3
Lost and Found - Airport/TSA			1				1		1				3
Mishandling of Passenger Property	8	7	5	9	1	2	5	10	6	8	6	5	72
Mishandling of Passenger Property - Damaged/Missi		1					2	1					4
Mishandling of Passenger Property - Dam	7	5	4	8	1	2	3	9	6	7	4	4	60
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1	1	2
Mishandling of Passenger Property - Disa	1	1	1	1						1	1		6
Patdown	1	2	2	1	1	2	1	3	2	2	5	1	23
Patdown - Flyer	1	2	2		1	1		3	2	2	4	1	19
Patdown - Non-Flyer				1		1	1				1		4
Persons w/ Disabilities (PWD)	2		3			2	1	2	7	1		2	20
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer									2				2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1					1					2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelcha	2		1			1		1	1			1	7
Property - Special Handling	9	6	10	6	5	1	6	7	5	9	5	1	70
Property - Special Handling - Damaged It	1	1		1			1	1	2	3			10
Property - Special Handling - Damaged It	1	1	2		1				1	2	2		10
Property - Special Handling - Missing Item	2	4	3		1		1	1	2				14
Property - Special Handling - Missing Item	5		5	5	3	1	4	5		4	3	1	36

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	3	5	3	3	1	4	2	4	4	2	1	3	35
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency		1		1									2
Screening - Lengthy Lines						1	1	1	3	1	1		8
Screening - Procedures/Process	2	4	3	2	1	3		3	1	1		2	22
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach							1						1
2020	**18**	**19**	**23**	**14**	**18**	**8**	**3**	**3**	**4**	**17**	**10**	**16**	**153**
Civil Rights							1				1		2
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service	2	5	6		2	1				2	5	1	24
Customer Service - Others		1											1
Customer Service - TSO	2	4	6		2	1				2	5	1	23
Locks	1	2	1	1		1							6
Locks - Missing or Damaged Lock	1	2	1	1		1							6
Lost and Found			2										2
Lost and Found - Airport/TSA			2										2
Mishandling of Passenger Property	4	2	7	4	5	4		1		2		4	33
Mishandling of Passenger Property - Damaged/Missi		1		1	2					1			5
Mishandling of Passenger Property - Dam	3	1	5	1	2	4		1		1		3	21
Mishandling of Passenger Property - Disa	1		2	2	1							1	7
Patdown		1		1	3								5
Patdown - Flyer		1		1	3								5
Persons w/ Disabilities (PWD)	1	2		1					2	1			7
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - General										1			1
Property - Special Handling	7	4	4	6	2		2		2	8	2	9	46
Property - Special Handling - Damaged Ite	1	1	1									1	4
Property - Special Handling - Damaged Ite	3		1		1		1			3	1		10
Property - Special Handling - Missing Items - Carry-On				1			1					1	3
Property - Special Handling - Missing Item	3	3	2	5	1				2	5	1	7	29
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	3	3	3	1	5	2		2		3	2	2	26
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency					1					1			2
Screening - Lengthy Lines			1		1								2
Screening - Procedures/Process	2	3	1	1	2	2		2		2	2	2	19
Screening - Retrieving Abandoned/Confis	1		1										2
2021	**9**	**7**	**7**	**9**	**10**	**13**							**55**
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2		5	1	1	3							12
Customer Service - Others					1								1
Customer Service - TSO	2		5	1		3							11
Expedited Passenger Screening Program				1	3	4							8
Expedited Passenger Screening Program - TSA Application Program				1	1								2
Expedited Passenger Screening Program - TSA PreCheck					2	4							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	2	3		1	3								9
Mishandling of Passenger Property - Damaged/Missi		1			1								2
Mishandling of Passenger Property - Dam	2	2		1	2								7
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling	4				1	3							8
Property - Special Handling - Damaged Items - Checked						2							2
Property - Special Handling - Missing Item	4				1	1							6
Screening	1	3	1	4	2	2							13
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency					1								1
Screening - Procedures/Process	1	3		4	1	2							11

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLL	**1**	**1**	**1**	**4**	**3**	**1**	**1**		**8**		**1**	**3**	**24**
2018				**2**	**1**		**1**		**5**		**1**	**1**	**11**
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service				1	1		1						3
Customer Service - TSO				1	1		1						3
Mishandling of Passenger Property									2			1	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1			1	2
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Screening									2				2
Screening - Procedures/Process									2				2
2019			**1**						**2**				**3**
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening									1				1
Screening - Procedures/Process									1				1
2020	**1**			**1**	**2**				**1**			**2**	**7**
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Customer Service												1	1
Customer Service - TSO												1	1
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1			1								1	3
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	1											1	2
2021		**1**		**1**		**1**							**3**
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA Application Program						1							1
Screening		1		1									2
Screening - Procedures/Process		1		1									2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLT	**140**	**99**	**137**	**173**	**146**	**136**	**124**	**151**	**144**	**162**	**159**	**116**	**1,687**
2018				**55**	**34**	**39**	**69**	**70**	**66**	**61**	**66**	**37**	**497**
Civil Rights				1			2	1	2	3	1	1	11
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination				1			1	1	1	1		1	6
Civil Rights - Transgender Screening									1	1			2
Customer Service				8	6	12	13	9	11	8	9	3	79
Customer Service - Others							2						2
Customer Service - TSO				8	6	12	11	9	11	8	9	3	77
Locks					1	3	3	8	4	3	6	2	30
Locks - Missing or Damaged Lock					1	3	3	8	4	3	6	2	30
Lost and Found									3				3
Lost and Found - Airport/TSA									3				3
Mishandling of Passenger Property				22	11	9	19	25	17	22	26	15	166
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2		2		4			1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				17	7	7	16	18	14	18	22	13	132
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				3	4		3	3	3	4	3	2	25
Patdown				3	2	1		5	3	1	2	1	18
Patdown - Flyer				3	2	1		5	3	1	1	1	17
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1	1	1	5	1	6	2	2		19
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Diabetes							1			1			2
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1	1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1			1	1	4				7
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1		1						2
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling				11	6	6	14	13	9	13	10	12	94
Property - Special Handling - Damaged Items - Carry-On				1			1	2			1	3	8
Property - Special Handling - Damaged Items - Checked				2	1	2	4	3	2	7	6	2	29
Property - Special Handling - Missing Items - Carry-On							4	2	1	3	1	1	12
Property - Special Handling - Missing Items - Checked				8	5	4	5	6	6	3	2	6	45
Request for Assistance						1							1
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening				9	7	6	13	8	11	9	10	3	76
Screening - Inconsistency				1			1		1		1		4
Screening - Lengthy Lines				2	1	1		1	1	2			8
Screening - Procedures/Process				6	6	2	11	6	7	7	9	2	56
Screening - Retrieving Abandoned/Confiscated Items						1	1						2
Screening - Security Breach						2		1	2			1	6
2019	**49**	**43**	**58**	**33**	**40**	**39**	**50**	**72**	**67**	**73**	**61**	**47**	**632**
Civil Rights		2	2	2	1	2		4	5	5	3	2	28
Civil Rights - Age			1					1					2
Civil Rights - Constitutional Rights									1				1
Civil Rights - National Origin					1			1					2
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination			1	2		1		1	3	3	1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Trans(		1				1				2	2	1	7
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening		1											1
Customer Service	4	6	10	5	7	10	7	9	9	12	15	7	101
Customer Service - Others						1						1	2
Customer Service - TSO	4	6	10	5	7	9	7	9	9	12	15	6	99
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks	2	4	2		2	1	4		3	2	2	2	24
Locks - General										1			1
Locks - Missing or Damaged Lock	2	4	2		2	1	4		3	1	2	2	23
Lost and Found	1								1				2
Lost and Found - Airport/TSA	1								1				2
Mishandling of Passenger Property	17	9	12	9	8	8	13	16	15	15	12	11	145
Mishandling of Passenger Property - Dam	2						3	1	1		1		8
Mishandling of Passenger Property - Dam	14	8	9	9	7	8	9	13	13	14	9	8	121
Mishandling of Passenger Property - Dam	1				1								2
Mishandling of Passenger Property - Disarrayed Item		1	3				1	2	1	1	2	3	14
Patdown	2	1	2	1	2	2	1	3	4	3		3	24
Patdown - Flyer	2	1	2	1	2	2	1	3	2	3		3	22
Patdown - Flyer as Observer									2				2
Persons w/ Disabilities (PWD)	1	3	3		3	2	5	5	5	3	6	1	37
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1			1				1				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1								2		3
Persons w/ Disabilities (PWD) - Diabetes							2						2
Persons w/ Disabilities (PWD) - General			1					1				1	3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically	1				1						1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1				1						2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1				2	1	1	1		1		7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	2		3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1			1			1	1	2			6
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Property - Special Handling	8	12	17	8	11	9	9	19	11	18	6	9	137
Property - Special Handling - Damaged Items - Carry		1	1	1		1	2	1	1	1			9
Property - Special Handling - Damaged Ite	2	2	6	7	3	4	3	6	5	6	3	1	48
Property - Special Handling - Missing Item	3	3	5		2	1		2	3		1	2	22
Property - Special Handling - Missing Item	3	6	5		6	3	4	10	2	11	2	6	58
Screening	14	6	10	8	6	5	10	16	14	15	17	11	132
Screening - Inconsistency	2	1								1	1	2	7
Screening - Lengthy Lines	3	1		1	1	1		1	3	5	1		17
Screening - Procedures/Process	9	4	10	6	4	4	10	15	11	8	14	7	102
Screening - Retrieving Abandoned/Confiscated Items										1	1		2
Screening - Security Breach				1	1							2	4
2020	**60**	**39**	**66**	**68**	**55**	**28**	**5**	**9**	**11**	**28**	**32**	**32**	**433**
Civil Rights	3	4		1	1	1		1	1	2	1	3	18
Civil Rights - Age					1								1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Headwear	1												1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimina	2	1		1		1			1	2		1	9
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2											2
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening		1										1	2
Customer Service	11	7	6	11	7	3	1	4	2	7	3	4	66
Customer Service - Others	1		1										2
Customer Service - TSO	10	7	5	11	7	3	1	4	2	7	3	4	64
Locks	6		3	2	1	3					4	1	20
Locks - Missing or Damaged Lock	6		3	2	1	3					4	1	20
Lost and Found			1	1									2
Lost and Found - Airport/TSA			1	1									2
Mishandling of Passenger Property	14	7	18	20	19	9	2	1	2	6	8	8	114
Mishandling of Passenger Property - Dam	2		1		1					1			5
Mishandling of Passenger Property - Dam	8	6	12	16	16	7	2		1	2	6	8	84
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disa	4	1	4	4	2	2		1	1	3	2		24
Patdown	3		1	2						1			7
Patdown - Flyer	2		1	2						1			6
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	4	2	7	6	5	2			1	1		3	31
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive	1			1									2
Persons w/ Disabilities (PWD) - Diabetes					1	1			1				3
Persons w/ Disabilities (PWD) - General	1		1	1								1	4
Persons w/ Disabilities (PWD) - Medically Necessary		1			2							1	4
Persons w/ Disabilities (PWD) - Mobility D	2		3	1	1								7
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1									1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1	1	1								4
Property - Special Handling	9	7	13	16	9	4	2	1	4	9	16	9	99
Property - Special Handling - Damaged Items - Carry		1	1								1		3
Property - Special Handling - Damaged Ite	2	3	1	5	4		1		1	2	7	4	30
Property - Special Handling - Missing Item	1	1	4	2	1	1		1		3			14
Property - Special Handling - Missing Item	6	2	7	9	4	3	1		3	4	8	5	52
Screening	10	12	17	9	13	6		2	1	2		4	76
Screening - Inconsistency												1	1
Screening - Lengthy Lines	4	1	5	2				1					13
Screening - Procedures/Process	5	10	11	6	11	5		1	1	2		3	55
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach	1	1	1	1	1	1							6
2021	**31**	**17**	**13**	**17**	**17**	**30**							**125**
Airline			1		1	1							3
Airline - Policy/Regulations/Service			1		1	1							3
Civil Rights			1		1	2							4
Civil Rights - Racial Profiling or Discrimination			1		1	2							4
Claims						1							1
Claims - General						1							1
Customer Service	2	7	6	9	6	2							32
Customer Service - TSO	2	7	6	9	6	2							32
Expedited Passenger Screening Program					2	6							8
Expedited Passenger Screening Program - TSA PreCheck					2	6							8
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks				1		1							2
Locks - Missing or Damaged Lock				1		1							2
Mishandling of Passenger Property	7	4	3	1	2	2							19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Dam	6	4	2		2	1							15
Mishandling of Passenger Property - Disa	1		1	1									3
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)			1	3	1	3							8

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General			1	1									2
Persons w/ Disabilities (PWD) - Hearing Impairment				1		1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						2							2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling	14	2	1		1	7							25
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Ite	4	1	1		1	2							9
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Iten	10	1				3							14
Screening	7	4		3	2	4							20
Screening - Inconsistency					1	3							4
Screening - Procedures/Process	7	4		3	1	1							16

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMH	**82**	**41**	**66**	**55**	**61**	**76**	**54**	**62**	**57**	**57**	**58**	**42**	**711**
2018				**18**	**17**	**35**	**31**	**33**	**34**	**27**	**30**	**14**	**239**
Civil Rights				2			3	3	2	4	1		15
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns											1		1
Civil Rights - Headwear										1			1
Civil Rights - Racial Profiling or Discrimination							2	2	1				5
Civil Rights - Screening of Religious Cultural and Ceremonial Items								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1						3			4
Civil Rights - Transgender Screening							1		1				2
Customer Service				2	6	8	7	7	7	4	7	3	51
Customer Service - Others								2			1		3
Customer Service - TSO				2	6	8	7	5	7	4	6	3	48
Locks						1		4		1			6
Locks - Missing or Damaged Lock						1		4		1			6
Mishandling of Passenger Property				2	3	10	9	5	8	2	9	3	51
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1		1			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	3	8	6	3	6	1	7		35
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1	2	2	1	1	2	2	12
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown				1	2	2	3	3	2	6	2		21
Patdown - Flyer				1	1	2	3	3	2	6	2		20
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				2	2	2	2		4	4	3		19
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes						1			2	1			4
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1				1		1		4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			1	2	2		6
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Food/Beverages								1					1
Property - Special Handling				5	2	3	3	5	6	5	5	5	39
Property - Special Handling - Damaged Items - Carry-On				2					1	1	1		5
Property - Special Handling - Damaged Items - Checked				1	1			2	2	1	1		8
Property - Special Handling - Missing Items - Carry-On					1	1	1	1	1		1		6
Property - Special Handling - Missing Items - Checked				2		2	2	2	2	3	2	5	20
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening				3	2	9	4	5	4	1	3	3	34
Screening - Crew Member or Airline Employee				1		1			1			1	4
Screening - Inconsistency				1		1	1				1		4
Screening - Lengthy Lines				1	1	2	1		1			1	7
Screening - Procedures/Process					1	5	2	4	2	1	2	1	18
Screening - Retrieving Abandoned/Confiscated Items								1					1
2019	**28**	**19**	**31**	**11**	**17**	**23**	**22**	**23**	**19**	**19**	**18**	**21**	**251**
Civil Rights	2	2	3	1		1	1	1	2	2	2	1	18
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights	1												1
Civil Rights - Headwear						1							1
Civil Rights - National Origin			1										1
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimina	1		2					1	2	1	2	1	10
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1					1						2
Civil Rights - Transgender Screening										1			1
Customer Service	7	2	5	2	2	6	4	3	3	2	3	7	46
Customer Service - Others												1	1
Customer Service - TSO	7	2	5	2	2	6	4	3	3	2	3	6	45
Locks		1			1		3						5
Locks - Missing or Damaged Lock		1			1		3						5
Mishandling of Passenger Property	3	2	6	2	3	5	2	6	3	5	6	6	49
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										2	2		4
Mishandling of Passenger Property - Dam	3	2	4	2	3	4	1	4	1	3	3	5	35
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2			1	1	2	2			1	9
Patdown	5	2	1		5	2	2	5	6		1	1	30
Patdown - Children						1							1
Patdown - Flyer	5	2	1		5	1	1	5	5		1	1	27
Patdown - Non-Flyer							1		1				2
Persons w/ Disabilities (PWD)	2	3	2	1	3	2	4			3		1	21
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medical D	1									1			2
Persons w/ Disabilities (PWD) - Medically Necessary		1					2			1			4
Persons w/ Disabilities (PWD) - Mobility Disability (N		2	1		1	1	1					1	7
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1					1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1								2
Property - Special Handling	6	5	8	3	2	4	4	6	4	5	3	2	52
Property - Special Handling - Damaged Items - Carry-On			2			1			2		1		6
Property - Special Handling - Damaged Ite	3	3	2	1		1	1	2		1	1	1	16
Property - Special Handling - Missing Items - Carry-C		1	2								1	1	5

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	3	1	2	2	2	2	3	4	2	4			25
Screening	3	2	6	2	1	3	2	2	1	2	3	3	30
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	1				1	1		1					4
Screening - Lengthy Lines						1						1	2
Screening - Procedures/Process	2	1	5	2		1	2	1	1	2	3	2	22
Screening - Retrieving Abandoned/Confiscated Items			1										1
2020	**36**	**16**	**32**	**22**	**25**	**12**	**1**	**6**	**4**	**11**	**10**	**7**	**182**
Civil Rights	3		2			1					2		8
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimina	1										1		2
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity-	1		1										2
Civil Rights - Transgender Screening	1					1							2
Customer Service	7	2	4	3	7	2		1		3	1	1	31
Customer Service - Others			1		1								2
Customer Service - TSO	7	2	3	3	6	2		1		3	1	1	29
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Locks	3		1	2					1				7
Locks - Missing or Damaged Lock	3		1	2					1				7
Lost and Found	1									1			2
Lost and Found - Airport/TSA	1									1			2
Mishandling of Passenger Property	1	1	6	5	4	6		1	2	2	3	1	32
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2	1	1							5
Mishandling of Passenger Property - Dam	1	1	3	3	3	5		1	2	1	1	1	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2							1	2		5
Patdown	4	3	1		2			1				1	12
Patdown - Children					1								1
Patdown - Flyer	4	3	1		1			1				1	11
Persons w/ Disabilities (PWD)	1	5	3	2	3					3	2		19
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1			1								2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2		1						2		6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - General	1												1
Property - Special Handling	8	5	8	9	5	2	1	2	1	1		2	44
Property - Special Handling - Damaged It	1		1	2	1								5
Property - Special Handling - Damaged It	2	4	3					2	1			1	13
Property - Special Handling - Missing Item	3		1	2	2								8
Property - Special Handling - Missing Item	2	1	3	5	2	2	1			1		1	18
Screening	7		7	1	3	1		1		1	2	2	25
Screening - Inconsistency												1	1
Screening - Procedures/Process	7		7	1	2			1		1	1	1	21
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach					1	1							2
2021	**18**	**6**	**3**	**4**	**2**	**6**							**39**
Civil Rights	2	2				1							5
Civil Rights - Racial Profiling or Discrimina	2	1				1							4
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service	6	2	1		1	2							12
Customer Service - TSO	6	2	1		1	2							12
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Flying Armed			1										1
Flying Armed - General			1										1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Mishandling of Passenger Property	6	1	1										8
Mishandling of Passenger Property - Dam	2	1											3
Mishandling of Passenger Property - Dam	3												3
Mishandling of Passenger Property - Disa	1		1										2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Property - Special Handling	1			1		1							3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked				1									1
Screening	2	1		1	1	1							6
Screening - Lengthy Lines				1									1
Screening - Procedures/Process	2	1			1	1							5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMI			**1**	**1**	**1**	**8**	**3**	**4**		**1**	**3**	**4**	**26**
2018				**1**		**2**	**1**	**2**		**1**	**2**	**1**	**10**
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service						1					2		3
Customer Service - TSO						1					2		3
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Screening				1			1	1		1			4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process				1			1	1					3
2019						**2**	**1**	**2**				**3**	**8**
Customer Service						1		1				1	3
Customer Service - TSO						1		1				1	3
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Screening								1					1
Screening - Lengthy Lines								1					1
2020					**1**	**3**	**1**				**1**		**6**
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening						2							2
Screening - Procedures/Process						2							2
2021			**1**			**1**							**2**
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening			1										1
Screening - Procedures/Process			1										1

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COD	**1**				**1**		**1**	**3**	**2**	**3**	**3**	**4**	**18**
2018							**1**	**1**	**1**		**1**	**1**	**5**
Mishandling of Passenger Property									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Screening											1		1
Screening - Shoe Screening											1		1
2019								**2**	**1**	**2**	**1**	**2**	**8**
Customer Service										2			2
Customer Service - Others										1			1
Customer Service - TSO										1			1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												2	2
Screening								2			1		3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process								1					1
Screening - Security Breach								1					1
2020					**1**					**1**	**1**	**1**	**4**
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1								1
Screening - Procedures/Process					1								1
2021	**1**												**1**
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COS	**12**	**16**	**5**	**16**	**12**	**15**	**13**	**16**	**8**	**13**	**11**	**16**	**153**
2018				**6**	**6**	**5**	**4**	**9**	**4**	**5**	**2**	**10**	**51**
Civil Rights								1					1
Civil Rights - Headwear								1					1
Customer Service					2							3	5
Customer Service - Others												1	1
Customer Service - TSO					2							2	4
Locks				2		1		1				1	5
Locks - General				1									1
Locks - Missing or Damaged Lock				1		1		1				1	4
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				3	2	2		2	2		1	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2	1		2	2		1	2	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown				1				1	1			1	4
Patdown - Flyer				1				1	1			1	4
Persons w/ Disabilities (PWD)								1		1	1		3
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling					1		1	1	1	2		2	8
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked					1		1	1	1	2			6
Screening					1	2	3	2		2			10
Screening - Procedures/Process					1	2	3	2		2			10
2019	**6**	**3**	**1**	**3**	**1**	**2**	**8**	**7**	**4**	**3**	**6**	**6**	**50**
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1			1	1	1	1	3	1		1	2	12
Mishandling of Passenger Property - Dam	1			1	1	1	1	2				2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1	1		1		3
Patdown							1		2	1	2		6
Patdown - Flyer							1		2	1	2		6
Persons w/ Disabilities (PWD)	2	1						1					4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	2	1	1	1			4	1		1	2	2	15
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Damaged Ite	1						1			1		1	4
Property - Special Handling - Missing Items - Carry-On			1				1				1		3
Property - Special Handling - Missing Items - Checke		1		1			2	1			1	1	7
Screening	1					1	1	2	1		1	1	8
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency	1												1
Screening - Procedures/Process							1	1	1		1	1	5
Screening - Retrieving Abandoned/Confiscated Items						1							1
2020	**5**	**10**	**3**	**7**	**4**	**4**	**1**			**5**	**3**		**42**
Civil Rights		1			1	1				1			4
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1							2
Customer Service	1	2								1			4
Customer Service - TSO	1	2								1			4
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	1		1	2	2	1	1			2	1		11
Mishandling of Passenger Property - Dam	1		1	2	1	1	1			1	1		9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1					1			2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)	1			1		1							3
Persons w/ Disabilities (PWD) - Medically	1			1		1							3
Property - Special Handling	2	5	2	3		1				1	2		16
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Ite	1	2		1							1		5
Property - Special Handling - Missing Item	1	3	2	2		1				1			10
2021	**1**	**3**	**1**		**1**	**4**							**10**
Customer Service	1	1											2
Customer Service - TSO	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 - 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

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CPR	**4**		**3**	**4**	**2**	**2**	**1**	**4**	**3**		**3**		**26**
2018				**3**	**1**			**1**					**5**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service				2				1					3
Customer Service - TSO				2				1					3
Screening					1								1
Screening - Procedures/Process					1								1
2019			**1**			**2**	**1**	**2**	**2**		**2**		**10**
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1			2		3
Property - Special Handling - Damaged Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Carry-On											1		1
Screening						2	1		2				5
Screening - Lengthy Lines						1							1
Screening - Procedures/Process						1	1		2				4
2020	**2**		**1**	**1**				**1**	**1**		**1**		**7**
Patdown	1								1				2
Patdown - Flyer	1								1				2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Property - Special Handling	1		1	1									3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked			1	1									2
Screening											1		1
Screening - Security Breach											1		1
2021	**2**		**1**		**1**								**4**
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening					1								1
Screening - Procedures/Process					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRP	**8**	**6**	**8**	**6**	**7**	**5**	**4**	**2**	**8**	**7**	**5**	**6**	**72**
2018				**3**	**2**	**2**	**3**	**2**	**3**	**2**	**3**	**2**	**22**
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights				1		1							2
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service						1				2			3
Customer Service - Others						1							1
Customer Service - TSO										2			2
Mishandling of Passenger Property				1	1		2		1		1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			2		1		1	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
Screening				1	1		1	1	1		1	1	7
Screening - Crew Member or Airline Employee												1	1
Screening - Procedures/Process				1	1		1	1	1		1		6
2019	**1**	**5**	**4**	**2**		**2**	**1**		**5**	**5**		**2**	**27**
Civil Rights									1	1			2
Civil Rights - Racial Profiling or Discrimination									1	1			2
Customer Service		2		1		1				1			5
Customer Service - TSO		2		1		1				1			5
Mishandling of Passenger Property			2						2	2			6
Mishandling of Passenger Property - Damaged/Missing Items--C			2							2			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2				2
Patdown		1	1	1					1	1			5
Patdown - Flyer		1	1	1					1	1			5
Persons w/ Disabilities (PWD)		2											2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening	1		1			1	1		1			1	6
Screening - Procedures/Process	1		1			1	1		1				5
Screening - Security Breach												1	1
2020	**5**	**1**	**4**		**2**	**1**					**2**	**2**	**17**
Mishandling of Passenger Property	1		1		2						1		5
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1				1						1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2		1			1					1	1	6
Property - Special Handling - Damaged It	1											1	2
Property - Special Handling - Missing Item	1		1			1					1		4
Screening	1	1	2									1	5
Screening - Procedures/Process	1	1	2									1	5
2021	**2**			**1**	**3**								**6**
Customer Service	1				2								3
Customer Service - TSO	1				2								3
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRW	**1**	**3**	**3**	**2**	**2**	**4**	**1**	**3**	**3**	**3**	**8**	**4**	**37**
2018				**1**		**1**	**1**	**1**	**1**		**1**	**2**	**8**
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling				1		1		1					3
Property - Special Handling - Damaged Items - Checked				1		1							2
Property - Special Handling - Missing Items - Checked								1					1
Screening									1			1	2
Screening - Inconsistency									1			1	2
2019		**2**		**1**		**1**		**2**	**1**	**2**	**7**	**1**	**17**
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property		1		1							1	1	4
Mishandling of Passenger Property - Damaged/Missi		1		1							1	1	4
Patdown						1					1		2
Patdown - Flyer						1					1		2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - General										1			1
Property - Special Handling								1			2		3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-On								1			1		2
Screening									1		2		3
Screening - Procedures/Process									1		2		3
2020		**1**	**2**		**2**				**1**	**1**		**1**	**8**
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property		1	1							1		1	4
Mishandling of Passenger Property - Damaged/Missi		1	1							1		1	4
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling					1				1				2
Property - Special Handling - Missing Items - Checked					1				1				2
2021	**1**		**1**			**2**							**4**
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam	1					1							2
Screening			1			1							2
Screening - Inconsistency						1							1
Screening - Lengthy Lines			1										1

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Categories	10-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	**3**	**2**	**5**	**2**	**2**	**4**		**2**	**1**	**4**	**3**	**2**	**30**
2018				**1**	**1**	**1**		**2**	**1**	**1**	**1**	**2**	**10**
Customer Service					1				1			1	3
Customer Service - TSO					1				1			1	3
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling				1		1							2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						1							1
Screening										1	1		2
Screening - Inconsistency										1			1
Screening - Procedures/Process											1		1
2019		**1**	**2**		**1**	**2**				**3**	**1**		**10**
Customer Service			1		1					2			4
Customer Service - TSO			1		1					2			4
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening										1			1
Screening - Procedures/Process										1			1
2020	**2**		**2**	**1**		**1**					**1**		**7**
Customer Service	1												1
Customer Service - TSO	1												1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Screening	1		1	1		1							4
Screening - Procedures/Process	1		1	1		1							4
2021	**1**	**1**	**1**										**3**
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1
Screening			1										1
Screening - Lengthy Lines			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CVG	**37**	**27**	**25**	**35**	**32**	**39**	**22**	**24**	**36**	**44**	**39**	**33**	**393**
2018				**11**	**12**	**15**	**12**	**9**	**17**	**16**	**14**	**14**	**120**
Civil Rights					2			1		2			5
Civil Rights - Hair Patdowns								1		2			3
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service				1		4	1		3	2	1	1	13
Customer Service - Others						2	1						3
Customer Service - TSO				1		2			3	2	1	1	10
Locks						1	2	1	2	1		1	8
Locks - Missing or Damaged Lock						1	2	1	2	1		1	8
Mishandling of Passenger Property				2	5	3	5	5	6	8	5	5	44
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1	2			1				5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	4		4	5	4	8	4	4	34
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1						1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1		1		3
Patdown					1	1		1					3
Patdown - Flyer					1	1		1					3
Persons w/ Disabilities (PWD)						1	1				1		3
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Property - Special Handling				6	2	4	1	1	5	2	4	4	29
Property - Special Handling - Damaged Items - Carry-On						1					1		2
Property - Special Handling - Damaged Items - Checked				2	1	1			2	1	1	2	10
Property - Special Handling - Missing Items - Carry-On				1		1			1		1		4
Property - Special Handling - Missing Items - Checked				3	1	1	1	1	2	1	1	2	13
Screening				2	2	1	2		1	1	3	3	15
Screening - Inconsistency							1						1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				2	2	1			1		3	3	12
Screening - Retrieving Abandoned/Confiscated Items										1			1
2019	**18**	**9**	**11**	**11**	**9**	**8**	**10**	**12**	**16**	**18**	**19**	**12**	**153**
Civil Rights							2	1	1	1		1	6
Civil Rights - Age									1				1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination							2	1		1			4
Customer Service	2	2	1	1	1	3		1		2	4	1	18
Customer Service - Others	1					1					1		3
Customer Service - TSO	1	2	1	1	1	2		1		2	3	1	15
Identification (ID) Requirements									1				1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues									1				1
Locks				1	2	1	2	1	2	1	2		12
Locks - Missing or Damaged Lock				1	2	1	2	1	2	1	2		12
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	2		2	2		1	2	3	1	2	6	4	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Dam	1		2	2		1	1	3	1	1	2	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											2		2
Mishandling of Passenger Property - Disa	1									1	2	1	5
Patdown	3			1					2	1	3	1	11
Patdown - Flyer	3			1					2		3	1	10
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1	1			1		1			2		1	7
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1						1					1	3
Property - Special Handling	5	3	3	3	3	3	2	2	2	6	1	4	37
Property - Special Handling - Damaged Ite	1		2						1				4
Property - Special Handling - Damaged Ite	3	2	1	2		1						1	10
Property - Special Handling - Missing Items - Carry-On										1		3	4
Property - Special Handling - Missing Item	1	1		1	3	2	2	2	1	5	1		19
Request for Assistance					1			1			1		3
Request for Assistance - Other					1			1			1		3
Screening	4	3	5	3	1		1	3	7	3	2		32
Screening - Inconsistency									1				1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	4	2	5	2			1	2	6	1	2		25
Screening - Retrieving Abandoned/Confiscated Items				1	1								2
Screening - Security Breach		1						1		1			3
2020	**8**	**15**	**12**	**9**	**9**	**7**		**3**	**3**	**10**	**6**	**7**	**89**
Civil Rights	1			1						3	1		6
Civil Rights - Racial Profiling or Discrimina	1			1						3			5
Civil Rights - Transgender Screening											1		1
Customer Service	1	4	4		1				1			1	12
Customer Service - Others			1										1
Customer Service - TSO	1	4	3		1				1			1	11
Locks		2		2				1		1			6
Locks - Missing or Damaged Lock		2		2				1		1			6
Mishandling of Passenger Property	2	1	2	3	2	2		1	1	2	1	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1					1				2
Mishandling of Passenger Property - Dam	2	1	2	2	2	2				2	1	2	16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown											1	1	2
Patdown - Flyer											1	1	2
Persons w/ Disabilities (PWD)	2		1	1		1							5
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medically	1		1			1							3
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling	2	4	3	1	1	2				2	2	1	18
Property - Special Handling - Damaged Items - Carry-On			1									1	2
Property - Special Handling - Damaged Ite	2		2	1	1						1		7
Property - Special Handling - Missing Items - Carry-C		2				1				2			5
Property - Special Handling - Missing Items - Checke		2				1					1		4
Screening		4	2	1	5	2		1	1	2	1	1	20
Screening - Inconsistency						1							1
Screening - Lengthy Lines				1	2						1		4
Screening - Procedures/Process		4	2		3			1		1		1	12
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach									1				1
Screening - Traveling with Cash										1			1
2021	**11**	**3**	**2**	**4**	**2**	**9**							**31**
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service	2					1							3
Customer Service - TSO	2					1							3
Expedited Passenger Screening Program						5							5
Expedited Passenger Screening Program - TSA Application Program						2							2
Expedited Passenger Screening Program - TSA PreCheck						3							3
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	4	1			2								7
Mishandling of Passenger Property - Dam	2				1								3
Mishandling of Passenger Property - Dam	2	1			1								4
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling	3	1		2		2							8
Property - Special Handling - Damaged Items - Carry-On				2									2
Property - Special Handling - Damaged Ite	1	1				1							3
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Item	2												2
Screening	1	1	2	1									5
Screening - Inconsistency				1									1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1		2										3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CWA	**4**	**1**	**2**	**2**	**2**	**3**	**2**	**6**	**3**	**1**	**2**	**3**	**31**
2018							**1**	**3**	**1**		**1**	**1**	**7**
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening							1	2	1				4
Screening - Procedures/Process							1	1	1				3
Screening - Retrieving Abandoned/Confiscated Items								1					1
2019	**1**	**1**	**1**		**2**	**2**		**2**	**2**	**1**	**1**	**1**	**14**
Civil Rights										1	1		2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service	1				1			1					3
Customer Service - TSO	1				1			1					3
Mishandling of Passenger Property			1		1				1				3
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling						2							2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening								1	1			1	3
Screening - Crew Member or Airline Employee									1				1
Screening - Procedures/Process								1				1	2
2020	**3**		**1**	**1**		**1**	**1**	**1**				**1**	**9**
Civil Rights				1								1	2
Civil Rights - Age												1	1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service			1										1
Customer Service - TSO			1										1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	2						1	1					4
Screening - Lengthy Lines	1							1					2
Screening - Procedures/Process	1						1						2
2021				**1**									**1**
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Food/Beverages				1									1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAB	**8**	**8**	**10**	**10**	**8**	**17**	**5**	**8**	**7**	**8**	**6**	**4**	**99**
2018				**7**	**5**	**4**	**1**	**2**	**3**	**4**	**2**	**2**	**30**
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service					1				1			1	3
Customer Service - TSO					1				1			1	3
Locks				1		1					1		3
Locks - Missing or Damaged Lock				1		1					1		3
Mishandling of Passenger Property				4	1	2		1	1	1	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	1	2		1	1		1		10
Patdown					1					1			2
Patdown - Flyer					1					1			2
Property - Special Handling				1	2	1	1			2		1	8
Property - Special Handling - Damaged Items - Checked				1			1			1			3
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked					2					1		1	4
Screening				1				1					2
Screening - Retrieving Abandoned/Confiscated Items				1				1					2
2019	**5**	**3**	**4**	**1**	**1**	**5**	**4**	**6**	**2**	**3**	**2**	**2**	**38**
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service		1					1			1			3
Customer Service - TSO		1					1			1			3
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	2	1	1				2	1		1	2	1	11
Mishandling of Passenger Property - Dam	2		1				2	1		1	2		9
Mishandling of Passenger Property - Disarrayed Item		1										1	2
Patdown		1				3	1	1	1				7
Patdown - Flyer		1				3	1	1	1				7
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling	3		1		1			2		1			8
Property - Special Handling - Damaged Ite	2												2
Property - Special Handling - Damaged Items - Checked			1		1			2					4
Property - Special Handling - Missing Item	1									1			2
Screening			1	1				1				1	4
Screening - Inconsistency				1									1
Screening - Procedures/Process			1					1				1	3
2020	**2**	**2**	**4**			**4**			**2**	**1**	**2**		**17**
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service		1	1			1					1		4
Customer Service - TSO		1	1			1					1		4
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	1			1					1		5
Mishandling of Passenger Property - Damaged/Missi		1				1							2
Mishandling of Passenger Property - Dam	1		1								1		3
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling						2			1				3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked						1			1				2
Screening										1			1
Screening - Procedures/Process										1			1
TSA Contact Information			1										1
TSA Contact Information - General			1										1
2021	**1**	**3**	**2**	**2**	**2**	**4**							**14**
Claims			1										1
Claims - General			1										1
Customer Service				1	1	1							3
Customer Service - TSO				1	1	1							3
Locks					1								1
Locks - General					1								1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		2		1		1							4
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checke		1		1									2
Screening	1	1				1							3
Screening - Procedures/Process						1							1
Screening - Security Breach	1	1											2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAL	**84**	**77**	**88**	**97**	**89**	**94**	**57**	**89**	**69**	**101**	**97**	**61**	**1,003**
2018				**28**	**34**	**29**	**26**	**47**	**34**	**43**	**47**	**19**	**307**
Civil Rights					3		1	3	1	4	1		13
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination					3		1			3	1		8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	1				2
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening								1					1
Customer Service				7	6	7	7	12	5	4	7	2	57
Customer Service - Others							2	1	1		1		5
Customer Service - TSO				7	6	7	5	11	4	4	6	2	52
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks					1	1		1		1	1	3	8
Locks - Missing or Damaged Lock					1	1		1		1	1	3	8
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				12	11	3	4	16	5	9	18	5	83
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	1		1	3				1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				10	9	3	3	11	5	9	16	3	69
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			2			2	1	6
Patdown				2	2	2	1	1	1	3	4		16
Patdown - Flyer				2	1	2	1		1	2	1		10
Patdown - Flyer as Observer					1			1		1	2		5
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)					1	1	1	3	2		1	2	11
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1	2	1		1		6
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling				3	6	8	5	7	12	10	8	5	64
Property - Special Handling - Damaged Items - Carry-On							1	2	1	2	2	2	10
Property - Special Handling - Damaged Items - Checked				1	1	3		1	1	2	2		11
Property - Special Handling - Missing Items - Carry-On					2	4	1	2	3		3	2	17
Property - Special Handling - Missing Items - Checked				2	3	1	3	2	7	6	1	1	26
Request for Assistance									1	1			2
Request for Assistance - Other									1	1			2
Screening				4	4	6	7	3	7	11	7	2	51
Screening - Inconsistency									2	1	1		4
Screening - Lengthy Lines					2		1			3	1		7
Screening - Procedures/Process				4	2	4	5	3	5	5	4	2	34
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach						1				1	1		3
Screening - Shoe Screening										1			1
Screening - Traveling with Cash							1						1
2019	**34**	**23**	**31**	**24**	**27**	**28**	**28**	**40**	**24**	**40**	**34**	**25**	**358**
Civil Rights			3	4	1	1	1		1		1	1	13
Civil Rights - Hair Patdowns			1		1								2
Civil Rights - Racial Profiling or Discrimination				3		1	1		1		1		7
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1									1	2
Civil Rights - Transgender Screening			1										1
Customer Service	6	2	3	4	7	5	2	10	5	8	3	6	61
Customer Service - Others		1						1				1	3
Customer Service - TSO	6	1	3	4	7	5	2	9	5	8	3	5	58
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks	2		3	1			1		1	2	2		12
Locks - Missing or Damaged Lock	2		3	1			1		1	2	2		12
Lost and Found				1			1		1				3
Lost and Found - Airport/TSA				1			1		1				3
Mishandling of Passenger Property	5	7	12	5	6	11	8	6	3	12	7	7	89
Mishandling of Passenger Property - Dam	1	1		1		3	1	1		2	2		12
Mishandling of Passenger Property - Dam	3	6	9	4	4	6	6	5	3	9	5	7	67
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			3		2	2	1			1			9
Patdown	2	1			2	1	4	2	1	4	3	1	21
Patdown - Children					1								1
Patdown - Flyer	2	1			1	1	3	1	1	4	3	1	18
Patdown - Non-Flyer							1	1					2
Persons w/ Disabilities (PWD)	1	2	3	1	1	2	1	5		1	3	2	22
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive	1				1								2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma			1										1
Persons w/ Disabilities (PWD) - General			1								2		3
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1						1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1				1					1		3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1				1	2					5
Property - Special Handling	13	8	4	6	6	6	7	11	8	8	10	4	91

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	2	3	1		1					2	1	1	11
Property - Special Handling - Damaged Ite	3		1		3	2	3	4	3	1	4	1	25
Property - Special Handling - Missing Item	3	1	1	1	1	1	2	1	2		3	1	17
Property - Special Handling - Missing Item	5	4	1	5	1	3	2	6	3	5	2	1	38
Request for Assistance			1									1	2
Request for Assistance - Other			1									1	2
Screening	5	3	2	2	4	1	3	6	4	5	5	3	43
Screening - Inconsistency		1						1					2
Screening - Lengthy Lines			1		1				1	1		2	6
Screening - Procedures/Process	4	2	1	2	3		3	5	3	3	5	1	32
Screening - Security Breach	1					1				1			3
2020	**29**	**42**	**47**	**39**	**19**	**21**	**3**	**2**	**11**	**18**	**16**	**17**	**264**
Civil Rights	1		2	2		1				1	1		8
Civil Rights - Racial Profiling or Discrimination			2	1		1					1		5
Civil Rights - Sex/Gender/Gender Identity	1									1			2
Civil Rights - Sexual Orientation - Not Transgender				1									1
Customer Service	3	6	7	4	2	5				2	4		33
Customer Service - TSO	3	6	7	4	2	5				2	4		33
Locks		1	1	1	3	1	1			1		3	12
Locks - Missing or Damaged Lock		1	1	1	3	1	1			1		3	12
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	6	9	16	10	8	3		1	3	4	4	3	67
Mishandling of Passenger Property - Damaged/Missi		1	2	2	1						1		7
Mishandling of Passenger Property - Dam	5	7	12	7	5	3		1	3	4	2	2	51
Mishandling of Passenger Property - Disa	1	1	2	1	2						1	1	9
Patdown	4	4	5	2	1	1							17
Patdown - Children			1										1
Patdown - Flyer	4	4	4	2	1	1							16
Persons w/ Disabilities (PWD)	1	4	2	1		2			1	1	1		13
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		3	1	1					1				6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelcha	1					1				1			3
Property - Special Handling	8	8	13	13	2	4	1	1	5	7	6	9	77
Property - Special Handling - Damaged Ite	1		3	1		1			1	1			8
Property - Special Handling - Damaged Ite	2	2	4	1	1				2	2	1	3	18
Property - Special Handling - Missing Item	2	1	1	3	1	2						2	12
Property - Special Handling - Missing Item	3	5	5	8		1	1	1	2	4	5	4	39
Screening	6	10	1	5	3	4	1		2	2		2	36
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2	2											4
Screening - Procedures/Process	3	5	1	4	3	4	1		2	2		2	27
Screening - Security Breach		3		1									4
2021	**21**	**12**	**10**	**6**	**9**	**16**							**74**
Civil Rights		1	2		2								5
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Racial Profiling or Discrimination		1	1		2								4
Customer Service	2	2	4	2	3								13
Customer Service - TSO	2	2	4	2	3								13
Expedited Passenger Screening Program						4							4
Expedited Passenger Screening Program - TSA PreCheck						3							3
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks	1	1											2
Locks - Missing or Damaged Lock	1	1											2
Mishandling of Passenger Property	2	3	1	2		1							9
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Dam	2	2	1	2		1							8
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
No Subject				1									1
No Subject - General				1									1
Patdown	2		1			1							4
Patdown - Children						1							1
Patdown - Flyer	2												2
Patdown - General			1										1
Persons w/ Disabilities (PWD)	1					2							3
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Service A	1												1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Lighters/Matches			1										1
Property - Special Handling	9	3			1	4							17
Property - Special Handling - Damaged Ite	1	1				1							3
Property - Special Handling - Damaged Ite	3	2				1							6
Property - Special Handling - Missing Item	3					1							4
Property - Special Handling - Missing Item	2				1	1							4
Screening	4	2			3	3							12
Screening - Children						1							1
Screening - Inconsistency	1				2								3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	3	1				2							6
Screening - Security Breach		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DAY	**13**	**5**	**7**	**9**	**10**	**14**	**13**	**6**	**12**	**15**	**9**	**7**	**120**
2018					**2**	**6**	**4**	**2**	**6**	**6**	**4**	**2**	**32**
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service							1				2		3
Customer Service - Others											1		1
Customer Service - TSO							1				1		2
Mishandling of Passenger Property					1	4	1	1	5	3		2	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	2	1		4	3		1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2		1	1				4
Patdown							1		1		1		3
Patdown - Flyer							1		1		1		3
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Property - Special Handling										3			3
Property - Special Handling - Missing Items - Checked										3			3
Screening						2	1	1					4
Screening - Procedures/Process						2	1	1					4
2019	**6**	**1**	**3**	**6**	**4**	**4**	**9**	**4**	**6**	**7**	**3**	**3**	**56**
Civil Rights				1	1		2			1			5
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination				1	1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Transgender Screening										1			1
Customer Service	1			2			2		2	3	1		11
Customer Service - Others							1						1
Customer Service - TSO	1			2			1		2	3	1		10
Locks				1								1	2
Locks - Missing or Damaged Lock				1								1	2
Mishandling of Passenger Property	4	1	1	1			2		3		1	1	14
Mishandling of Passenger Property - Dam	1	1		1			1		2				6
Mishandling of Passenger Property - Disa	3		1				1		1		1	1	8
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - General	1												1
Property - Special Handling				1	2	3	1	3		1	1		12
Property - Special Handling - Damaged Items - Checked					2	1		1		1			5
Property - Special Handling - Missing Items - Checked				1		2	1	2			1		7
Screening			2		1	1	2	1	1	2		1	11
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines							2						2
Screening - Procedures/Process			1			1		1		2			5
Screening - Retrieving Abandoned/Confiscated Items									1				1
2020	**5**	**2**	**2**	**3**	**3**	**3**				**2**	**2**	**2**	**24**
Civil Rights											1	1	2
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service	1			1	2	1							5
Customer Service - Others	1			1									2
Customer Service - TSO					2	1							3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1							2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling	2		1	1						2	1		7
Property - Special Handling - Damaged It	1			1						1			3
Property - Special Handling - Missing Item	1		1							1	1		4
Screening		1	1		1	1						1	5
Screening - Lengthy Lines			1		1								2
Screening - Procedures/Process		1				1						1	3
2021	**2**	**2**	**2**		**1**	**1**							**8**
Civil Rights			1										1
Civil Rights - Headwear			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
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - General						1							1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1											1
Screening - Procedures/Process		1											1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DCA	**131**	**130**	**145**	**146**	**138**	**193**	**120**	**140**	**150**	**138**	**147**	**120**	**1,698**
2018				**49**	**39**	**71**	**65**	**67**	**68**	**68**	**65**	**45**	**537**
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights					1	1	4	5	4		5	1	21
Civil Rights - Hair Patdowns								1				1	2
Civil Rights - National Origin									1		2		3
Civil Rights - Perceived Religion							1				1		2
Civil Rights - Racial Profiling or Discrimination					1	1	2	3	2				9
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1			2		3
Civil Rights - Transgender Screening									1				1
Customer Service				18	8	18	19	23	19	22	22	14	163
Customer Service - Others				1		1	2	4					8
Customer Service - TSO				17	8	17	17	19	19	22	22	14	155
Locks				2	2	2	2		1	4	5	1	19
Locks - Missing or Damaged Lock				2	2	2	2		1	4	5	1	19
Lost and Found				2		1		2			2	2	9
Lost and Found - Airport/TSA				2		1		2			2	2	9
Mishandling of Passenger Property				6	12	13	12	17	6	9	10	13	98
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					2	1	3	1		1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	8	9	8	12	4	5	9	12	72
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	2	3	1	4	2	3		1	17
Patdown				3	4	7	3	4	6	4	2	3	36
Patdown - Children								1					1
Patdown - Flyer				3	3	7	3	2	6	3	1	3	31
Patdown - Flyer as Observer					1			1		1			3
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				4	2	3	7	1	10	6	3	2	38
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1			1	3
Persons w/ Disabilities (PWD) - Diabetes						1			2	2	1		6
Persons w/ Disabilities (PWD) - General									1	1		1	3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1			2				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1		1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1			2		1				4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1		1			1			3
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1		2	1	1	2	2		10
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump						1							1
Property - Special Handling				9	7	7	5	9	13	15	8	4	77
Property - Special Handling - Damaged Items - Carry-On				1		2	3	2	3	6			17
Property - Special Handling - Damaged Items - Checked						2	1		3	2	2	1	11
Property - Special Handling - Missing Items - Carry-On				5	5			3	2	4	1	1	21
Property - Special Handling - Missing Items - Checked				3	2	3	1	4	5	3	5	2	28
Request for Assistance						1	3						4
Request for Assistance - Other							2						2
Request for Assistance - Wounded Warrior (MSIJSOC)						1	1						2
Screening				4	3	17	10	6	9	8	8	5	70
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency					1	1	1	2		2	1	1	9
Screening - Lengthy Lines						3	3		1				7
Screening - Procedures/Process				4	2	12	4	4	7	5	6	4	48
Screening - Retrieving Abandoned/Confiscated Items						1	1						2
Screening - Security Breach							1		1		1		3
2019	**50**	**56**	**56**	**32**	**42**	**71**	**54**	**66**	**69**	**50**	**71**	**56**	**673**
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights	7	1		3	1	4	5	3	1	2	4	3	34
Civil Rights - Age						1	1						2
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin	1					1							2
Civil Rights - Perceived Religion											2		2
Civil Rights - Racial Profiling or Discrimina	2	1		1	1	1	2	1		1	2	1	13
Civil Rights - Sex/Gender/Gender Identity-	3			2		1	1		1				8
Civil Rights - Sexual Orientation - Not Transgender										1		1	2
Civil Rights - Transgender Screening	1						1	1				1	4
Customer Service	14	13	18	4	8	22	12	22	14	13	19	13	172
Customer Service - Others		1			2	1		3			2	1	10
Customer Service - TSO	14	12	18	4	6	21	12	19	14	13	17	12	162
Human Capital						1							1
Human Capital - Prospective Employment with TSA						1							1
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks	2	4	1	2	2	5	1	1	3		4	4	29
Locks - Missing or Damaged Lock	2	4	1	2	2	5	1	1	3		4	4	29
Lost and Found	1	1	1	1	3	3	1	1	1	2		1	16
Lost and Found - Airport/TSA	1	1	1	1	3	3	1	1	1	2		1	16
Mishandling of Passenger Property	3	11	12	9	9	11	10	9	15	7	12	18	126
Mishandling of Passenger Property - Damaged/Missing Items--C			3		1			1	1	2	1	2	11
Mishandling of Passenger Property - Dam	1	10	7	9	7	9	7	6	11	4	10	15	96
Mishandling of Passenger Property - Disa	2	1	2		1	2	3	2	3	1	1	1	19
Patdown	1	5	7	2	2	5	2	3	3	1	1	1	33

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	1	5	6	1	2	5	2	3	3	1	1	1	31
Patdown - Flyer as Observer			1	1									2
Persons w/ Disabilities (PWD)	4	7	5	4	6	2	5	3	8	9	10	4	67
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1	1	1				3
Persons w/ Disabilities (PWD) - Cognitive	2	1								1			4
Persons w/ Disabilities (PWD) - Diabetes	1	1	1		1		1			4	2		11
Persons w/ Disabilities (PWD) - General						1			1	1	1		4
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1						1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	3	1	1	1	3		2	3	15
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1			1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	2	1				1	2	1		8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1			1		2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1	1									1	3
Persons w/ Disabilities (PWD) - Visual Impairment			1				1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2	1	1					2		1		7
Property - Special Handling	9	5	8	2	8	6	7	13	13	7	8	8	94
Property - Special Handling - Damaged Ite	1				1		1	2	1	1		1	8
Property - Special Handling - Damaged Ite	1	1	2		4	2		3	3	2	3	3	24
Property - Special Handling - Missing Item	4	2	2		2	1	1	1	4	2	1	3	23
Property - Special Handling - Missing Item	3	2	4	2	1	3	5	7	5	2	4	1	39
Request for Assistance		1			1								2
Request for Assistance - Other		1			1								2
Screening	9	8	4	5	2	12	11	11	11	9	11	4	97
Screening - Children						1	1						2
Screening - Inconsistency	2				1		1	1	1			2	8
Screening - Lengthy Lines	1	1						1	1				4
Screening - Procedures/Process	6	6	3	5	1	10	8	9	8	9	10	2	77
Screening - Retrieving Abandoned/Confiscated Items			1			1	1		1		1		5
Screening - Security Breach		1											1
2020	**58**	**58**	**75**	**54**	**46**	**34**	**1**	**7**	**13**	**20**	**11**	**19**	**396**
Civil Rights	3	5	3	1		1			2	1	1	2	19
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimina	3	3	1						2			2	11
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2	1	1		1				1			6
Customer Service	13	10	21	12	13	6	1	3	7	4	2	5	97
Customer Service - Others	1				1							1	3
Customer Service - TSO	12	10	21	12	12	6	1	3	7	4	2	4	94
Human Capital											1		1
Human Capital - Current Employee											1		1
Locks	4	3	3	2	1	2				2		1	18
Locks - General						1							1
Locks - Missing or Damaged Lock	4	3	3	2	1	1				2		1	17
Lost and Found	1	2	1	1									5
Lost and Found - Airport/TSA	1	2	1	1									5
Mishandling of Passenger Property	14	11	14	6	5	2			2	5	3	3	65
Mishandling of Passenger Property - Damaged/Missi		1		1							1		3
Mishandling of Passenger Property - Dam	13	9	12	5	3	2			2	4	1	3	54
Mishandling of Passenger Property - Disa	1	1	2		2					1	1		8
Patdown		3	2	7	3	5							20
Patdown - Flyer		2	2	7	3	5							19
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	6	8	4	4	6	4				1	2		35
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					2						1		3
Persons w/ Disabilities (PWD) - Cognitive /Developm		1				1							2
Persons w/ Disabilities (PWD) - Diabetes				1		1							2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					2								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Imp	2	1		1		1							5
Persons w/ Disabilities (PWD) - Mobility D	2	1	1							1	1		6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1	1										2
Persons w/ Disabilities (PWD) - Wheelcha	1	2	1	2	1								7
Property - Special Handling	10	10	13	11	10	7		1	2		2	7	73
Property - Special Handling - Damaged Ite	2	2			1								5
Property - Special Handling - Damaged Ite	3	1	5	2	1	1			1		1	1	16
Property - Special Handling - Missing Item	3	2	4	5	4	2						1	21
Property - Special Handling - Missing Item	2	5	4	4	4	4		1	1		1	5	31
Request for Assistance		2	1										3
Request for Assistance - Other		1	1										2
Request for Assistance - Wounded Warrior (MSIJSO		1											1
Screening	7	4	13	10	8	7		3		7		1	60
Screening - Inconsistency	1			1		1				1			4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	4	4	12	9	6	5		3		6		1	50
Screening - Retrieving Abandoned/Confis	1					1							2
Screening - Security Breach	1		1		1								3
2021	**23**	**16**	**14**	**11**	**11**	**17**							**92**

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	1	3	4		1	1							10
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Headwear			1										1
Civil Rights - Racial Profiling or Discrimina	1	1	1										3
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Trans(		1	1			1							3
Customer Service	4	5	6	5	3	4							27
Customer Service - Others		1											1
Customer Service - TCC			1										1
Customer Service - TSO	4	4	5	5	3	4							25
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program			1		1	2							4
Expedited Passenger Screening Program - TSA PreCheck			1		1	2							4
Locks	1				1								2
Locks - Missing or Damaged Lock	1				1								2
Lost and Found		1	1	1									3
Lost and Found - Airport/TSA		1	1	1									3
Mishandling of Passenger Property	5	1			1	2							9
Mishandling of Passenger Property - Dam	2				1	2							5
Mishandling of Passenger Property - Disa	3	1											4
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown	1				2	1							4
Patdown - Flyer	1				2	1							4
Persons w/ Disabilities (PWD)	1		1	1									3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items				2		1							3
Prohibited & Permitted Items - Beauty & Grooming Items						1							1
Prohibited & Permitted Items - Chemical/Household Products				1									1
Prohibited & Permitted Items - Food/Beverages				1									1
Property - Special Handling	3	2		1	1	2							9
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Damaged Items - Checked				1		1							2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Item	2	1				1							4
Screening	7	4			1	4							16
Screening - International Screening					1								1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	5	4				4							13
Screening - Retrieving Abandoned/Confis	1												1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEN	**323**	**203**	**277**	**382**	**350**	**333**	**207**	**263**	**288**	**315**	**326**	**254**	**3,521**
2018				**153**	**104**	**112**	**108**	**141**	**126**	**159**	**146**	**97**	**1,146**
Advanced Imaging Technology (AIT)							1	1					2
Advanced Imaging Technology (AIT) - Flyer								1					1
Advanced Imaging Technology (AIT) - Flyer as Observer							1						1
Civil Rights				4	4	1	2	3	1	6	2	4	27
Civil Rights - Age					1			1	1				3
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns						1		1		1			3
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination				2	3		2			3	2	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2				1		1		1	5
Civil Rights - Transgender Screening												1	1
Customer Service				35	27	29	31	32	32	45	27	25	283
Customer Service - Others				7	4	9	10	7	11	14	10	9	81
Customer Service - TSO				28	23	20	21	25	21	31	17	16	202
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domestic									1				1
Locks				4	4	3	2	4	8	2	6	4	37
Locks - General							1		1				2
Locks - Missing or Damaged Lock				4	4	3	1	4	7	2	6	4	35
Lost and Found				2	3		2		1	3	3		14
Lost and Found - Airport/TSA				2	3		2		1	3	3		14
Mishandling of Passenger Property				39	23	25	14	22	18	29	33	19	222
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	3	2	1	3		2	4	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				36	18	17	9	15	14	25	22	14	170
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1				1	1	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1	6	4	4	3	1	6	4	30
Patdown				4	5	10	5	9	12	8	13	6	72
Patdown - Children											1	1	2
Patdown - Flyer				4	3	6	5	7	11	7	9	5	57
Patdown - Flyer as Observer					1	4		2	1		1		9
Patdown - Non-Flyer					1					1	2		4
Persons w/ Disabilities (PWD)				6	8	7	7	14	9	15	13	5	84
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer							1				1		2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1		1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes				2			1		2		1	1	7
Persons w/ Disabilities (PWD) - General				1	1	1			1	4	2		10
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1	1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1		1		1		1			4
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1		1	2		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1	3	2	1	4	2	14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1		1			2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1	1		1		1			4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals								2					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					2	2	1		1				6
Persons w/ Disabilities (PWD) - Visual Impairment					1					1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1	1	1	3	1	4	2	2	17
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling				29	10	19	22	20	15	22	22	17	176
Property - Special Handling - Damaged Items - Carry-On							2		2	1	1		6
Property - Special Handling - Damaged Items - Checked				6	2	5	3	6	5	7	10	6	50
Property - Special Handling - Missing Items - Carry-On				13	4	8	7	5	4	2	2	6	51
Property - Special Handling - Missing Items - Checked				10	4	6	10	9	4	12	9	5	69
Request for Assistance				2	2								4
Request for Assistance - Other				2	1								3
Request for Assistance - Wounded Warrior (MSIJSOC)					1								1
Screening				28	18	18	22	36	29	29	27	17	224
Screening - Children								1		2			3
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency				1	1	1	2		3	1	1	1	11
Screening - Lengthy Lines				5	2	3	3	13	6	8	3	3	46
Screening - Procedures/Process				19	14	13	17	21	20	17	15	11	147
Screening - Retrieving Abandoned/Confiscated Items				3	1			1			5		10
Screening - Security Breach						1				1	2	2	6
2019	**136**	**88**	**115**	**75**	**89**	**99**	**91**	**107**	**140**	**123**	**126**	**114**	**1,303**
Advanced Imaging Technology (AIT)						1					2		3
Advanced Imaging Technology (AIT) - Flyer						1					2		3
Civil Rights	9	5	6	4	5	5	3	4	2	6	3	4	56
Civil Rights - Age				1							1		2
Civil Rights - Hair Patdowns	1				1			1					3
Civil Rights - Perceived Religion	1	1											2
Civil Rights - Racial Profiling or Discrimina	3	2	1	2	2	1		2	1	2	2	2	20
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity-	3	2	5	1	2	3	1		1	4		1	23
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening	1					1	1					1	4
Customer Service	30	18	33	12	18	18	17	23	39	26	30	25	289
Customer Service - Others	7	3	1			1	1	2	12	7	4	2	40
Customer Service - TSO	23	15	32	12	18	17	16	21	27	19	26	23	249
Identification (ID) Requirements							1				2		3

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General	2					2							4
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal M	1				2	1				1			5
Persons w/ Disabilities (PWD) - Medically Necessary		2	1			3					1	1	8
Persons w/ Disabilities (PWD) - Metal Imp	2		1										3
Persons w/ Disabilities (PWD) - Mobility D	2	2	1		3	1				1			10
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme			1		2					1			4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1		3			1				1	6
Persons w/ Disabilities (PWD) - Wheelcha	1		1	3	2	2							9
Property - Special Handling	19	15	22	27	21	5	1	3	8	10	17	12	160
Property - Special Handling - Damaged Ite	2		2	3	4	3			1	1	3	1	20
Property - Special Handling - Damaged Ite	6	4	7	8	9	1			5	3	5	2	50
Property - Special Handling - Missing Item	4	1	7	2	1		1	1		1	5	2	25
Property - Special Handling - Missing Item	7	10	6	14	7	1		2	2	5	4	7	65
Screening	28	23	23	17	26	17	3	3	5	5	8	9	167
Screening - Inconsistency					2				1		2	1	6
Screening - Lengthy Lines	9	7	5	3	12	6					1		43
Screening - Procedures/Process	16	16	18	14	11	11	3	2	4	5	5	8	113
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach	2				1			1					4
2021	**60**	**33**	**31**	**41**	**44**	**64**							**273**
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	5		1	2		4							12
Civil Rights - Civil Rights Violation (TSA Employee)						1							1
Civil Rights - Constitutional Rights	1												1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimina	2		1	1		1							5
Civil Rights - Sex/Gender/Gender Identity-	1			1		2							4
Claims			1	1									2
Claims - General			1	1									2
CSM/Stakeholder Follow-up				1									1
CSM/Stakeholder Follow-up - General				1									1
Customer Service	13	6	12	15	7	9							62
Customer Service - Others		1		1									2
Customer Service - TCC				1									1
Customer Service - TSO	13	5	12	13	7	9							59
Duplicate E-mail						1							1
Duplicate E-mail - General						1							1
Expedited Passenger Screening Program			2	5	7	14							28
Expedited Passenger Screening Program - DoD					1								1
Expedited Passenger Screening Program - TSA Application Program					1	1							2
Expedited Passenger Screening Program - TSA PreCheck			2	5	5	13							25
Locks		3		1		2							6
Locks - Missing or Damaged Lock		3		1		2							6
Lost and Found	1					1							2
Lost and Found - Airport/TSA	1					1							2
Mishandling of Passenger Property	8	7	3	8	9	10							45
Mishandling of Passenger Property - Dam	2	1	2			1							6
Mishandling of Passenger Property - Dam	4	6	1	8	9	6							34
Mishandling of Passenger Property - Disa	2					3							5
No Jurisdiction			1		1								2
No Jurisdiction - Refer to Other			1		1								2
Patdown	2	4			2	1							9
Patdown - Flyer	2	4			2	1							9
Persons w/ Disabilities (PWD)	3		2	3	2	1							11
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1									2
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1	1							2
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Av	1				1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1									2
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	12	9	1	3	6	8							39
Property - Special Handling - Damaged Ite	1	2				1							4
Property - Special Handling - Damaged Ite	1	2	1	1	3	1							9
Property - Special Handling - Missing Item	4				2	2							8
Property - Special Handling - Missing Item	6	5		2	1	4							18
Screening	16	4	6	2	10	12							50
Screening - Children	1												1
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency			1	1	5	2							9
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	14	3	5	1	5	9							37
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
DFW	**352**	**299**	**287**	**406**	**364**	**411**	**302**	**307**	**316**	**344**	**329**	**262**	**3,979**
2018				**121**	**120**	**138**	**143**	**137**	**147**	**145**	**151**	**92**	**1,194**
Civil Rights				3	8	4	7	3	5	8	4	4	46
Civil Rights - Age									1				1
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion					2	2						1	5
Civil Rights - Racial Profiling or Discrimination				2	6	2	4	3	4	6	2	3	32
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			2	1		4
Civil Rights - Transgender Screening				1			1						2
Customer Service				35	33	28	43	31	38	55	47	25	335
Customer Service - Others				4	3	4	2	3	2	4	5	3	30
Customer Service - TSO				31	30	24	41	28	36	51	42	22	305
Locks				3	5	4	7	6	5	4	5	6	45
Locks - General								1					1
Locks - Missing or Damaged Lock				3	5	4	7	5	5	4	5	6	44
Lost and Found					1		1	1	2	1	2	1	9
Lost and Found - Airport/TSA					1		1	1	2	1	2	1	9
Mishandling of Passenger Property				31	16	31	25	27	29	22	28	18	227
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2			2	5	3		1	4	17
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				28	15	23	19	19	21	21	24	12	182
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1				1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1	8	3	3	5	1	2	1	25
Patdown				6	8	5	6	5	4	7	2	2	45
Patdown - Children							1						1
Patdown - Flyer				3	8	4	5	4	4	6	2	2	38
Patdown - Flyer as Observer						1		1		1			3
Patdown - General				1									1
Patdown - Non-Flyer				2									2
Persons w/ Disabilities (PWD)				3	5	5	8	6	7	6	1	4	45
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes							1			1			2
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment									1	1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices					1						1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2				1	1			4
Persons w/ Disabilities (PWD) - Metal Implants (joint)						2							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2	1	1	3	2	2				11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1				1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1			1				2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Visual Impairment								1				1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1		2	2	1	3		2	11
Property - Special Handling				12	22	22	15	20	31	19	35	16	192
Property - Special Handling - Damaged Items - Carry-On				1	4	4	2	2	4	5	7	7	36
Property - Special Handling - Damaged Items - Checked				5	5	3	5	5	8	4	16	3	54
Property - Special Handling - Missing Items - Carry-On				3		3	3	3	3	3	1	1	20
Property - Special Handling - Missing Items - Checked				3	13	12	5	10	16	7	11	5	82
Request for Assistance				1						1	1		3
Request for Assistance - Other				1						1			2
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening				27	22	39	31	38	26	22	26	16	247
Screening - Children				1									1
Screening - Crew Member or Airline Employee				1	1				1		1	1	5
Screening - Inconsistency						4	2	1	2			2	11
Screening - Lengthy Lines				8	9	9	8	15	6	9	6	2	72
Screening - Procedures/Process				15	12	23	19	20	16	13	16	10	144
Screening - Retrieving Abandoned/Confiscated Items						2	1		1			1	5
Screening - Security Breach				2		1	1	2			3		9
2019	**145**	**130**	**141**	**96**	**105**	**123**	**143**	**152**	**133**	**148**	**132**	**113**	**1,561**
Advanced Imaging Technology (AIT)		1	1										2
Advanced Imaging Technology (AIT) - Flyer		1	1										2
Civil Rights	7	10	6	5	5	4	8	8	5	11	8	4	81
Civil Rights - Age		1											1
Civil Rights - Constitutional Rights	1					1		1					3
Civil Rights - Hair Patdowns	1	1											2
Civil Rights - National Origin		1									1		2
Civil Rights - Perceived Religion		1								1	1		3
Civil Rights - Racial Profiling or Discrimina	3	5	4	3	2	1	5	6	3	8	6	3	49
Civil Rights - Screening of Religious Cultu	1								1				2
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity-	1	1	2	1	3	1	3	1		2		1	16
Civil Rights - Sexual Orientation - Not Transgender				1					1				2
Customer Service	42	40	39	29	24	34	30	33	40	36	31	32	410
Customer Service - CSM									1				1
Customer Service - Others	3	3	4	4		1	2	2	2	1	1	2	25
Customer Service - TSO	39	37	35	25	24	33	28	31	37	35	30	30	384
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	6	10	2	2	7	8	5	7	1	3	2	4	57
Locks - Missing or Damaged Lock	6	10	2	2	7	8	5	7	1	3	2	4	57
Lost and Found			1	1	3	2		1					8
Lost and Found - Airport/TSA			1	1	3	2		1					8
Mishandling of Passenger Property	32	18	25	20	12	18	34	38	27	24	35	25	308

TSA Contact Center (TCC) Data Tool - FOIA

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	3	2				1				7
Persons w/ Disabilities (PWD) - Metal Implants (joint)												2	2
Persons w/ Disabilities (PWD) - Mobility D	1	2		2									5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1			1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1					1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelcha	3	1			2								6
Property - Special Handling	22	23	16	21	21	9	4	2	8	12	18	17	173
Property - Special Handling - Damaged Ite	1	3	1	4	6					3		4	22
Property - Special Handling - Damaged Ite	7	4	4	4	3	5	1		6	4	6	5	49
Property - Special Handling - Missing Item	4	2	2	4	5	3			1		3	2	26
Property - Special Handling - Missing Item	10	14	9	9	7	1	3	2	1	5	9	6	76
Screening	19	21	20	20	16	11	3	3	7	8	3	11	142
Screening - Crew Member or Airline Employee		1					1		1				3
Screening - Inconsistency	1			1		1				2		1	6
Screening - Lengthy Lines	4	1	2	1								1	9
Screening - Procedures/Process	13	18	16	17	16	9	2	3	6	5	3	9	117
Screening - Retrieving Abandoned/Confis	1			1		1				1			4
Screening - Security Breach		1	2										3
2021	**69**	**48**	**37**	**77**	**41**	**89**							**361**
Civil Rights	3	2	2	3	1	5							16
Civil Rights - Age				1									1
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Racial Profiling or Discrimina	3	1		1		5							10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1									2
Civil Rights - Sexual Orientation - Not Transgender					1								1
Claims						1							1
Claims - General						1							1
Customer Service	21	15	20	29	14	21							120
Customer Service - Others	2	2		3	2								9
Customer Service - TSO	19	13	20	26	12	21							111
Duplicate E-mail				2									2
Duplicate E-mail - General				2									2
Expedited Passenger Screening Program			2	5		16							23
Expedited Passenger Screening Program - TSA Application Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck			2	4		15							21
Human Capital						1							1
Human Capital - Current Employee						1							1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	2	3	1			1							7
Locks - General			1										1
Locks - Missing or Damaged Lock	2	3				1							6
Lost and Found				1	3	1							5
Lost and Found - Airport/TSA				1	3	1							5
Mishandling of Passenger Property	10	3	2	16	8	6							45
Mishandling of Passenger Property - Dam	2			3	3								8
Mishandling of Passenger Property - Dam	7	3	2	11	4	3							30
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disa	1			1	1	3							6
No Jurisdiction				2	1	1							4
No Jurisdiction - Refer to CBP				1		1							2
No Jurisdiction - Refer to Other				1	1								2
Notice of Violation/Civil Penalties					1								1
Notice of Violation/Civil Penalties - General					1								1
Patdown	1	1	1	1	1								5
Patdown - Flyer	1	1	1	1	1								5
Persons w/ Disabilities (PWD)	1	2		3	1	3							10
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment		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) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2
Prohibited & Permitted Items			3		2	4							9
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
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1		1	1							3
Prohibited & Permitted Items - Remains						1							1
Property - Special Handling	17	9		8	2	13							49
Property - Special Handling - Damaged Ite	2	2		2		1							7
Property - Special Handling - Damaged Ite	4	2				4							10
Property - Special Handling - Missing Item	5	1											6
Property - Special Handling - Missing Item	6	4		6	2	8							26
Screening	14	13	6	6	7	16							62
Screening - Inconsistency	1	1		2	6	3							13
Screening - Lengthy Lines			2	2									4
Screening - Procedures/Process	11	12	4	2	1	10							40
Screening - Retrieving Abandoned/Confis	1					3							4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach	1												1
DHN	**4**	**1**	**3**	**2**	**3**	**3**	**1**	**2**	**4**	**1**	**3**	**5**	**32**
2018				**1**		**1**			**3**		**2**	**4**	**11**
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1					1		1	3	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1		1	3	6
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Checked									1		1		2
Screening						1						1	2
Screening - Inconsistency												1	1
Screening - Procedures/Process						1							1
2019	**1**		**2**		**1**		**1**	**2**	**1**		**1**	**1**	**10**
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1		2										3
Mishandling of Passenger Property - Dam	1		2										3
Property - Special Handling					1		1	1	1		1	1	6
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked								1	1		1	1	4
2020	**2**	**1**	**1**	**1**	**2**	**1**				**1**			**9**
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2	1	1		1	1							6
Mishandling of Passenger Property - Dam	2	1	1		1	1							6
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening										1			1
Screening - Procedures/Process										1			1
2021	**1**					**1**							**2**
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
DIK	**1**	**2**	**2**		**2**	**1**	**2**		**1**	**1**	**4**		**16**
2018					**2**	**1**	**1**		**1**	**1**			**6**
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown						1			1	1			3
Patdown - Flyer						1			1	1			3
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Screening							1						1
Screening - Procedures/Process							1						1
2019	**1**	**1**	**2**				**1**				**2**		**7**
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property		1	1								1		3
Mishandling of Passenger Property - Damaged/Missi		1									1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked							1						1
Screening	1												1
Screening - Procedures/Process	1												1
2020		**1**									**2**		**3**
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property		1									1		2
Mishandling of Passenger Property - Damaged/Missi		1									1		2
DLG									**1**	**2**	**1**		**4**
2018										**1**	**1**		**2**
Property - Special Handling										1	1		2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked											1		1
2019									**1**	**1**			**2**
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Screening										1			1
Screening - Procedures/Process										1			1
DLH	**1**		**3**	**4**	**1**			**1**	**2**	**3**	**2**	**3**	**20**
2018				**2**					**2**	**2**		**2**	**8**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Mishandling of Passenger Property				1								1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1								1	2
Property - Special Handling									1	2		1	4
Property - Special Handling - Damaged Items - Checked										2		1	3
Property - Special Handling - Missing Items - Checked									1				1
Screening									1				1
Screening - Procedures/Process									1				1
2019	**1**		**1**					**1**		**1**	**1**	**1**	**6**
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Dam	1									1			2
Patdown											1		1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer											1		1
Property - Special Handling			1									1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On			1										1
Screening								1					1
Screening - Procedures/Process								1					1
2020			**1**	**2**	**1**						**1**		**5**
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening			1	1									2
Screening - Procedures/Process			1	1									2
2021			**1**										**1**
CSM/Stakeholder Follow-up			1										1
CSM/Stakeholder Follow-up - General			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRO	**1**	**4**	**1**	**3**	**3**	**2**		**2**	**1**	**1**	**3**	**4**	**25**
2018				**2**	**1**	**1**				**1**	**2**	**2**	**9**
Customer Service				1						1			2
Customer Service - TSO				1						1			2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property					1	1							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling				1							1	1	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On				1							1		2
2019		**2**						**2**	**1**				**5**
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								2					2
Patdown		1											1
Patdown - Non-Flyer		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2020	**1**	**2**	**1**	**1**	**1**						**1**	**2**	**9**
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown											1		1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)												2	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												2	2
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
Screening		1											1
Screening - Procedures/Process		1											1
2021					**1**	**1**							**2**
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening								1					1
Screening - Procedures/Process								1					1

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

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Categories	10-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	**17**	**14**	**6**	**17**	**22**	**19**	**9**	**16**	**8**	**15**	**10**	**10**	**163**
2018				**9**	**7**	**10**	**4**	**6**	**3**	**5**	**3**	**5**	**52**
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				2	1	3					2	1	9
Customer Service - Others						1						1	2
Customer Service - TSO				2	1	2					2		7
Locks				1						1			2
Locks - Missing or Damaged Lock				1						1			2
Mishandling of Passenger Property				3		1	1	3		1		3	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								3					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3		1	1			1		2	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown				2	2								4
Patdown - Flyer				2	2								4
Persons w/ Disabilities (PWD)							1			1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Gels/Aerosols									1				1
Property - Special Handling				1	2	3	1	1	1	2	1	1	13
Property - Special Handling - Damaged Items - Checked					1	2				1	1		5
Property - Special Handling - Missing Items - Carry-On					1	1			1			1	4
Property - Special Handling - Missing Items - Checked				1			1	1		1			4
Screening					2	3	1	2					8
Screening - Inconsistency							1						1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					2	2		2					6
2019	**7**	**4**	**4**	**5**	**5**	**1**	**5**	**8**	**4**	**4**	**5**	**2**	**54**
Civil Rights					1			1	3				5
Civil Rights - Constitutional Rights					1								1
Civil Rights - Racial Profiling or Discrimination								1	2				3
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service	1			1				1					3
Customer Service - TSO	1			1				1					3
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	1	1		3	3		1	2		2	1	1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1			1					2
Mishandling of Passenger Property - Dam	1	1		3	2		1	1		2	1	1	13
Patdown	1	2	1					2					6
Patdown - Flyer	1	2	1					2					6
Persons w/ Disabilities (PWD)	1		1										2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	2		2	1			2	2	1	2	1		13
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked							1			1	1		3
Property - Special Handling - Missing Items - Carry-On			1	1					1				3
Property - Special Handling - Missing Iten	1		1				1	2		1			6
Screening	1				1	1	1				3		7
Screening - Procedures/Process	1				1	1	1				3		7
2020	**4**	**4**	**1**	**2**	**6**	**6**		**2**	**1**	**6**	**2**	**3**	**37**
Customer Service		1	1			3		1		1			7
Customer Service - TSO		1	1			3		1		1			7
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	3			1	2	1				1			8
Mishandling of Passenger Property - Dam	2			1	2	1				1			7
Mishandling of Passenger Property - Disa	1												1
Persons w/ Disabilities (PWD)				1					1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Property - Special Handling	1	3			1	2				2	1	2	12
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On						1				1			2
Property - Special Handling - Missing Iten	1	3			1					1	1	2	9
Screening					2			1		2	1	1	7
Screening - Procedures/Process					1			1		2	1	1	6
Screening - Security Breach					1								1
2021	**6**	**6**	**1**	**1**	**4**	**2**							**20**
Customer Service		2		1	1								4
Customer Service - TSO		2		1	1								4
Expedited Passenger Screening Program			1		1								2
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Mishandling of Passenger Property	4	1											5
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	2	1											3
Mishandling of Passenger Property - Disa	1												1
Patdown	1					1							2
Patdown - Flyer	1												1
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)						1							1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DTW	**163**	**143**	**149**	**153**	**135**	**150**	**130**	**124**	**122**	**159**	**174**	**137**	**1,739**
2018				**50**	**39**	**56**	**60**	**59**	**49**	**79**	**71**	**53**	**516**
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Non-Flyer										1			1
Civil Rights				2	2	1	3	3	3	4	6	3	27
Civil Rights - Age												1	1
Civil Rights - Headwear									1	1			2
Civil Rights - National Origin							1			1			2
Civil Rights - Racial Profiling or Discrimination				2	2	1	2	3	2		5	2	19
Civil Rights - Sexual Orientation - Not Transgender											1		1
Civil Rights - Transgender Screening										2			2
Customer Service				7	10	10	9	19	9	13	7	15	99
Customer Service - Others				1		1	1			1			4
Customer Service - TSO				6	10	9	8	19	9	12	7	15	95
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				3	4	1	4	4	2	4	4	2	28
Locks - General				1									1
Locks - Missing or Damaged Lock				2	4	1	4	4	2	4	4	2	27
Lost and Found				7		1	1	1	2	3	4		19
Lost and Found - Airport/TSA				7		1	1	1	2	3	4		19
Mishandling of Passenger Property				8	11	11	9	9	18	22	23	14	125
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1		2	1	1	2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	11	10	7	7	14	16	18	11	100
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1	1					1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2				2	2	5	4		15
Patdown				5	4	3	2	7	1	2	3		27
Patdown - Flyer				4	4	3	1	5	1	2	3		23
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer				1				2					3
Persons w/ Disabilities (PWD)				1	2	7		2	1	8	2	4	27
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1		1			1		3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes						2						1	3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1			1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										2			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1				1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										2			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										2		1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2			1	1			4
Property - Special Handling				16	5	17	17	7	7	13	8	10	100
Property - Special Handling - Damaged Items - Carry-On						1	1		2	1			5
Property - Special Handling - Damaged Items - Checked				5	2	5	3	3		4	2	3	27
Property - Special Handling - Missing Items - Carry-On				2		2	4	3	2	1	2	5	21
Property - Special Handling - Missing Items - Checked				9	3	9	9	1	3	7	4	2	47
Request for Assistance						1	1			1			3
Request for Assistance - Other						1	1			1			3
Screening					1	4	14	7	6	8	14	5	59
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency							4	2		1	2	1	10
Screening - Lengthy Lines						2	3			2			7
Screening - Procedures/Process					1	2	5	4	4	4	11	3	34
Screening - Retrieving Abandoned/Confiscated Items												1	1
Screening - Security Breach							2	1	1		1		5
Screening - Shoe Screening									1				1
2019	**62**	**55**	**58**	**33**	**44**	**51**	**61**	**56**	**60**	**60**	**72**	**60**	**672**
Civil Rights	6	5	3	1		2	1	7	5	5	3	3	41
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights									1	1			2
Civil Rights - Hair Patdowns									1			2	3
Civil Rights - Headwear			1							1			2
Civil Rights - National Origin									1			1	2
Civil Rights - Perceived Religion									1	1			2
Civil Rights - Racial Profiling or Discrimina	3	4	1	1		2	1	2	1	2	2		19
Civil Rights - Sex/Gender/Gender Identity	2	1						2			1		6
Civil Rights - Sexual Orientation - Not Transgender			1					1					2
Civil Rights - Transgender Screening								2					2
Customer Service	9	9	13	4	5	13	19	8	10	16	14	12	132
Customer Service - Others		1				1	1						3
Customer Service - TSO	9	8	13	4	5	12	18	8	10	16	14	12	129
Locks	4		1	1	2	2	3	4	3	8	4	2	34
Locks - Missing or Damaged Lock	4		1	1	2	2	3	4	3	8	4	2	34
Lost and Found	4				1		1			1	4		11
Lost and Found - Airport/TSA	4				1		1			1	4		11
Mishandling of Passenger Property	11	12	18	11	10	15	16	11	16	6	10	12	148
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1	1			1	1				6
Mishandling of Passenger Property - Dam	7	9	14	9	7	12	13	9	13	5	7	11	116
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disa	4	3	2	1	2	3	3		2	1	3	1	25
Patdown	4	4	1	1	2	1	4	5	3	4	5	3	37
Patdown - Flyer	3	4	1	1			3	4	2	4	5	3	30
Patdown - Flyer as Observer						1			1				2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - General					1								1
Patdown - Non-Flyer	1				1		1	1					4
Persons w/ Disabilities (PWD)	3	7	6		6	3	5	1	4	3	5	6	49
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1		1				3
Persons w/ Disabilities (PWD) - Diabetes							1			1	1	1	4
Persons w/ Disabilities (PWD) - General	1				1	1						1	4
Persons w/ Disabilities (PWD) - Internal Medical Dev		1	1								2		4
Persons w/ Disabilities (PWD) - Medically Necessary		1								1	1	1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1			2			1					4
Persons w/ Disabilities (PWD) - Mobility D	1	2	1		1		1			1		1	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1		1		2
Persons w/ Disabilities (PWD) - Wheelcha	1	2	3			1			2			1	10
Property - Special Handling	13	9	10	14	15	11	9	12	11	11	18	15	148
Property - Special Handling - Damaged Items - Carry-On			1	1	1	1		3			2		9
Property - Special Handling - Damaged Ite	4	3	1	5	4	2	2	5	2	4	2	6	40
Property - Special Handling - Missing Item	3	2	4	3	4	2	3	1	4	2	4	3	35
Property - Special Handling - Missing Item	6	4	4	5	6	6	4	3	5	5	10	6	64
Screening	8	9	6	1	3	4	3	8	8	6	9	7	72
Screening - Children											1		1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency	1		1							1	1	2	6
Screening - Lengthy Lines		1				1		2	1		1		6
Screening - Procedures/Process	6	8	5	1	3	3	3	6	6	4	4	5	54
Screening - Retrieving Abandoned/Confis	1									1			2
Screening - Security Breach									1		1		2
2020	**68**	**69**	**70**	**54**	**34**	**20**	**9**	**9**	**13**	**20**	**31**	**24**	**421**
Civil Rights	4	3	1	4	2	1		1		1			17
Civil Rights - Age			1										1
Civil Rights - National Origin		1			1	1							3
Civil Rights - Perceived Religion	1			1									2
Civil Rights - Racial Profiling or Discrimina	1	2		3	1			1					8
Civil Rights - Screening of Religious or Cu	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening										1			1
Customer Service	13	14	14	13	6	1	3	1	3	4	8	3	83
Customer Service - Others		1	1										2
Customer Service - TSO	13	13	13	13	6	1	3	1	3	4	8	3	81
Locks	2	2	3	4	2	2	1		1				17
Locks - Missing or Damaged Lock	2	2	3	4	2	2	1		1				17
Lost and Found	1	1	1		1	1	1				1		7
Lost and Found - Airport/TSA	1	1	1		1	1	1				1		7
Mishandling of Passenger Property	15	18	21	7	6	3	2	3	3	5	7	8	98
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1				2
Mishandling of Passenger Property - Dam	14	17	16	4	3	3	2	3	2	5	7	7	83
Mishandling of Passenger Property - Disa	1	1	4	3	3							1	13
Patdown	8	3	1		2								14
Patdown - Flyer	8	3	1		2								14
Persons w/ Disabilities (PWD)	7	6	2	7	2				1	1		2	28
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1			1								1	3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1								1	2
Persons w/ Disabilities (PWD) - Medically	1	1		2									4
Persons w/ Disabilities (PWD) - Metal Imp	1	1											2
Persons w/ Disabilities (PWD) - Mobility D	1	1			1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1	1								3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Av	1	1											2
Persons w/ Disabilities (PWD) - Wheelcha	2	1											3
Property - Special Handling	10	13	18	13	8	7	1	1	2	8	7	7	95
Property - Special Handling - Damaged Ite	2					2				1			5
Property - Special Handling - Damaged Ite	3	1	5	3	3	2			1	2	1	2	23
Property - Special Handling - Missing Item	1	4	3	1	2				1	1	3		16
Property - Special Handling - Missing Item	4	8	10	9	3	3	1	1		4	3	5	51
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	8	8	9	6	5	5	1	3	3	1	8	4	61
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1	1	1							1		4
Screening - Lengthy Lines		3	1	1	1					1			7
Screening - Procedures/Process	7	4	5	3	4	4	1	3	2		7	3	43
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach	1		2			1						1	5
2021	**33**	**19**	**21**	**16**	**18**	**23**							**130**
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Animals		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Animals - Carry-On		1											1
Civil Rights	1	2	2	1	2	2							10
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimina	1	1	1		1								4
Civil Rights - Screening of Religious Cultural and Ceremonial Ite			1										1
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	1							3
Customer Service	6	4	6	6	2	6							30
Customer Service - CSM				1									1
Customer Service - Others		1											1
Customer Service - TSO	6	3	6	5	2	6							28
Expedited Passenger Screening Program			3	3	1	11							18
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck			3	3	1	10							17
Locks		1											1
Locks - Missing or Damaged Lock		1											1
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								25
Mishandling of Passenger Property - Damaged/Missing Items--C			4										4
Mishandling of Passenger Property - Dam	10	1	3	2	5								21
No Jurisdiction					2								2
No Jurisdiction - Refer to FAA					1								1
No Jurisdiction - Refer to Other					1								1
Persons w/ Disabilities (PWD)	1			1									2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Medically	1												1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Property - Special Handling	11	5		2	2								20
Property - Special Handling - Damaged It	4	2		1	1								8
Property - Special Handling - Missing Item	1	1											2
Property - Special Handling - Missing Item	6	2		1	1								10
Screening	3	3	3		3	3							15
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency					2	1							3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	3	3	2		1	1							10

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

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAT	**3**		**5**	**5**	**4**	**3**	**3**	**3**	**3**		**2**	**5**	**36**
2018				**1**	**2**		**2**	**2**	**3**		**1**	**4**	**15**
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1			2	2	2			2	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			2	2				1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									2			1	3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling					1						1	1	3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked					1							1	2
Screening					1								1
Screening - Procedures/Process					1								1
2019	**2**		**3**	**1**	**2**	**2**	**1**	**1**			**1**	**1**	**14**
Civil Rights					1								1
Civil Rights - Sexual Orientation - Not Transgender					1								1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling			2	1								1	4
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Checked			1									1	2
Screening			1				1	1			1		4
Screening - Lengthy Lines								1					1
Screening - Procedures/Process			1				1				1		3
2020	**1**		**1**	**2**									**4**
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Patdown			1										1
Patdown - Flyer			1										1
Screening				1									1
Screening - Procedures/Process				1									1
2021			**1**	**1**		**1**							**3**
Claims			1										1
Claims - General			1										1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ECP	**11**	**9**	**4**	**9**	**6**	**10**	**11**	**16**	**15**	**15**	**12**	**10**	**128**
2018				**5**	**1**	**3**	**4**	**6**	**5**	**5**	**6**	**3**	**38**
Advanced Imaging Technology (AIT)								1		1			2
Advanced Imaging Technology (AIT) - Flyer								1					1
Advanced Imaging Technology (AIT) - General										1			1
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service				3	1	1	1		2	1	1	1	11
Customer Service - Others						1							1
Customer Service - TSO				3	1		1		2	1	1	1	10
Locks						1		1					2
Locks - General								1					1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property						1	1	2	1	2	3	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	2	1	2	3	1	10
Patdown							1	1	1	1			4
Patdown - Flyer							1	1	1	1			4
Property - Special Handling				1				1			1		3
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items - Checked								1					1
Screening				1					1		1		3
Screening - Procedures/Process				1					1		1		3
2019	**5**	**3**	**4**	**1**	**2**	**4**	**5**	**9**	**7**	**8**	**2**	**3**	**53**
Civil Rights									1	2			3
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination										2			2
Customer Service	1		2			2		1	1	3			10
Customer Service - Others			1						1				2
Customer Service - TSO	1		1			2		1		3			8
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	3	1	1			1	1		2	1	1	3	14
Mishandling of Passenger Property - Dam	1											1	2
Mishandling of Passenger Property - Dam	2	1	1						2		1	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				1			2
Patdown		2			1		2	1	1				7
Patdown - Flyer		2			1		2		1				6
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)								1	1	1			3
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1			1			1	2		1	1		7
Property - Special Handling - Damaged Items - Checked								1			1		2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Iten	1			1			1			1			4
Screening			1		1	1	1	4					8
Screening - Lengthy Lines					1		1	1					3
Screening - Procedures/Process						1		3					4
Screening - Retrieving Abandoned/Confiscated Items			1										1
2020	**2**	**6**		**3**		**1**	**2**	**1**	**3**	**2**	**4**	**4**	**28**
Civil Rights		1						1					2
Civil Rights - Racial Profiling or Discrimination		1						1					2
Customer Service		1					1		1				3
Customer Service - Others		1											1
Customer Service - TSO							1		1				2
Locks				1							1		2
Locks - Missing or Damaged Lock				1							1		2
Mishandling of Passenger Property	1	1		1			1			1	1	1	7
Mishandling of Passenger Property - Dam	1			1			1				1	1	5
Mishandling of Passenger Property - Disarrayed Item		1								1			2
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling	1	1							2			2	6
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Iten	1								2			2	5
Screening		2		1						1	1	1	6
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		1						1	1	1	5
2021	**4**				**3**	**2**							**9**
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 - 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) - Wheelcha	1												1
Property - Special Handling	1					1							2
Property - Special Handling - Damaged Items - Checked						1							1

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EGE			**2**	**3**	**5**	**7**	**1**		**1**		**3**		**22**
2018				**1**			**1**				**1**		**3**
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
2019			**1**	**2**	**2**	**1**			**1**		**2**		**9**
Mishandling of Passenger Property				1	2				1				4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling				1							1		2
Property - Special Handling - Missing Items - Carry-On				1							1		2
Screening			1								1		2
Screening - Children			1										1
Screening - Security Breach											1		1
2020			**1**			**3**							**4**
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown			1										1
Patdown - Children			1										1
2021					**3**	**3**							**6**
Customer Service					1								1
Customer Service - TSO					1								1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening					2	1							3
Screening - Procedures/Process					2	1							3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EKO	**2**	**1**	**2**	**1**	**4**		**3**	**2**	**3**	**2**	**1**	**2**	**23**
2018					**1**		**1**	**2**	**2**			**1**	**7**
Customer Service							1	1	1				3
Customer Service - TSO							1	1	1				3
Mishandling of Passenger Property									1			1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1			1	2
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
Screening								1					1
Screening - Procedures/Process								1					1
2019	**1**	**1**	**2**		**1**		**2**		**1**	**2**	**1**	**1**	**12**
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property			1		1		2						4
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1		1	2
Patdown - Flyer										1		1	2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1										1
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked										1			1
Screening											1		1
Screening - Procedures/Process											1		1
2020	**1**			**1**	**1**								**3**
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening				1									1
Screening - Procedures/Process				1									1
2021					**1**								**1**
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELM	**6**		**1**	**4**	**3**	**1**		**4**	**2**	**7**	**3**	**2**	**33**
2018				**1**		**1**		**1**		**3**	**3**		**9**
Locks										1	1		2
Locks - Missing or Damaged Lock										1	1		2
Mishandling of Passenger Property				1				1		2	2		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1		2	2		6
Screening						1							1
Screening - Procedures/Process						1							1
2019	**3**			**1**				**3**	**2**	**3**		**2**	**14**
Civil Rights	1												1
Civil Rights - Hair Patdowns	1												1
Customer Service								1		1		1	3
Customer Service - TSO								1		1		1	3
Mishandling of Passenger Property	2							2					4
Mishandling of Passenger Property - Dam	2							1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown									1			1	2
Patdown - Flyer									1			1	2
Property - Special Handling				1						1			2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked										1			1
Screening									1	1			2
Screening - Inconsistency									1				1
Screening - Procedures/Process										1			1
2020	**3**		**1**	**2**	**3**					**1**			**10**
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property	2				1								3
Mishandling of Passenger Property - Dam	1				1								2
Mishandling of Passenger Property - Disa	1												1
Patdown	1												1
Patdown - Flyer	1												1
Screening			1	2	2								5
Screening - Lengthy Lines			1										1
Screening - Procedures/Process				2	2								4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELP	**45**	**19**	**18**	**16**	**22**	**18**	**22**	**11**	**26**	**20**	**11**	**36**	**264**
2018				**6**	**10**	**7**	**13**	**6**	**14**	**13**	**8**	**2**	**79**
Civil Rights								1	3				4
Civil Rights - Racial Profiling or Discrimination								1	3				4
Customer Service				1			3	1		2			7
Customer Service - TSO				1			3	1		2			7
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				2	4	5	2	2	6	2	5	1	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	3	3	1	2	5		5	1	22
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	2			1	2			6
Patdown							1		1				2
Patdown - Flyer							1						1
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)									3				3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									2				2
Property - Special Handling				2	4	1	5		1	6	2		21
Property - Special Handling - Damaged Items - Checked				1	2	1	2		1	1	2		10
Property - Special Handling - Missing Items - Carry-On										2			2
Property - Special Handling - Missing Items - Checked				1	2		3			3			9
Screening				1	2	1	2	2		2	1		11
Screening - Children					1								1
Screening - Procedures/Process				1	1	1	2	1		1			7
Screening - Retrieving Abandoned/Confiscated Items										1	1		2
Screening - Security Breach								1					1
2019	**10**	**13**	**9**	**4**	**7**	**9**	**8**	**5**	**9**	**5**	**2**	**6**	**87**
Civil Rights		1									1		2
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service		2	1		1			3	1	2		1	11
Customer Service - TSO		2	1		1			3	1	2		1	11
Locks	1	3			1	1						1	7
Locks - General		1											1
Locks - Missing or Damaged Lock	1	2			1	1						1	6
Mishandling of Passenger Property	6	3	6	1	2	2	3	2	3			1	29
Mishandling of Passenger Property - Dam	6	3	6		1	1	2	1	2			1	23
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1	1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1	1	1						4
Patdown		1		1	2		1			1			6
Patdown - Flyer		1		1	2		1			1			6
Persons w/ Disabilities (PWD)		2											2
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Marijuana							1						1
Property - Special Handling	1	1	2	2		4	2		2	1	1	3	19
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged It	1					1	1				1		4
Property - Special Handling - Missing Items - Carry-C		1							2	1		1	5
Property - Special Handling - Missing Items - Checked			2	2		3						2	9
Screening	2				1	2	1		3	1			10
Screening - Procedures/Process	1				1	1	1		2	1			7
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach						1			1				2
2020	**11**	**2**	**6**	**3**	**5**	**1**	**1**		**3**	**2**	**1**	**28**	**63**
Customer Service	2				1					1			4
Customer Service - TSO	2				1					1			4
Locks	1					1							2
Locks - Missing or Damaged Lock	1					1							2
Lost and Found		1										23	24
Lost and Found - Airport/TSA		1										23	24
Mishandling of Passenger Property	3	1	3	1	1		1		2			1	13
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Dam	2			1	1				2				6
Mishandling of Passenger Property - Disa	1	1	2									1	5
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Property - Special Handling	2		3	1	1				1	1		1	10
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1		3	1	1				1	1		1	9
Screening				1	1						1	3	6
Screening - Procedures/Process				1	1						1	3	6
2021	**24**	**4**	**3**	**3**		**1**							**35**
Airline			1										1
Airline - Policy/Regulations/Service			1										1
CSM/Stakeholder Follow-up	1												1
CSM/Stakeholder Follow-up - General	1												1
Customer Service	1	1	2	3									7
Customer Service - TCC				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	1	1	2	2									6
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Lost and Found	16	1											17
Lost and Found - Airport/TSA	16	1											17
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling	2	1											3
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Iten	2												2
Screening	3	1											4
Screening - Procedures/Process	3	1											4

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ERI	**2**	**2**		**1**	**1**	**1**	**3**	**3**		**1**	**1**		**15**
2018					**1**	**1**		**2**		**1**			**5**
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Patdown								1					1
Patdown - Flyer								1					1
Screening										1			1
Screening - Procedures/Process										1			1
2019		**1**		**1**			**3**				**1**		**6**
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Current Topic				1									1
Current Topic - Current Topic				1									1
Patdown		1					2				1		4
Patdown - Flyer							1				1		2
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer		1											1
2020	**2**							**1**					**3**
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
2021		**1**											**1**
Customer Service		1											1
Customer Service - TSO		1											1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EUG	**13**	**2**	**4**	**7**	**6**	**8**	**6**	**5**	**5**	**7**	**7**	**9**	**79**
2018					**1**	**4**	**3**	**2**	**2**	**3**	**2**	**4**	**21**
Civil Rights							1					1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1					1	2
Mishandling of Passenger Property						1		1	1	2		1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1	1	2			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown						2	1		1				4
Patdown - Flyer						2	1		1				4
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Property - Special Handling								1		1	1		3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked								1			1		2
Screening					1	1	1					1	4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1						1	2
Screening - Retrieving Abandoned/Confiscated Items							1						1
2019	**7**		**1**	**1**			**3**	**2**	**3**	**4**	**4**	**2**	**27**
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	3						1		2	1	1	1	9
Mishandling of Passenger Property - Dam	3						1		1	1	1	1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling	2		1				2	1	1	2	3	1	13
Property - Special Handling - Damaged Items - Carry-On							1				2		3
Property - Special Handling - Damaged Items - Checked									1	1			2
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Iten	2		1				1	1		1	1		7
Screening	1			1				1					3
Screening - Procedures/Process	1			1				1					3
2020	**5**	**1**	**3**	**4**	**4**	**2**		**1**			**1**	**3**	**24**
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service								1					1
Customer Service - TSO								1					1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	2	3	1	1						1	10
Mishandling of Passenger Property - Damaged/Missi		1		3	1	1						1	7
Mishandling of Passenger Property - Disa	1		2										3
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2		1	1	2	1						1	8
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On			1	1									2
Property - Special Handling - Missing Iten	2				1	1						1	5
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2021	**1**	**1**		**2**	**1**	**2**							**7**
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1	1		2									4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	1	1											2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EVV	**2**	**1**	**1**	**3**	**4**	**2**	**2**	**2**	**2**	**1**	**1**	**2**	**23**
2018				**1**			**1**				**1**	**1**	**4**
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening				1			1						2
Screening - Inconsistency				1									1
Screening - Procedures/Process							1						1
2019		**1**	**1**			**2**	**1**	**2**	**2**	**1**		**1**	**11**
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property			1			1	1	1					4
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1		1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling		1						1	2	1			5
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checl		1								1			2
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked									1				1
Screening												1	1
Screening - Procedures/Process												1	1
2020	**2**			**2**	**3**								**7**
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	1				2								3
Screening - Procedures/Process	1				1								2
Screening - Security Breach					1								1
2021					**1**								**1**
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
EWN	**2**		**3**	**1**			**2**	**1**	**1**	**1**	**3**	**3**	**17**
2018							**1**			**1**	**2**		**4**
Customer Service										1	1		2
Customer Service - TSO										1	1		2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1
2019	**2**		**2**				**1**				**1**	**1**	**7**
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling			1				1				1	1	4
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked											1	1	2
Screening	1												1
Screening - Inconsistency	1												1
2020			**1**	**1**				**1**	**1**			**2**	**6**
Mishandling of Passenger Property								1				2	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												2	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling			1						1				2
Property - Special Handling - Missing Items - Checked			1						1				2
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWR	**366**	**341**	**386**	**443**	**428**	**406**	**301**	**353**	**341**	**394**	**389**	**305**	**4,453**
2018				**154**	**136**	**142**	**153**	**170**	**171**	**181**	**175**	**120**	**1,402**
Advanced Imaging Technology (AIT)				1							1		2
Advanced Imaging Technology (AIT) - Children											1		1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights				3	3	5	4	3	7	7	6	3	41
Civil Rights - Constitutional Rights										1			1
Civil Rights - Headwear							1			1			2
Civil Rights - National Origin				1						1			2
Civil Rights - Perceived Religion							1	1			2		4
Civil Rights - Racial Profiling or Discrimination					2	3	1	1	5	4	4	2	22
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1	1		1	1				6
Civil Rights - Sexual Orientation - Not Transgender						1			1			1	3
Civil Rights - Transgender Screening							1						1
Customer Service				45	46	47	50	59	40	61	36	20	404
Customer Service - Others				6	9	7	5	8	6	9	6		56
Customer Service - TSO				39	37	40	45	51	34	52	30	20	348
Locks				5	3	11	5	10	8	16	10	12	80
Locks - General				1		1				2			4
Locks - Missing or Damaged Lock				4	3	10	5	10	8	14	10	12	76
Lost and Found				2	3	4	4	6	8	6	5	3	41
Lost and Found - Airport/TSA				2	3	4	4	6	8	6	5	3	41
Mishandling of Passenger Property				28	38	26	31	34	36	36	51	35	315
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						2	4	5	1	2	2	2	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				23	32	19	23	26	29	27	43	28	250
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1		1	1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				5	6	5	4	2	6	6	5	5	44
Patdown				4	2	3	4	3	4	5	6		31
Patdown - Flyer				4	2	3	2	3	4	5	6		29
Patdown - Flyer as Observer							2						2
Persons w/ Disabilities (PWD)				10	5	4	7	4	7	3	9	5	54
Persons w/ Disabilities (PWD) - Autism Spectrum					1				1				2
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				3			1						4
Persons w/ Disabilities (PWD) - Diabetes										1	2		3
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1		1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1	1	1			1	1	1	1	7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				3	1		2	2	1		2		11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1			2	1		1			5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		2	1	1	1		2	2	11
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Firearm/Ammunition							1						1
Property - Special Handling				35	22	17	20	23	42	24	26	25	234
Property - Special Handling - Damaged Items - Carry-On				2	3	3	3	1	4	1	1	1	19
Property - Special Handling - Damaged Items - Checked				11	3	3	1	1	8	9	7	8	51
Property - Special Handling - Missing Items - Carry-On				6	6	3	4	9	13	4	6	4	55
Property - Special Handling - Missing Items - Checked				16	10	8	12	12	17	10	12	12	109
Request for Assistance				1			1	2	1		1		6
Request for Assistance - Other				1			1	1	1		1		5
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening				20	14	25	26	26	18	23	24	17	193
Screening - Inconsistency				1	2		2	1	1		1	1	9
Screening - International Screening				1									1
Screening - Lengthy Lines				5	5	5	8	8	4	5	5	7	52
Screening - Procedures/Process				11	5	19	16	17	12	17	17	7	121
Screening - Retrieving Abandoned/Confiscated Items				2					1	1	1	2	7
Screening - Security Breach					2	1							3
2019	**148**	**161**	**151**	**109**	**120**	**150**	**140**	**170**	**152**	**181**	**176**	**146**	**1,804**
Advanced Imaging Technology (AIT)										1		1	2
Advanced Imaging Technology (AIT) - Flyer										1		1	2
Civil Rights	2	6	6	9	5	6	4	4	5	10	6	6	69
Civil Rights - Age		1		1	1	1	1		1	1			7
Civil Rights - Constitutional Rights						1							1
Civil Rights - Hair Patdowns											1	1	2
Civil Rights - Headwear							1						1
Civil Rights - National Origin		1		2				1				1	5
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimina	2	2	4	2	3	3	1	1	3	6	3	1	31
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1				1					2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2	2	1				1	1	3	1	3	14
Civil Rights - Sexual Orientation - Not Transgender				1	1								2
Civil Rights - Transgender Screening				1		1					1		3
Customer Service	34	41	41	14	28	42	44	42	46	38	51	32	453
Customer Service - CSM												1	1
Customer Service - Others	4	7	5	1	2	11	6	6	7	9	11	4	73
Customer Service - TSO	30	34	36	13	26	31	38	36	39	29	40	27	379
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	9	10	10	7	8	8	8	13	8	12	9	9	111

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - General			1				1						2
Locks - Missing or Damaged Lock	9	10	9	7	8	8	7	13	8	12	9	9	109
Lost and Found	2	4	3	6	7	4	7	2	1	2	5	9	52
Lost and Found - Airport/TSA	2	4	3	6	7	4	7	2	1	2	5	9	52
Mishandling of Passenger Property	34	34	32	23	25	32	20	27	26	31	32	22	338
Mishandling of Passenger Property - Dam	1	3		4		3	1	4	2	3	2	4	27
Mishandling of Passenger Property - Dam	24	30	28	18	19	21	16	19	21	22	26	18	262
Mishandling of Passenger Property - Dam	2				1		1		1				5
Mishandling of Passenger Property - Disa	7	1	4	1	5	8	2	4	2	6	4		44
Patdown	4	3	5	1	6	6	3	5	7	6	1	3	50
Patdown - Children										1			1
Patdown - Flyer	3	3	5		6	5	2	5	7	5	1	3	45
Patdown - Flyer as Observer				1									1
Patdown - General						1							1
Patdown - Non-Flyer	1						1						2
Persons w/ Disabilities (PWD)	13	6	4	3	4	5	4	11	8	14	13	8	93
Persons w/ Disabilities (PWD) - Autism S	2	1									1		4
Persons w/ Disabilities (PWD) - Breast Cancer							1			1			2
Persons w/ Disabilities (PWD) - Cancer (g	2												2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1	1	2
Persons w/ Disabilities (PWD) - Diabetes	1		1	1		1			2	1	1		8
Persons w/ Disabilities (PWD) - General					1					2		2	5
Persons w/ Disabilities (PWD) - Hearing Impairment								2				1	3
Persons w/ Disabilities (PWD) - Internal M	3	1					1	1					6
Persons w/ Disabilities (PWD) - Medically	1				1	2		2	3	1	5	2	17
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1			1							3
Persons w/ Disabilities (PWD) - Mobility D	3	1						2		3	3	1	13
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1	1		2
Persons w/ Disabilities (PWD) - Service Animals		1	1	1									3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1	1	1	1			4
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Persons w/ Disabilities (PWD) - Wheelcha	1	1		1	2	1	1	3	2	3	1	1	17
Prohibited & Permitted Items	1		1					1					3
Prohibited & Permitted Items - Alcohol an	1							1					2
Prohibited & Permitted Items - General			1										1
Property - Special Handling	30	28	27	28	23	18	34	38	31	41	27	34	359
Property - Special Handling - Damaged Ite	4	1		5	1	2	5	3	2	1	4	3	31
Property - Special Handling - Damaged Ite	8	6	5	5	2	7	7	14	8	12	5	11	90
Property - Special Handling - Missing Item	5	7	10	6	7	1	9	7	5	8	7	6	78
Property - Special Handling - Missing Item	13	14	12	12	13	8	13	14	16	20	11	14	160
Request for Assistance	1	1		1			2				1		6
Request for Assistance - Other	1	1		1			2				1		6
Screening	18	28	22	17	14	29	14	27	20	26	31	21	267
Screening - Children	1									1			2
Screening - Crew Member or Airline Employee								1		1	1		3
Screening - Inconsistency			1			2		1					4
Screening - Lengthy Lines	4	6	4	5	5	8	2	3	3	3	7	3	53
Screening - Procedures/Process	12	21	17	11	8	17	11	20	16	16	19	16	184
Screening - Retrieving Abandoned/Confis	1	1				1	1	1	1	2	1	1	10
Screening - Security Breach				1	1	1		1		3	3	1	11
2020	**171**	**138**	**201**	**146**	**131**	**72**	**8**	**13**	**18**	**32**	**38**	**39**	**1,007**
Civil Rights	5	3	8	4	4	3	1		1			2	31
Civil Rights - Age	1	1			1	1							4
Civil Rights - Headwear					1								1
Civil Rights - National Origin	1	1			1								3
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimina	1		5	2		1	1		1			1	12
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Screening of Religious or Cultural Garm		1											1
Civil Rights - Sex/Gender/Gender Identity	2		3	1	1								7
Civil Rights - Transgender Screening						1							1
Customer Service	47	41	59	31	38	16	2	3	4	5	6	3	255
Customer Service - CSM		1											1
Customer Service - Others	13	13	10	6	8			1	2				53
Customer Service - TSO	34	27	49	25	30	16	2	2	2	5	6	3	201
Identification (ID) Requirements					1							1	2
Identification (ID) Requirements - Domestic					1							1	2
Locks	10	4	17	8	4	4			1	4	1	3	56
Locks - General				1									1
Locks - Missing or Damaged Lock	10	4	17	7	4	4			1	4	1	3	55
Lost and Found	4	3	9	9	10	3	1	1	1	1	2	3	47
Lost and Found - Airport/TSA	4	3	9	9	10	3	1	1	1	1	2	3	47
Mishandling of Passenger Property	30	19	39	36	26	10	3	3	4	5	6	13	194
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor										1			1
Mishandling of Passenger Property - Dam	4	3	6	2	5	1	1			1		2	25
Mishandling of Passenger Property - Dam	20	12	27	30	21	6	2	3	4	3	5	8	141
Mishandling of Passenger Property - Disa	6	4	6	4		3					1	3	27
Patdown	2	6	2	1	1	3							15
Patdown - Children				1									1
Patdown - Flyer	2	5	2		1	3							13
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	11	7	11	1	5	2				1	2		40
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes	1		1										2
Persons w/ Disabilities (PWD) - General	1		1										2
Persons w/ Disabilities (PWD) - Hearing Impairment		1			1								2
Persons w/ Disabilities (PWD) - Internal M	1				1								2
Persons w/ Disabilities (PWD) - Medically	2	1								1			4
Persons w/ Disabilities (PWD) - Metal Imp	1				1								2
Persons w/ Disabilities (PWD) - Mobility D	1	2	2	1									6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals			2								1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					2								2
Persons w/ Disabilities (PWD) - Wheelcha	4	2	3			1							10
Property - Special Handling	32	26	30	34	19	17		3	7	11	18	13	210
Property - Special Handling - Damaged Ite	4	2	1	2	1					1	1		12
Property - Special Handling - Damaged Ite	7	2	8	4	3	2		2	4	4	5	5	46
Property - Special Handling - Missing Item	6	6	10	13	4	5				3	1	4	52
Property - Special Handling - Missing Item	15	16	11	15	11	10		1	3	3	11	4	100
Request for Assistance	1				1								2
Request for Assistance - Other	1				1								2
Screening	29	29	26	22	22	14	1	3		5	3	1	155
Screening - Inconsistency		3		1	1								5
Screening - Lengthy Lines	9	9	6	4	7	1							36
Screening - Procedures/Process	15	16	19	15	13	13	1	3		5	2	1	103
Screening - Retrieving Abandoned/Confiscated Items		1	1	1							1		4
Screening - Security Breach	5			1	1								7
2021	**47**	**42**	**34**	**34**	**41**	**42**							**240**
Airline			1			1							2
Airline - Policy/Regulations/Service			1			1							2
Civil Rights	3	1		2	3	3							12
Civil Rights - National Origin	1												1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimina	2	1			2								5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	2							4
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							59
Customer Service - CSM			1										1
Customer Service - Others	1			2									3
Customer Service - TSO	10	7	8	9	16	5							55
Expedited Passenger Screening Program			7	3	3	16							29
Expedited Passenger Screening Program - TSA Application Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck			7	2	3	15							27
General Aviation					1								1
General Aviation - General					1								1
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Locks	2	2		1									5
Locks - Missing or Damaged Lock	2	2		1									5
Lost and Found	5	3	1	1									10
Lost and Found - Airport/TSA	5	3	1	1									10
Mishandling of Passenger Property	6	9	8	7	5								35
Mishandling of Passenger Property - Dam	1	2	1	2	1								7
Mishandling of Passenger Property - Dam	4	7	6	4	4								25
Mishandling of Passenger Property - Disa	1		1	1									3
Patdown	3	2											5
Patdown - Flyer	3	2											5
Persons w/ Disabilities (PWD)	1	2	1			3							7
Persons w/ Disabilities (PWD) - Autism S	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) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Prohibited & Permitted Items	1		1		1	1							4
Prohibited & Permitted Items - Food/Beverages						1							1
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Prohibited & Permitted Items - Lighters/M	1												1
Property - Special Handling	8	7	3	6	9	6							39
Property - Special Handling - Damaged Items - Carry		1			4	1							6
Property - Special Handling - Damaged Ite	1			1	2	1							5
Property - Special Handling - Missing Item	2	2	2	3	1	3							13
Property - Special Handling - Missing Item	5	4	1	2	2	1							15
Screening	7	9	2	2	3	6							29
Screening - Inconsistency		1			3								4
Screening - Lengthy Lines	2					4							6
Screening - Procedures/Process	5	8	1	2		1							17
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EYW		**4**	**3**	**3**	**6**	**4**	**1**	**4**	**6**	**4**	**6**	**5**	**46**
2018				**1**				**4**	**3**	**3**	**5**	**3**	**19**
Customer Service				1				1		1	1	1	5
Customer Service - Others										1			1
Customer Service - TSO				1				1			1	1	4
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Patdown									1	2	2	1	6
Patdown - Flyer									1	1	2		4
Patdown - Flyer as Observer												1	1
Patdown - General										1			1
Property - Special Handling											1	1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked											1		1
Screening								3	1				4
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process								1					1
Screening - Security Breach								1	1				2
2019		**2**	**1**		**1**	**1**	**1**		**3**			**1**	**10**
Locks									2				2
Locks - Missing or Damaged Lock									2				2
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - General						1							1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1
Screening		1	1		1								3
Screening - Inconsistency			1										1
Screening - Procedures/Process		1			1								2
2020		**1**	**2**	**2**	**2**	**1**				**1**	**1**	**1**	**11**
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				1						1			2
Customer Service - TSO				1						1			2
Mishandling of Passenger Property			1	1		1							3
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1									1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown					2								2
Patdown - Flyer					2								2
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening		1											1
Screening - Procedures/Process		1											1
2021		**1**			**3**	**2**							**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							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1							2
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					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
FAI	**17**	**11**	**10**	**14**	**19**	**16**	**13**	**6**	**13**	**26**	**20**	**13**	**178**
2018				**7**	**9**	**3**	**7**	**4**	**7**	**13**	**10**	**7**	**67**
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service				4	3	1		1		2			11
Customer Service - TSO				4	3	1		1		2			11
Locks					1						3	3	7
Locks - Missing or Damaged Lock					1						3	3	7
Mishandling of Passenger Property					1	1	1	1	2	7	1	2	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1		1	2	6		2	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown					2		2	1	2	3	1		11
Patdown - Flyer					2		2	1	2	2			9
Patdown - Flyer as Observer										1	1		2
Persons w/ Disabilities (PWD)									1		1	1	3
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1			1	2
Property - Special Handling				2	1		1		2				6
Property - Special Handling - Damaged Items - Checked				1	1				1				3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked							1		1				2
Screening				1	1	1	3	1		1	4		12
Screening - Inconsistency										1			1
Screening - Procedures/Process				1	1	1	3	1			4		11
2019	**6**	**6**	**5**	**3**	**7**	**7**	**5**	**1**	**5**	**13**	**5**	**6**	**69**
Civil Rights				2					1				3
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination				1					1				2
Customer Service	1	1	1		1	3	3				1		11
Customer Service - Others	1												1
Customer Service - TSO		1	1		1	3	3				1		10
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				1	1	4	1			5	1	1	14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	3	1			4	1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown	1	1	1						2	3			8
Patdown - Flyer	1	1	1						2	3			8
Persons w/ Disabilities (PWD)		2	1								1		4
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling	1		1					1		3		1	7
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Item	1							1		3		1	6
Screening	3	2	1		5		1		2	1	1	4	20
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	3	2	1		4		1		2	1	1	3	18
2020	**7**	**4**	**5**	**4**	**3**	**4**	**1**	**1**	**1**		**5**		**35**
Civil Rights							1				1		2
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Transgender Screening							1						1
Customer Service		1		1		2							4
Customer Service - TSO		1		1		2							4
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	1	2		1					1		7
Mishandling of Passenger Property - Damaged/Missing Items--C			1								1		2
Mishandling of Passenger Property - Dam	1	1				1							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2									2
Patdown	3			1	1								5
Patdown - Flyer	3			1	1								5
Persons w/ Disabilities (PWD)		2	2						1		1		6
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1								1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	1		1		1	1		1					5
Property - Special Handling - Damaged Items - Checked						1		1					2
Property - Special Handling - Missing Item	1		1		1								3
Screening	1		1		1						2		5
Screening - Children			1										1
Screening - Procedures/Process	1										2		3
Screening - Security Breach					1								1
2021	**4**	**1**				**2**							**7**
Customer Service						1							1
Customer Service - TSO						1							1
Locks						1							1
Locks - Missing or Damaged Lock						1							1

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAR	**11**	**7**	**10**	**5**	**10**	**5**	**4**	**6**	**7**	**9**	**10**	**8**	**92**
2018				**2**	**8**	**4**	**2**	**2**	**2**	**4**	**3**	**2**	**29**
Civil Rights					1		1			2	1		5
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination					1					1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Mishandling of Passenger Property					3	1			1	1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2				1	1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown					1		1						2
Patdown - Flyer					1		1						2
Persons w/ Disabilities (PWD)					1	1					1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Property - Special Handling				1	1	1		2				2	7
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked				1	1	1						2	5
Screening				1	1	1			1	1			5
Screening - Inconsistency				1									1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1			1	1			3
2019	**6**	**2**	**7**	**1**	**1**	**1**	**2**	**4**	**5**	**4**	**5**	**6**	**44**
Civil Rights	2	1									1		4
Civil Rights - Racial Profiling or Discrimina	1	1									1		3
Civil Rights - Sex/Gender/Gender Identity-	1												1
Customer Service	1		1					1					3
Customer Service - TSO	1		1					1					3
Locks									1			1	2
Locks - Missing or Damaged Lock									1			1	2
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	1		3							1	1	3	9
Mishandling of Passenger Property - Dam	1		3							1	1	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												2	2
Patdown							1	1	1	1	2		6
Patdown - Flyer							1	1	1	1	2		6
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Food/Beverages		1											1
Property - Special Handling			2			1		2	2	1			8
Property - Special Handling - Damaged Items - Checked			1					1		1			3
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked						1		1	2				4
Screening	2		1	1	1				1	1	1	1	9
Screening - Inconsistency	1											1	2
Screening - Lengthy Lines			1							1			2
Screening - Procedures/Process	1			1	1				1		1		5
2020	**3**	**3**	**1**	**2**	**1**					**1**	**2**		**13**
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property		1	1	1							1		4
Mishandling of Passenger Property - Damaged/Missi		1	1	1									3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling	2				1						1		4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Iten	1				1								2
Screening	1									1			2
Screening - Procedures/Process	1									1			2
2021	**2**	**2**	**2**										**6**
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Chemical/Household Products			1										1
Property - Special Handling		2											2
Property - Special Handling - Damaged Items - Checl		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening	2												2
Screening - Procedures/Process	2												2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAT	**18**	**13**	**13**	**21**	**13**	**22**	**14**	**12**	**7**	**12**	**12**	**13**	**170**
2018				**5**	**4**	**6**	**3**	**7**	**4**	**6**	**5**	**3**	**43**
Customer Service				1		2		2	1	4	2		12
Customer Service - Others								1		1			2
Customer Service - TSO				1		2		1	1	3	2		10
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property				2		1		1	1		2		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1	1		1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1							1		2
Patdown					1	1		1	2				5
Patdown - Flyer					1	1		1	2				5
Persons w/ Disabilities (PWD)					1		2						3
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Property - Special Handling				2		2		1				2	7
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On				1		1						1	3
Property - Special Handling - Missing Items - Checked				1								1	2
Screening					2		1	2		2	1		8
Screening - Inconsistency								1					1
Screening - Procedures/Process					2		1	1		2	1		7
2019	**9**	**5**	**6**	**6**	**5**	**7**	**8**	**2**	**2**	**5**	**5**	**6**	**66**
Civil Rights	2					1							3
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity	2												2
Customer Service	3	2		1	1		2	1		1	2	2	15
Customer Service - Others	2	1		1	1		1			1		1	8
Customer Service - TSO	1	1					1	1			2	1	7
Locks				1						1		1	3
Locks - Missing or Damaged Lock				1						1		1	3
Mishandling of Passenger Property		1		1	1	1	2		1				7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	1	1		1				5
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown	1		1			1						1	4
Patdown - Flyer	1		1			1						1	4
Persons w/ Disabilities (PWD)			1		1		1			1		1	5
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	2	1	1	3	2	2				2	2		15
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged It	2			1	2	1				1	2		9
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked			1	1		1				1			4
Screening	1	1	3			2	3	1	1		1	1	14
Screening - Inconsistency						1							1
Screening - Procedures/Process		1	2			1	3	1	1		1	1	11
Screening - Retrieving Abandoned/Confis	1		1										2
2020	**4**	**6**	**4**	**7**	**3**	**2**	**3**	**3**	**1**	**1**	**2**	**4**	**40**
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service		2	1		1	1	1	1			1	1	9
Customer Service - Others		1				1						1	3
Customer Service - TSO		1	1		1		1	1			1		6
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	3	1		3	1		1	2		1	1	1	14
Mishandling of Passenger Property - Dam	3	1		2			1	2		1	1	1	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1								2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Property - Special Handling		1	1	2		1			1			2	8
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checke		1	1	2		1						1	6
Screening	1	1	2				1						5
Screening - Procedures/Process	1	1	1				1						4
Screening - Shoe Screening			1										1
2021	**5**	**2**	**3**	**3**	**1**	**7**							**21**
Customer Service	2	1		1	1	3							8
Customer Service - TSO	2	1		1	1	3							8
Expedited Passenger Screening Program			1			1							2
Expedited Passenger Screening Program - Over 75						1							1
Expedited Passenger Screening Program - TSA PreCheck			1										1
Mishandling of Passenger Property		1		1		1							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1							2
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown				1									1
Patdown - Flyer				1									1

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Categories	10-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					1							3
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	1					1							2
Screening	1		2			1							4
Screening - Inconsistency			1										1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					1							2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAY	**6**	**11**	**7**	**9**	**7**	**14**	**8**	**9**	**7**	**7**	**8**	**4**	**97**
2018				**4**	**3**	**4**	**4**	**2**	**5**	**2**	**4**	**2**	**30**
Civil Rights									1		1		2
Civil Rights - Racial Profiling or Discrimination									1		1		2
Customer Service				1		1			1				3
Customer Service - TSO				1		1			1				3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				2	1	1	1		1	1		1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1		1		1	1		1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling						1	1	1					3
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Checked								1					1
Screening				1	2	1	2	1	1	1	2		11
Screening - Inconsistency							1				1		2
Screening - Lengthy Lines					1			1		1	1		4
Screening - Procedures/Process				1	1	1	1		1				5
2019	**2**	**7**	**1**	**2**	**3**	**5**	**4**	**5**	**1**	**3**	**2**		**35**
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service		2		1	2								5
Customer Service - Others		1											1
Customer Service - TSO		1		1	2								4
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1	1			1	2	1		1				7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Dam	1	1			1	1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)				1						1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling	1	2				1	1	3		1			9
Property - Special Handling - Damaged Items - Checl		1				1		2					4
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checke		1					1	1		1			4
Screening		1	1			1	2	2			2		9
Screening - Gate Pass							1						1
Screening - Inconsistency							1						1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process		1	1			1		1			2		6
2020	**2**	**3**	**6**	**1**	**1**	**1**		**2**	**1**	**2**	**2**	**2**	**23**
Customer Service		1		1							1		3
Customer Service - TSO		1		1							1		3
Mishandling of Passenger Property						1		1		2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1		1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown			2									1	3
Patdown - Children												1	1
Patdown - Flyer			1										1
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Property - Special Handling		2	1		1			1			1		6
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked								1			1		2
Property - Special Handling - Missing Items - Carry-On			1		1								2
Property - Special Handling - Missing Items - Checke		1											1
Screening	2		3						1				6
Screening - Inconsistency	1												1
Screening - Procedures/Process			3						1				4
Screening - Retrieving Abandoned/Confis	1												1
2021	**2**	**1**		**2**		**4**							**9**
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checke		1											1
Screening	1					2							3
Screening - Procedures/Process	1					2							3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLG	**1**	**3**		**1**	**2**	**5**		**1**	**2**		**3**		**18**
2018					**1**	**3**			**1**		**1**		**6**
Customer Service						1							1
Customer Service - TSO						1							1
Patdown											1		1
Patdown - Flyer as Observer											1		1
Property - Special Handling						1			1				2
Property - Special Handling - Missing Items - Checked						1			1				2
Screening					1	1							2
Screening - Procedures/Process					1	1							2
2019		**1**			**1**	**1**		**1**	**1**		**2**		**7**
Customer Service								1	1		1		3
Customer Service - TSO								1	1		1		3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
2020	**1**	**1**		**1**									**3**
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1											1
Screening - Procedures/Process		1											1
2021		**1**				**1**							**2**
Customer Service						1							1
Customer Service - TSO						1							1
Locks		1											1
Locks - Missing or Damaged Lock		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLL	**197**	**224**	**246**	**327**	**319**	**329**	**214**	**228**	**198**	**234**	**219**	**175**	**2,910**
2018				**120**	**99**	**122**	**106**	**112**	**84**	**84**	**94**	**69**	**890**
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights				1	1	2	1	2	2	3	6	2	20
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns											1		1
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination				1	1	1		2	1	3	3	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1				1	1	3
Civil Rights - Transgender Screening						1							1
Customer Service				16	10	20	20	5	11	9	6	6	103
Customer Service - CSM									1				1
Customer Service - Others					1	5			1			2	9
Customer Service - TSO				16	9	15	20	5	9	9	6	4	93
Locks				6	5	4	5	6	5	4	1	2	38
Locks - General										1			1
Locks - Missing or Damaged Lock				6	5	4	5	6	5	3	1	2	37
Lost and Found				2	2		1			1	1		7
Lost and Found - Airport/TSA				2	2		1			1	1		7
Mishandling of Passenger Property				37	29	43	41	48	20	32	32	27	309
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	1	8	6	7	1	5	3	6	40
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				27	26	34	31	38	18	20	26	20	240
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1		1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				7	2	1	4	2	1	6	3	1	27
Patdown				1	5	3	5	5	5	5	7	2	38
Patdown - Flyer				1	3	3	4	5	5	2	5	2	30
Patdown - Flyer as Observer					2		1			1	2		6
Patdown - General										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				5	3	4	4	1	2	4	3	3	29
Persons w/ Disabilities (PWD) - Autism Spectrum				1				1	1				3
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2			2			4
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2				1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1	1							1	3
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1	1	2
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	1			1	1		5
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1							1
Property - Special Handling				35	35	37	21	33	26	18	26	20	251
Property - Special Handling - Damaged Items - Carry-On				9	3	2	2	4	9	1	5	3	38
Property - Special Handling - Damaged Items - Checked				3	7	7	4	3	5	4	1	4	38
Property - Special Handling - Missing Items - Carry-On				5	7	12	7	8	2	2	7	4	54
Property - Special Handling - Missing Items - Checked				18	18	16	8	18	10	11	13	9	121
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening				17	8	8	8	12	12	8	12	7	92
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency					2			2			1	1	6
Screening - Lengthy Lines				3					1		2		6
Screening - Procedures/Process				11	5	7	6	10	9	7	9	4	68
Screening - Retrieving Abandoned/Confiscated Items				2					2			2	6
Screening - Security Breach					1	1	2			1			5
2019	**66**	**100**	**125**	**89**	**89**	**94**	**102**	**107**	**90**	**117**	**94**	**69**	**1,142**
Civil Rights		4	4	4	2	2	2	6	4	10	3	1	42
Civil Rights - Age							1				1		2
Civil Rights - Constitutional Rights				2									2
Civil Rights - Hair Patdowns									1	1			2
Civil Rights - National Origin		1		1		1			1				4
Civil Rights - Racial Profiling or Discrimination		1	2	1	1			4	2	4	1		16
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2	2			1	1	1		3		1	11
Civil Rights - Sexual Orientation - Not Transgender					1					1	1		3
Civil Rights - Transgender Screening								1		1			2
Customer Service	6	9	14	8	8	11	13	12	13	23	17	6	140
Customer Service - Others	1								1	2	1		5
Customer Service - TSO	5	9	14	8	8	11	13	12	12	21	16	6	135
Identification (ID) Requirements	1										1		2
Identification (ID) Requirements - Internati	1										1		2
Locks	10	5	4	4	5	3	7	4	5	4	5	2	58
Locks - General									1				1
Locks - Missing or Damaged Lock	10	5	4	4	5	3	7	4	4	4	5	2	57
Lost and Found	1	1	1		1	1	2	1					8
Lost and Found - Airport/TSA	1	1	1		1	1	2	1					8
Mishandling of Passenger Property	17	20	33	27	23	29	30	23	24	40	25	20	311
Mishandling of Passenger Property - Dam	1	1	3	5	2	4	4		3			3	26
Mishandling of Passenger Property - Dam	16	15	25	20	17	22	22	22	16	39	23	16	253
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1				1		2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disarrayed Item		4	5	2	4	3	3	1	5	1	1	1	30
Patdown	4	2	4	2	6	3	3	3	2	4	2	4	39
Patdown - Children						1							1
Patdown - Flyer	4	2	4		6	2	3	3	2	4	2	4	36
Patdown - Flyer as Observer				2									2
Persons w/ Disabilities (PWD)	1	6	4	6	7	4	7	4	9	2	4	5	59
Persons w/ Disabilities (PWD) - Autism Spectrum									1		1		2
Persons w/ Disabilities (PWD) - Breast Cancer					1				1				2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1										1	2
Persons w/ Disabilities (PWD) - Diabetes		1								1		1	3
Persons w/ Disabilities (PWD) - General		2			1				1				4
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1				1	3
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1		1			2						4
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1								2		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2	3	2	1	1	1	2			2	14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1						1			2
Persons w/ Disabilities (PWD) - Service Animals					1		1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							3						3
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1	1	1	3		2	3		1		13
Property - Special Handling	20	42	45	32	26	32	31	40	23	25	29	23	368
Property - Special Handling - Damaged Ite	3	3	11	6	3	7	3	4	4	2	1	4	51
Property - Special Handling - Damaged Ite	4	10	6	5	8	6	7	13	3	4	5	9	80
Property - Special Handling - Missing Item	4	10	6	7	4	2	11	8	2	6	5	4	69
Property - Special Handling - Missing Item	9	19	22	14	11	17	10	15	14	13	18	6	168
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	6	10	16	6	11	9	7	14	10	9	8	8	114
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency			1	1									2
Screening - Lengthy Lines		1	1							2			4
Screening - Procedures/Process	6	9	11	5	10	8	5	13	10	7	8	5	97
Screening - Retrieving Abandoned/Confiscated Items			2		1	1						1	5
Screening - Security Breach			1				2	1				1	5
2020	**87**	**90**	**95**	**102**	**92**	**68**	**6**	**9**	**24**	**33**	**31**	**37**	**674**
Advanced Imaging Technology (AIT)	1					1							2
Advanced Imaging Technology (AIT) - Fly	1					1							2
Civil Rights	3	3	1	4	4	1			2	3	1	2	24
Civil Rights - Age	1	1			1								3
Civil Rights - Constitutional Rights									1				1
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination		1	1	3					1	1		2	9
Civil Rights - Screening of Religious or Cu	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1			2					2			5
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening					1						1		2
Customer Service	7	13	12	12	16	12			3	2	3	4	84
Customer Service - CSM					1								1
Customer Service - Others	1			1	2								4
Customer Service - TSO	6	13	12	11	13	12			3	2	3	4	79
Locks	7	7	4	5	4	4		1		1	1		34
Locks - General	1												1
Locks - Missing or Damaged Lock	6	7	4	5	4	4		1		1	1		33
Lost and Found			1	3						1		4	9
Lost and Found - Airport/TSA			1	3						1		4	9
Mishandling of Passenger Property	24	30	29	32	27	16	2	3	7	6	5	8	189
Mishandling of Passenger Property - Damaged/Missi		1	2	3	4	1		1		2	1		15
Mishandling of Passenger Property - Dam	22	23	22	26	21	11	1	1	7	4	4	7	149
Mishandling of Passenger Property - Dam	1	1		1		2							5
Mishandling of Passenger Property - Disa	1	5	5	2	2	2	1	1				1	20
Patdown	1	2	1		4	1		2		2			13
Patdown - Flyer	1	2	1		3	1		2		1			11
Patdown - Flyer as Observer					1					1			2
Persons w/ Disabilities (PWD)	2	4	5	10	5					2	3		31
Persons w/ Disabilities (PWD) - Breast Cancer		1	1										2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Diabetes					2								2
Persons w/ Disabilities (PWD) - General			1								1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1						1			3
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1						1			2
Persons w/ Disabilities (PWD) - Touch Av	1										1		2
Persons w/ Disabilities (PWD) - Wheelcha	1		1	5	3						1		11
Property - Special Handling	34	22	35	28	26	21	2	2	11	11	16	14	222
Property - Special Handling - Damaged Ite	3	3	6	5	4	4						2	27
Property - Special Handling - Damaged Ite	7	8	7	1	2	3			4	4	4	4	44
Property - Special Handling - Missing Item	9		7	2	10	3		2	1	3	4		41
Property - Special Handling - Missing Item	15	11	15	20	10	11	2		6	4	8	8	110
Request for Assistance		1	1										2
Request for Assistance - Other		1	1										2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	8	8	6	8	6	12	2	1	1	5	2	5	64
Screening - Inconsistency										1	1	1	3
Screening - Lengthy Lines				1		1						1	3
Screening - Procedures/Process	8	8	4	5	6	10	2	1	1	4	1	3	53
Screening - Retrieving Abandoned/Confiscated Items			1	1		1							3
Screening - Security Breach			1	1									2
2021	**44**	**34**	**26**	**16**	**39**	**45**							**204**
Airline			1	1									2
Airline - Policy/Regulations/Service			1	1									2
Civil Rights	1	2	1	3	1	1							9
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - Hair Patdowns					1								1
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimina	1	1	1			1							4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Claims			1										1
Claims - General			1										1
Customer Service	7	5	7	3	15	9							46
Customer Service - CSM			1										1
Customer Service - Others	1				1								2
Customer Service - TSO	6	5	6	3	14	9							43
Expedited Passenger Screening Program			5	1	5	10							21
Expedited Passenger Screening Program - TSA PreCheck			5	1	5	10							21
Hazardous Materials Safety				2	1								3
Hazardous Materials Safety - General				2	1								3
Identification (ID) Requirements			1	1									2
Identification (ID) Requirements - Domestic			1	1									2
Locks	1	1	2										4
Locks - General			1										1
Locks - Missing or Damaged Lock	1	1	1										3
Lost and Found	1	1	1										3
Lost and Found - Airport/TSA	1	1	1										3
Mishandling of Passenger Property	6	10	3	3	5	3							30
Mishandling of Passenger Property - Damaged/Missing Items--C			2	3	2	1							8
Mishandling of Passenger Property - Dam	5	9	1		2	2							19
Mishandling of Passenger Property - Disa	1	1			1								3
No Jurisdiction			1										1
No Jurisdiction - Refer to CBP			1										1
No Subject					1								1
No Subject - General					1								1
Patdown					2	2							4
Patdown - Flyer					1	2							3
Patdown - General					1								1
Persons w/ Disabilities (PWD)	4	2	1			1							8
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Mobility D	1	1	1										3
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1								1
Property - Special Handling	13	10	2		2	7							34
Property - Special Handling - Damaged Ite	3	2	2			3							10
Property - Special Handling - Damaged Ite	1	1				1							3
Property - Special Handling - Missing Item	3	1				3							7
Property - Special Handling - Missing Item	6	6			2								14
Screening	11	3		2	6	12							34
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1			5								6
Screening - Lengthy Lines	1					1							2
Screening - Opposite Gender				1									1
Screening - Procedures/Process	10	2		1	1	10							24

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLO	**1**	**2**	**1**	**1**	**5**	**1**	**2**	**2**	**1**	**1**	**3**		**20**
2018					**4**		**1**	**1**		**1**	**2**		**9**
Customer Service										1	2		3
Customer Service - TSO										1	2		3
Property - Special Handling					1		1						2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked							1						1
Screening					3			1					4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process					2			1					3
2019	**1**		**1**	**1**	**1**	**1**		**1**	**1**		**1**		**8**
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1					2
Patdown			1			1							2
Patdown - Flyer			1			1							2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening	1				1								2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1												1
2020		**2**					**1**						**3**
Customer Service		1											1
Customer Service - TSO		1											1
Screening		1					1						2
Screening - Procedures/Process		1					1						2

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNT	**3**	**1**	**3**	**5**	**6**	**6**	**5**	**6**	**3**	**7**	**4**	**1**	**50**
2018					**2**	**3**	**2**	**2**	**2**	**4**	**2**		**17**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Mishandling of Passenger Property					2	1	1	1		3	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	1	1	1		3	1		9
Patdown									2				2
Patdown - Non-Flyer									2				2
Property - Special Handling						2	1						3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked							1						1
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2019	**2**		**2**	**1**	**1**	**1**	**2**	**3**	**1**	**2**	**2**		**17**
Civil Rights								1					1
Civil Rights - Age								1					1
Customer Service							1	1	1		1		4
Customer Service - TSO							1	1	1		1		4
Mishandling of Passenger Property	1			1			1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
Mishandling of Passenger Property - Disa	1												1
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling			2		1			1		2			6
Property - Special Handling - Damaged Items - Checked			2					1		1			4
Property - Special Handling - Missing Items - Checked					1					1			2
Screening						1							1
Screening - Procedures/Process						1							1
2020			**1**	**3**	**3**		**1**	**1**		**1**		**1**	**11**
Civil Rights				1									1
Civil Rights - Hair Patdowns				1									1
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1	1					1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1					1			3
Patdown			1	1	1								3
Patdown - Flyer			1	1	1								3
Persons w/ Disabilities (PWD)							1	1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
2021	**1**	**1**		**1**		**2**							**5**
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening	1												1
Screening - Procedures/Process	1												1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSD	**11**	**3**	**6**	**5**	**11**	**6**	**4**	**2**	**5**	**6**	**2**	**1**	**62**
2018				**1**	**3**	**2**	**3**		**3**	**2**	**1**		**15**
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Customer Service				1			2		1	1	1		6
Customer Service - Others							1			1			2
Customer Service - TSO				1			1		1		1		4
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Property - Special Handling					1		1						2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked							1						1
Screening					1	1			1				3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1			1				2
2019	**4**	**2**	**3**		**4**	**2**	**1**	**2**	**2**	**2**	**1**	**1**	**24**
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights	2										1		3
Civil Rights - Sex/Gender/Gender Identity	2										1		3
Customer Service	1		1						1	1			4
Customer Service - Others	1												1
Customer Service - TSO			1						1	1			3
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)						2							2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Property - Special Handling		1					1			1			3
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checke		1								1			2
Screening		1	2		2			1	1			1	8
Screening - Inconsistency		1											1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1		1			1	1			1	5
Screening - Security Breach					1								1
2020	**5**	**1**	**3**	**4**	**3**					**2**			**18**
Civil Rights										2			2
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1			1									2
Patdown				1	1								2
Patdown - Flyer				1	1								2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling	3				1								4
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	2				1								3
Screening			3										3
Screening - Lengthy Lines			2										2
Screening - Procedures/Process			1										1
2021	**2**				**1**	**2**							**5**
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - TSA PreCheck						2							2
Screening	1				1								2
Screening - Procedures/Process	1				1								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSM		**1**		**4**	**2**	**2**	**2**	**3**	**4**	**1**	**1**	**1**	**21**
2018				**1**	**1**	**1**	**1**	**3**	**2**	**1**	**1**	**1**	**12**
Civil Rights								1				1	2
Civil Rights - Racial Profiling or Discrimination								1				1	2
Customer Service						1							1
Customer Service - TSO						1							1
Patdown							1				1		2
Patdown - Flyer											1		1
Patdown - General							1						1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening				1	1			2	2				6
Screening - Inconsistency				1									1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process					1			1	2				4
2019				**3**	**1**		**1**		**2**				**7**
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown				1					1				2
Patdown - Flyer				1					1				2
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening				1	1		1						3
Screening - Procedures/Process				1	1		1						3
2021		**1**				**1**							**2**
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Screening		1											1
Screening - Inconsistency		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FWA	**11**	**4**	**6**	**2**	**2**	**5**	**5**	**6**	**5**	**6**	**3**	**5**	**60**
2018				**1**	**1**	**1**	**4**	**3**	**2**	**3**		**1**	**16**
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Locks									1	2			3
Locks - Missing or Damaged Lock									1	2			3
Mishandling of Passenger Property				1			1		1	1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1		1	1		1	5
Patdown							1	2					3
Patdown - Flyer							1	1					2
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)					1		1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling							1	1					2
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked								1					1
2019	**4**	**1**	**1**			**1**	**1**	**1**	**3**	**1**	**3**	**3**	**19**
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property	1	1							2		2	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Dam	1	1							1		2	1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling	2						1		1	1	1		6
Property - Special Handling - Damaged It	1								1	1	1		4
Property - Special Handling - Missing Item	1						1						2
Screening						1						1	2
Screening - Procedures/Process						1						1	2
2020	**2**	**1**	**4**	**1**	**1**			**2**		**2**		**1**	**14**
Customer Service								1					1
Customer Service - TSO								1					1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	1	1		1			1		2			7
Mishandling of Passenger Property - Dam	1		1		1			1		2			6
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown				1									1
Patdown - Non-Flyer				1									1
Property - Special Handling	1		1										2
Property - Special Handling - Missing Item	1		1										2
Screening			1									1	2
Screening - Procedures/Process			1									1	2
2021	**5**	**2**	**1**			**3**							**11**
Customer Service	1	1	1										3
Customer Service - TSO	1	1	1										3
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam	1					1							2
Property - Special Handling	2	1				2							5
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Missing Items - Checked						2							2
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCC	**2**	**1**			**1**	**1**							**5**
2018					**1**								**1**
Screening					1								1
Screening - Inconsistency					1								1
2019		**1**											**1**
Customer Service		1											1
Customer Service - TSO		1											1
2020	**2**					**1**							**3**
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1												1
Screening - Procedures/Process	1												1

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GEG	**34**	**25**	**32**	**47**	**46**	**53**	**44**	**29**	**39**	**37**	**58**	**34**	**478**
2018				**20**	**17**	**28**	**37**	**20**	**23**	**18**	**32**	**15**	**210**
Civil Rights						1	1		1	1			4
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimination						1	1			1			3
Customer Service				7	5	9	18	6	5	2	7	4	63
Customer Service - Others				4	2	5	13	3	2	2	2	1	34
Customer Service - TSO				3	3	4	5	3	3		5	3	29
Locks					1		1				1		3
Locks - Missing or Damaged Lock					1		1				1		3
Mishandling of Passenger Property				6	4	3	1	4	3	6	6	2	35
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1	1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	3	2		4	1	6	5	2	28
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1					1		1		3
Patdown				2	3		1	1	3	3	2	2	17
Patdown - Flyer				2	3		1	1	3	2	2	2	16
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				1	2	3	2	2	2	1	1	1	15
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Diabetes					1				1				2
Persons w/ Disabilities (PWD) - General								1	1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							2						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2							2
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1							2
Property - Special Handling				3	1	2	3		4	1	8	3	25
Property - Special Handling - Damaged Items - Carry-On							2				1	1	4
Property - Special Handling - Damaged Items - Checked				1	1	1			2		4	1	10
Property - Special Handling - Missing Items - Carry-On						1			1				2
Property - Special Handling - Missing Items - Checked				2			1		1	1	3	1	9
Screening				1	1	10	10	7	5	4	7	3	48
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines						4	5	3	1	1	1		15
Screening - Procedures/Process				1		6	4	4	3	3	6	2	29
Screening - Retrieving Abandoned/Confiscated Items					1				1				2
2019	**15**	**11**	**18**	**12**	**13**	**13**	**6**	**9**	**12**	**15**	**23**	**13**	**160**
Civil Rights	1		1			1		1					4
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity-	1							1					2
Customer Service	3	4	5	2	3	5	1	1	2	1	3	3	33
Customer Service - Others	2	1				1					1		5
Customer Service - TSO	1	3	5	2	3	4	1	1	2	1	2	3	28
Locks				2	1							2	5
Locks - Missing or Damaged Lock				2	1							2	5
Mishandling of Passenger Property	5	3	5	3	4	2	2	4	2	7	6	5	48
Mishandling of Passenger Property - Dam	1		1							1			3
Mishandling of Passenger Property - Dam	3	3	4	2	4	1	1	2	2	3	5	5	35
Mishandling of Passenger Property - Disa	1			1		1	1	2		3	1		10
Patdown	1	1	1				1		2		4		10
Patdown - Flyer	1	1	1				1		2		4		10
Persons w/ Disabilities (PWD)					1			1	1	1	3		7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1					1			2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling	3	1	3	2	2	2	1	1	3	4	5	2	29
Property - Special Handling - Damaged Items - Carry-On			1				1						2
Property - Special Handling - Damaged Items - Checl		1	1		1			1	1	1		1	7
Property - Special Handling - Missing Items - Carry-On				1					1		1		3
Property - Special Handling - Missing Iten	3		1	1	1	2			1	3	4	1	17
Screening	2	2	3	3	2	3	1	1	2	2	2	1	24
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines		1		1							1		3
Screening - Procedures/Process	2	1	3	1	2	2	1	1	2	1	1	1	18
Screening - Retrieving Abandoned/Confiscated Items										1			1
2020	**13**	**12**	**9**	**7**	**11**	**7**	**1**		**4**	**4**	**3**	**6**	**77**
Civil Rights					1				1				2
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service	1	1	1		1	1					1	1	7
Customer Service - Others	1												1
Customer Service - TSO		1	1		1	1					1	1	6
Locks					1	1							2
Locks - Missing or Damaged Lock					1	1							2
Mishandling of Passenger Property	3		2	1	2	1				2		1	12
Mishandling of Passenger Property - Dam	3		2		2	1				2		1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Patdown	4	4	1	2	3				1				15
Patdown - Flyer	4	4	1	2	1				1				13
Patdown - Non-Flyer					2								2
Persons w/ Disabilities (PWD)	2	2	1	1								1	7

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1									2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	2	2	1	2	2		1		1	2	1	3	17
Property - Special Handling - Damaged Items - Checked			1		1					1		1	4
Property - Special Handling - Missing Iten	1			1									2
Property - Special Handling - Missing Iten	1	2		1	1		1		1	1	1	2	11
Screening	1	3	2	1	1	4			1		1		14
Screening - Lengthy Lines		2											2
Screening - Procedures/Process	1	1	2	1		4			1		1		11
Screening - Retrieving Abandoned/Confiscated Items					1								1
2021	**6**	**2**	**5**	**8**	**5**	**5**							**31**
Customer Service			2	6	3	2							13
Customer Service - Others			1										1
Customer Service - TSO			1	6	3	2							12
Expedited Passenger Screening Program				1	1								2
Expedited Passenger Screening Program - TSA Application Program				1									1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	4	1	2										7
Mishandling of Passenger Property - Dam	3	1	2										6
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling	1			1	1	1							4
Property - Special Handling - Damaged Items - Carry-On					1	1							2
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Items - Checked				1									1
Screening		1	1			2							4
Screening - Inconsistency						1							1
Screening - Procedures/Process		1	1										2
Screening - Retrieving Abandoned/Confiscated Items						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GFK	**2**	**3**	**2**		**1**	**4**	**3**	**2**	**3**	**1**		**1**	**22**
2018						**2**		**2**	**1**	**1**		**1**	**7**
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service									1			1	2
Customer Service - Others												1	1
Customer Service - TSO									1				1
Mishandling of Passenger Property						2				1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2				1			3
Screening								1					1
Screening - Procedures/Process								1					1
2019	**1**	**1**	**1**			**1**	**3**		**1**				**8**
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown		1					1						2
Patdown - Flyer		1					1						2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening			1				1		1				3
Screening - Inconsistency									1				1
Screening - Procedures/Process			1				1						2
2020		**1**	**1**			**1**			**1**				**4**
Civil Rights									1				1
Civil Rights - Perceived Religion									1				1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
2021	**1**	**1**			**1**								**3**
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening	1				1								2
Screening - Procedures/Process	1				1								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GGG	**3**	**2**		**2**	**2**	**1**	**1**	**2**	**2**	**4**	**4**	**1**	**24**
2018				**1**	**2**			**1**		**1**	**1**		**6**
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1						1			2
Property - Special Handling					2						1		3
Property - Special Handling - Missing Items - Checked					2						1		3
2019	**1**	**1**		**1**				**1**	**2**	**3**	**1**		**10**
Locks									1		1		2
Locks - Missing or Damaged Lock									1		1		2
Mishandling of Passenger Property	1			1				1	1				4
Mishandling of Passenger Property - Dam	1			1				1	1				4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling		1								1			2
Property - Special Handling - Missing Items - Checke		1								1			2
Screening										1			1
Screening - Procedures/Process										1			1
2020	**1**	**1**					**1**				**2**	**1**	**6**
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service		1											1
Customer Service - TSO		1											1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property											2		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											2		2
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
2021	**1**					**1**							**2**
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Screening						1							1
Screening - Procedures/Process						1							1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GJT	**5**	**6**	**7**	**4**	**4**	**5**	**4**	**4**	**4**	**2**	**2**	**5**	**52**
2018				**2**	**3**	**1**	**2**		**2**	**2**	**1**	**2**	**15**
Customer Service							1			1		2	4
Customer Service - TSO							1			1		2	4
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1							1		2
Patdown					2	1	1		1				5
Patdown - Flyer					2	1	1		1				5
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening					1				1				2
Screening - Procedures/Process					1				1				2
2019	**3**	**3**	**3**	**1**	**1**	**2**	**2**	**3**	**1**		**1**	**2**	**22**
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1	1						1					3
Mishandling of Passenger Property - Damaged/Missi		1						1					2
Mishandling of Passenger Property - Disa	1												1
Patdown				1				1					2
Patdown - Flyer								1					1
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling		2	1		1		1	1	1			1	8
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Items - Carry-On					1				1				2
Property - Special Handling - Missing Items - Checke		1	1				1	1				1	5
Screening	1		2			1	1					1	6
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1		2			1						1	5
2020	**1**	**2**	**2**	**1**				**1**	**1**			**1**	**9**
Mishandling of Passenger Property	1	1	1						1				4
Mishandling of Passenger Property - Dam	1	1	1										3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Carry-On				1									1
Screening		1										1	2
Screening - Procedures/Process		1										1	2
2021	**1**	**1**	**2**			**2**							**6**
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1										1
Property - Special Handling	1		1			1							3
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Missing Items - Carry-On			1										1
Screening		1											1
Screening - Procedures/Process		1											1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GNV	**3**	**2**	**1**		**6**	**3**	**3**	**5**	**5**	**6**	**6**	**6**	**46**
2018					**2**	**1**	**2**		**1**	**3**	**2**	**3**	**14**
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property					1		1				1	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1				1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)											1	1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening					1	1			1	1			4
Screening - Procedures/Process					1	1			1	1			4
2019	**1**	**1**					**1**	**2**	**3**	**1**	**3**	**2**	**14**
Civil Rights											1	2	3
Civil Rights - Racial Profiling or Discrimination											1	2	3
Customer Service	1							1			1		3
Customer Service - TSO	1							1			1		3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property		1							1	1			3
Mishandling of Passenger Property - Damaged/Missi		1								1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown							1	1					2
Patdown - Flyer							1	1					2
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening											1		1
Screening - Procedures/Process											1		1
2020	**1**		**1**		**2**	**2**		**3**	**1**	**2**	**1**	**1**	**14**
Customer Service					1			1		1			3
Customer Service - TSO					1			1		1			3
Locks			1						1				2
Locks - Missing or Damaged Lock			1						1				2
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - Dam	1				1								2
Property - Special Handling						1				1	1	1	4
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked						1					1	1	3
Screening						1		2					3
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process						1		1					2
2021	**1**	**1**			**2**								**4**
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening		1			1								2
Screening - Procedures/Process		1			1								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPI	**3**		**2**	**4**	**1**	**4**	**3**	**3**	**8**	**3**	**2**	**4**	**37**
2018				**3**	**1**		**2**		**5**	**1**	**1**	**2**	**15**
Customer Service							1						1
Customer Service - TSO							1						1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property									1		1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
Patdown				2					3	1		1	7
Patdown - Flyer				2					3	1		1	7
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening												1	1
Screening - Procedures/Process												1	1
TSA Contact Information							1						1
TSA Contact Information - General							1						1
2019	**1**		**2**	**1**				**3**	**3**	**1**	**1**	**2**	**14**
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service									1				1
Customer Service - Others									1				1
Mishandling of Passenger Property			1						1				2
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1				2
Patdown	1		1					2				1	5
Patdown - Flyer	1		1					2				1	5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling				1				1					2
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked								1					1
Screening									1			1	2
Screening - Inconsistency									1				1
Screening - Procedures/Process												1	1
2020	**1**					**2**	**1**			**1**			**5**
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2021	**1**					**2**							**3**
Customer Service	1												1
Customer Service - TSO	1												1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening						1							1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPT	**11**	**10**	**7**	**13**	**13**	**16**	**13**	**8**	**6**	**6**	**8**	**7**	**118**
2018				**4**	**8**	**5**	**10**	**4**	**4**	**1**	**2**	**3**	**41**
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Customer Service					4	1	3		1	1			10
Customer Service - Others										1			1
Customer Service - TSO					4	1	3		1				9
Mishandling of Passenger Property						1	3		1		1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	3		1		1		6
Patdown				1				2				1	4
Patdown - Flyer				1				2				1	4
Persons w/ Disabilities (PWD)				1				1	2				4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling				1	1								2
Property - Special Handling - Missing Items - Checked				1	1								2
Screening				1	3	3	3	1			1	2	14
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process				1	1	2	3	1			1	1	10
Screening - Security Breach						1							1
2019	**5**	**4**	**1**	**3**	**1**	**7**	**3**	**4**		**4**	**4**	**2**	**38**
Civil Rights								1			1		2
Civil Rights - Age								1					1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service	3					2	1				1		7
Customer Service - TSO	3					2	1				1		7
Locks							1			1			2
Locks - Missing or Damaged Lock							1			1			2
Mishandling of Passenger Property				1		3		1			2		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2		1			2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1							2
Patdown								1		1			2
Patdown - Flyer								1		1			2
Persons w/ Disabilities (PWD)	1	1					1	1					4
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	1	3		1						2		1	8
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Item	1	3		1						1		1	7
Screening			1	1	1	2						1	6
Screening - Inconsistency						1						1	2
Screening - Procedures/Process			1		1	1							3
Screening - Retrieving Abandoned/Confiscated Items				1									1
2020	**6**	**5**	**5**	**3**	**3**	**1**			**2**	**1**	**2**	**2**	**30**
Civil Rights			1		1					1			3
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination					1					1			2
Customer Service	2	1	2			1					2		8
Customer Service - TSO	2	1	2			1					2		8
Locks		1	1										2
Locks - Missing or Damaged Lock		1	1										2
Mishandling of Passenger Property	1			1	1							2	5
Mishandling of Passenger Property - Dam	1			1	1							1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	2	1	1	2	1				1				8
Property - Special Handling - Damaged Items - Carry-On				2									2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1		1						1				3
Property - Special Handling - Missing Items - Checke		1			1								2
Screening	1	1							1				3
Screening - Procedures/Process	1	1							1				3
2021		**1**	**1**	**3**	**1**	**3**							**9**
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
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 th			1										1
Property - Special Handling				1		2							3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checked						1							1
Screening		1			1								2
Screening - Procedures/Process		1			1								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRB	**3**	**4**	**5**	**4**	**1**	**1**	**5**	**7**	**6**	**6**	**7**	**7**	**56**
2018							**2**	**3**	**4**	**2**	**1**	**3**	**15**
Customer Service									1				1
Customer Service - TSO									1				1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property								1		1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown							1		1				2
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer									1				1
Property - Special Handling								1	1			3	5
Property - Special Handling - Damaged Items - Checked									1			2	3
Property - Special Handling - Missing Items - Checked								1				1	2
Screening							1	1	1				3
Screening - Inconsistency									1				1
Screening - Procedures/Process							1	1					2
2019		**3**	**2**	**1**		**1**	**3**	**3**	**2**		**5**	**2**	**22**
Civil Rights							1				2		3
Civil Rights - Racial Profiling or Discrimination							1				2		3
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1	1				1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1		1				3
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown								1			1	1	3
Patdown - Flyer								1				1	2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				1				1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling		1	1								1		3
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked			1										1
Screening		1						1			1	1	4
Screening - Procedures/Process		1						1			1	1	4
2020	**2**	**1**	**3**	**3**	**1**			**1**		**4**	**1**	**2**	**18**
Customer Service	1											1	2
Customer Service - TSO	1											1	2
Mishandling of Passenger Property			1	2						1			4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2						1			4
Patdown	1	1	1	1	1								5
Patdown - Flyer	1	1	1	1	1								5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Property - Special Handling								1		2			3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked								1		1			2
Screening			1								1	1	3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process			1									1	2
2021	**1**												**1**
Customer Service	1												1
Customer Service - TSO	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRI	**1**			**3**				**1**	**1**	**1**	**1**		**8**
2018				**1**						**1**	**1**		**3**
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Screening				1						1			2
Screening - Procedures/Process				1						1			2
2019	**1**							**1**	**1**				**3**
Customer Service								1					1
Customer Service - TSO								1					1
Property - Special Handling	1								1				2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On									1				1
2020				**2**									**2**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Screening				1									1
Screening - Procedures/Process				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRK	**6**	**2**	**2**	**7**	**5**	**2**	**4**	**2**	**4**	**8**	**2**	**7**	**51**
2018				**1**	**1**	**1**	**3**	**1**	**1**	**5**		**3**	**16**
Customer Service				1									1
Customer Service - TSO				1									1
Locks										1		1	2
Locks - Missing or Damaged Lock										1		1	2
Mishandling of Passenger Property							1		1			2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												2	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Property - Special Handling					1	1				2			4
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked					1					2			3
Screening							2	1					3
Screening - Inconsistency							1						1
Screening - Procedures/Process							1	1					2
2019	**3**			**3**			**1**	**1**	**3**	**3**	**1**	**2**	**17**
Customer Service										1			1
Customer Service - TSO										1			1
Locks				1			1						2
Locks - Missing or Damaged Lock				1			1						2
Mishandling of Passenger Property	1			1				1	1			2	6
Mishandling of Passenger Property - Dam	1			1				1	1			2	6
Property - Special Handling	1			1					1	2	1		6
Property - Special Handling - Damaged Items - Checked										1	1		2
Property - Special Handling - Missing Item	1			1					1	1			4
Screening	1								1				2
Screening - Procedures/Process	1								1				2
2020	**1**	**2**	**1**	**1**	**1**	**1**					**1**	**2**	**10**
Civil Rights											1		1
Civil Rights - Constitutional Rights											1		1
Mishandling of Passenger Property	1	1				1						1	4
Mishandling of Passenger Property - Damaged/Missi		1				1						1	3
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling		1		1								1	3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Checke		1										1	2
Screening			1		1								2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			1										1
2021	**2**		**1**	**2**	**3**								**8**
Claims			1										1
Claims - General			1										1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1			1									2
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
Screening					1								1
Screening - Procedures/Process					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRR	**14**	**19**	**20**	**28**	**15**	**25**	**17**	**19**	**20**	**23**	**21**	**32**	**253**
2018				**10**	**5**	**6**	**3**	**6**	**8**	**3**	**12**	**11**	**64**
Civil Rights				1							1	1	3
Civil Rights - Age											1		1
Civil Rights - National Origin												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1	1	1	1		1			1	6
Customer Service - TSO				1	1	1	1		1			1	6
Locks						2							2
Locks - Missing or Damaged Lock						2							2
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				3		1		2	1	2	2	4	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3				1	1	2	2	3	12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1					2
Patdown				2		1		1	4		3	1	12
Patdown - Flyer				2				1	3		3	1	10
Patdown - Flyer as Observer						1			1				2
Persons w/ Disabilities (PWD)						1				1	1	1	4
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Property - Special Handling				1	2		1	2	1		3	2	12
Property - Special Handling - Damaged Items - Carry-On							1				1		2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked				1	2			1	1		2	1	8
Screening				2	2		1	1	1		2		9
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines				1	1								2
Screening - Procedures/Process					1		1	1	1		1		5
2019	**4**	**8**	**7**	**5**	**1**	**7**	**12**	**11**	**9**	**13**	**6**	**13**	**96**
Civil Rights	1	1	2						1	1		1	7
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimina	1								1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1							1		1	3
Civil Rights - Transgender Screening		1											1
Customer Service		1					3	2			1	1	8
Customer Service - TSO		1					3	2			1	1	8
Locks			1	1						1			3
Locks - Missing or Damaged Lock			1	1						1			3
Mishandling of Passenger Property	2	2	1	3		1	4	3	4	1	1	5	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Dam	2	2	1	2		1	4	3	3		1	2	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1						1		3	5
Patdown	1	1	1				1	1	1	3	1	2	12
Patdown - Flyer	1	1	1				1	1	1	3	1	2	12
Persons w/ Disabilities (PWD)						2				3	1	1	7
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1	1		2
Property - Special Handling		1	2	1	1	2	2	5		1	1	3	19
Property - Special Handling - Damaged Items - Checked					1			2			1	3	7
Property - Special Handling - Missing Items - Carry-C		1	1					1					3
Property - Special Handling - Missing Items - Checked			1	1		2	2	2		1			9
Screening		2				2	2		3	3	1		13
Screening - Inconsistency							1		1	1			3
Screening - Lengthy Lines						1				1			2
Screening - Procedures/Process		2				1	1		2	1	1		8
2020	**9**	**8**	**12**	**13**	**6**	**6**	**2**	**2**	**3**	**7**	**3**	**8**	**79**
Civil Rights	1				1			1					3
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination					1			1					2
Customer Service	1	2		2	2					2		1	10
Customer Service - TSO	1	2		2	2					2		1	10
Locks			1			1				1			3
Locks - Missing or Damaged Lock			1			1				1			3
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4	4	5	6	1		1			2	2	1	26
Mishandling of Passenger Property - Dam	4	2	5	6	1		1			2	2	1	24
Mishandling of Passenger Property - Disarrayed Item		2											2
Patdown			1	1									2
Patdown - Children				1									1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)						2		1	1		1		5
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1					1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Property - Special Handling	3	2	3	3	2		1		1	2		2	19

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items - Carry-On			1	1									2
Property - Special Handling - Damaged Ite	1	1	1										3
Property - Special Handling - Missing Item	1									1			2
Property - Special Handling - Missing Item	1	1	1	2	2		1		1	1		2	12
Screening			1	1		3			1			4	10
Screening - Lengthy Lines			1	1									2
Screening - Procedures/Process						3			1			4	8
2021	**1**	**3**	**1**		**3**	**6**							**14**
Customer Service		1	1		1								3
Customer Service - TSO		1	1		1								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				2							3
Mishandling of Passenger Property - Damaged/Missi		1				1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Property - Special Handling		1				2							3
Property - Special Handling - Damaged Items - Checl		1											1
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening					1	1							2
Screening - Crew Member or Airline Employee					1								1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSN	**1**		**2**	**1**					**1**			**2**	**7**
2018				**1**					**1**				**2**
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
2019			**1**									**2**	**3**
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling												2	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked												1	1
2020	**1**		**1**										**2**
Property - Special Handling	1		1										2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Item	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSO	**13**	**20**	**14**	**13**	**12**	**26**	**13**	**13**	**21**	**9**	**15**	**11**	**180**
2018				**7**	**3**	**11**	**6**	**7**	**7**	**4**	**8**	**3**	**56**
Advanced Imaging Technology (AIT)										1	1		2
Advanced Imaging Technology (AIT) - Flyer										1	1		2
Civil Rights						1			2		1	1	5
Civil Rights - Racial Profiling or Discrimination						1			2			1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				3		1	2	1	2		1		10
Customer Service - Others				2			2		1				5
Customer Service - TSO				1		1		1	1		1		5
Locks					1			1					2
Locks - Missing or Damaged Lock					1			1					2
Mishandling of Passenger Property					1	2	2	2	1		3	1	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	2	1		3	1	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	1						3
Patdown				1		2	1	2		1	1	1	9
Patdown - Flyer				1		2	1	2		1	1	1	9
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling				1		2	1		1	2	1		8
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked						1				1	1		3
Property - Special Handling - Missing Items - Checked				1			1		1	1			4
Screening				2	1	3		1					7
Screening - Inconsistency				1									1
Screening - Procedures/Process				1	1	3		1					6
2019	**5**	**9**	**5**	**1**	**1**	**4**	**5**	**6**	**9**	**3**	**7**	**8**	**63**
Advanced Imaging Technology (AIT)		1						1					2
Advanced Imaging Technology (AIT) - Flyer		1						1					2
Civil Rights			1					1					2
Civil Rights - Racial Profiling or Discrimination			1					1					2
Customer Service	2		1	1	1	1	3		2	2	2	2	17
Customer Service - Others										1	2		3
Customer Service - TSO	2		1	1	1	1	3		2	1		2	14
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	2		1			1	1		1			1	7
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1		1			1	1		1			1	6
Patdown	1	3				1	1	1	1			1	9
Patdown - Flyer		3				1	1	1	1			1	8
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)									1		2	1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling		2	1			1		3			1	2	10
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Damaged Items - Checl		2				1		2				1	6
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked											1	1	2
Screening		3	1						3	1	2	1	11
Screening - Inconsistency												1	1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process		3	1						3		1		8
Screening - Retrieving Abandoned/Confiscated Items											1		1
2020	**6**	**10**	**6**	**4**	**8**	**6**	**2**		**5**	**2**			**49**
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights	1	1			1	1							4
Civil Rights - Racial Profiling or Discrimina	1	1			1	1							4
Customer Service		1	1	1	2		1			1			7
Customer Service - TSO		1	1	1	2		1			1			7
Locks	1	1		1		1			1	1			6
Locks - Missing or Damaged Lock	1	1		1		1			1	1			6
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property		2		1	1	1			1				6
Mishandling of Passenger Property - Damaged/Missi		2		1		1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1				1				2
Patdown	1	1			1								3
Patdown - Children		1											1
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)		2				2							4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1				1							2
Property - Special Handling		2	1		1	1	1		2				8
Property - Special Handling - Damaged Items - Checked						1	1		1				3
Property - Special Handling - Missing Items - Carry-C		1			1								2
Property - Special Handling - Missing Items - Checke		1	1						1				3
Screening	2		4	1	1				1				9
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	2		3	1	1				1				8
2021	**2**	**1**	**3**	**1**		**5**							**12**

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service		1		1		1							3
Customer Service - TSO		1		1		1							3
Mishandling of Passenger Property	1		3			1							5
Mishandling of Passenger Property - Dam	1		3			1							5
Patdown						2							2
Patdown - Flyer						2							2
Screening	1					1							2
Screening - Inconsistency						1							1
Screening - Security Breach	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSP	**12**	**11**	**21**	**19**	**20**	**10**	**15**	**12**	**19**	**10**	**14**	**18**	**181**
2018				**7**	**5**	**3**	**9**	**6**	**5**	**4**	**3**	**1**	**43**
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service				1	1		2			1	1		6
Customer Service - TSO				1	1		2			1	1		6
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				2	1	1	3	3	2	3	1		16
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1		2	3	2	3	1		14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1						2
Patdown				1				1	1				3
Patdown - Children									1				1
Patdown - Flyer								1					1
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling					1		2	1	1		1	1	7
Property - Special Handling - Damaged Items - Checked							1	1			1	1	4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked					1		1						2
Screening				2	1	1	2	1	1				8
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				2	1		1	1	1				6
Screening - Security Breach						1							1
2019	**4**	**5**	**6**	**6**	**8**	**4**	**6**	**6**	**8**	**4**	**6**	**10**	**73**
Civil Rights			1								1	1	3
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Transgender Screening											1		1
Customer Service	1								1	1	1		4
Customer Service - TSO	1								1	1	1		4
Locks				1	1		2		1		1		6
Locks - Missing or Damaged Lock				1	1		2		1		1		6
Mishandling of Passenger Property	1	1	3	1	1	2	4	3	1	1	1	3	22
Mishandling of Passenger Property - Dam	1	1	2	1	1	1	4	2	1	1	1	2	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1		1				1	4
Patdown					1	1		1		1	1	2	7
Patdown - Flyer					1	1		1		1	1	1	6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1	1			1			1	2				6
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1				2
Property - Special Handling	1	1	1	3	4	1		1	3	1	1	3	20
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked				2	1								3
Property - Special Handling - Missing Item	1							1	1		1		4
Property - Special Handling - Missing Items - Checke		1	1	1	3	1			1	1		3	12
Screening		2	1	1								1	5
Screening - Procedures/Process		2	1	1								1	5
2020	**6**	**3**	**15**	**5**	**4**	**1**			**6**	**2**	**5**	**7**	**54**
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights		1										1	2
Civil Rights - National Origin												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service	1		2						2		1		6
Customer Service - TSO	1		2						2		1		6
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property			2	2	1				1		2	2	10
Mishandling of Passenger Property - Damaged/Missing Items--C			2	2	1				1		1	2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	3		3	1	2								9
Patdown - Flyer	3		3	1	2								9
Persons w/ Disabilities (PWD)			3			1							4
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	1		3						1	1	1	1	8
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Damaged Items - Checked			1						1		1	1	4
Property - Special Handling - Missing Items - Checked			2							1			3
Screening	1	2	2	1	1				2	1	1	2	13
Screening - Procedures/Process	1	2	2	1	1				2	1	1	2	13
2021	**2**	**3**		**1**	**3**	**2**							**11**
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		1							3

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTF	**3**	**2**	**4**	**4**	**3**	**3**	**1**	**2**	**1**	**3**	**3**	**2**	**31**
2018					**2**	**2**	**1**			**1**	**2**	**1**	**9**
Customer Service						1					1		2
Customer Service - TSO						1					1		2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property					1					1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					1			2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Screening					1		1				1		3
Screening - Procedures/Process					1						1		2
Screening - Security Breach							1						1
2019	**2**	**1**		**1**	**1**	**1**		**2**	**1**	**2**	**1**		**12**
Locks	1									1			2
Locks - Missing or Damaged Lock	1									1			2
Mishandling of Passenger Property		1							1				2
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Property - Special Handling				1				2					3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked				1				1					2
Screening						1				1	1		3
Screening - Procedures/Process						1				1	1		3
2020	**1**	**1**	**3**	**3**								**1**	**9**
Customer Service				1									1
Customer Service - TSO				1									1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property			1	2									3
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2									3
Property - Special Handling			1									1	2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked												1	1
Screening	1		1										2
Screening - Inconsistency	1												1
Screening - Procedures/Process			1										1
2021			**1**										**1**
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GTR		**4**	**2**	**5**	**1**	**3**	**2**	**4**	**4**	**1**	**2**	**4**	**32**
2018				**1**	**1**	**1**	**2**	**1**	**3**			**1**	**10**
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property						1			3			1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			3			1	5
Screening					1		2	1					4
Screening - Procedures/Process					1		2	1					4
2019		**1**		**3**		**1**		**3**	**1**	**1**	**2**	**1**	**13**
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				3				3		1		1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2				3		1			6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1								1	2
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening									1		2		3
Screening - Procedures/Process									1		2		3
2020		**2**	**1**			**1**						**2**	**6**
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling		2											2
Property - Special Handling - Missing Items - Checke		2											2
2021		**1**	**1**	**1**									**3**
Claims			1										1
Claims - General			1										1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUC				**1**	**1**	**1**			**1**	**1**	**1**		**6**
2018						**1**							**1**
Screening						1							1
Screening - Procedures/Process						1							1
2019									**1**	**1**	**1**		**3**
Human Capital									1				1
Human Capital - Prospective Employment with TSA									1				1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
2021				**1**	**1**								**2**
Customer Service				1									1
Customer Service - TSO				1									1
Screening					1								1
Screening - Lengthy Lines					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUM		**3**	**2**	**3**	**5**	**9**	**2**	**1**	**7**	**5**	**3**	**5**	**45**
2018				**1**	**2**	**2**		**1**	**4**	**5**	**2**	**1**	**18**
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Locks									2				2
Locks - Missing or Damaged Lock									2				2
Mishandling of Passenger Property						2			1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1	1	1		4
Property - Special Handling				1					1	3		1	6
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked				1					1	2			4
Screening					1			1		1			3
Screening - Lengthy Lines										1			1
Screening - Procedures/Process					1			1					2
2019		**1**	**1**	**1**	**2**	**4**	**1**		**2**		**1**	**4**	**17**
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service			1								1	1	3
Customer Service - TSO			1								1	1	3
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Mishandling of Passenger Property						1			2			2	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling				1	1	2	1						5
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked						1	1						2
Screening		1				1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1											1
2020		**1**	**1**	**1**	**1**	**2**	**1**		**1**				**8**
Mishandling of Passenger Property		1	1			2	1						5
Mishandling of Passenger Property - Damaged/Missi		1					1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			2							3
Property - Special Handling				1	1				1				3
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked					1				1				2
2021									**1**	**1**			**2**
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HDN	**1**	**1**	**1**	**3**	**5**	**3**							**14**
2018					**3**	**2**							**5**
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling					1	1							2
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked						1							1
2019			**1**	**1**									**2**
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Screening			1										1
Screening - Procedures/Process			1										1
2020		**1**		**2**									**3**
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening				1									1
Screening - Procedures/Process				1									1
2021	**1**				**2**	**1**							**4**
Customer Service						1							1
Customer Service - TSO						1							1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Screening					1								1
Screening - Procedures/Process					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HGR	**2**	**2**	**1**	**1**	**2**		**1**		**3**	**4**	**2**		**18**
2018									**2**	**1**	**2**		**5**
Mishandling of Passenger Property									2		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									2		1		3
Patdown											1		1
Patdown - Non-Flyer											1		1
Screening										1			1
Screening - Procedures/Process										1			1
2019		**1**	**1**	**1**					**1**	**2**			**6**
Customer Service										1			1
Customer Service - TSO										1			1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Screening		1	1	1									3
Screening - Procedures/Process		1	1	1									3
2020	**2**	**1**			**1**		**1**			**1**			**6**
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Human Capital							1						1
Human Capital - Prospective Employment with TSA							1						1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening	1									1			2
Screening - Procedures/Process	1									1			2
2021					**1**								**1**
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	**1**	**1**	**2**	**1**			**2**	**1**	**1**	**4**		**1**	**14**
2018				**1**						**1**			**2**
Customer Service				1						1			2
Customer Service - Others										1			1
Customer Service - TSO				1									1
2019	**1**		**1**				**2**	**1**	**1**	**3**		**1**	**10**
Customer Service			1										1
Customer Service - TSO			1										1
Locks							1			1			2
Locks - Missing or Damaged Lock							1			1			2
Mishandling of Passenger Property	1						1	1	1				4
Mishandling of Passenger Property - Dam	1							1	1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Property - Special Handling										2		1	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked										2			2
2020		**1**	**1**										**2**
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missi		1	1										2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HLN		**2**	**4**	**2**	**4**	**3**		**4**	**2**	**1**	**5**	**3**	**30**
2018						**1**		**3**	**1**		**1**		**6**
Customer Service											1		1
Customer Service - Others											1		1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property						1		1	1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		1	1				3
Screening								1					1
Screening - Procedures/Process								1					1
2019		**2**	**1**		**2**	**2**			**1**	**1**	**3**	**2**	**14**
Customer Service		2				1					2		5
Customer Service - TSO		2				1					2		5
Mishandling of Passenger Property			1		2				1	1		1	6
Mishandling of Passenger Property - Damaged/Missing Items--C			1		2					1		1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening						1					1		2
Screening - Inconsistency						1							1
Screening - Procedures/Process											1		1
2020			**3**	**2**	**2**			**1**			**1**	**1**	**10**
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown				1	1								2
Patdown - Children				1									1
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)			1	1								1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Screening			1					1			1		3
Screening - Inconsistency											1		1
Screening - Procedures/Process			1					1					2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HNL	**102**	**102**	**97**	**146**	**151**	**135**	**85**	**113**	**106**	**109**	**103**	**83**	**1,332**
2018				**40**	**55**	**52**	**42**	**48**	**51**	**58**	**40**	**33**	**419**
Civil Rights					3				1	2			6
Civil Rights - National Origin					2								2
Civil Rights - Racial Profiling or Discrimination									1	2			3
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Customer Service				10	10	6	7	3	9	11	4	4	64
Customer Service - Others					1	1	1		1				4
Customer Service - TSO				10	9	5	6	3	8	11	4	4	60
Locks				1	4	4	9	3	3	5	4	3	36
Locks - General						1	1						2
Locks - Missing or Damaged Lock				1	4	3	8	3	3	5	4	3	34
Lost and Found					1				1			1	3
Lost and Found - Airport/TSA					1				1			1	3
Mishandling of Passenger Property				20	13	21	11	24	17	19	16	8	149
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1		4	2	1			9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				16	12	15	11	17	13	17	16	6	123
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1		1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2	1	4		3	2	1		2	15
Patdown				3	1	1	1	2	1	2		2	13
Patdown - Flyer				3	1	1	1	2		2		2	12
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)					1		1		2			1	5
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1				1				2
Property - Special Handling				6	15	12	8	11	10	12	6	7	87
Property - Special Handling - Damaged Items - Carry-On						1		1		2			4
Property - Special Handling - Damaged Items - Checked				3	3	1	3	5	3		3	3	24
Property - Special Handling - Missing Items - Carry-On					4	2	1	1	2	1	1	2	14
Property - Special Handling - Missing Items - Checked				3	8	8	4	4	5	9	2	2	45
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening					7	7	5	5	7	7	10	7	55
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1	1	1	3	2	3	1	3	15
Screening - Procedures/Process					6	6	4	2	5	3	8	3	37
Screening - Retrieving Abandoned/Confiscated Items										1			1
Screening - Security Breach											1		1
2019	**46**	**40**	**48**	**42**	**45**	**45**	**36**	**62**	**48**	**40**	**53**	**46**	**551**
Civil Rights		1	3	1	1	1		1	1	1	1	2	13
Civil Rights - Constitutional Rights											1		1
Civil Rights - National Origin		1				1							2
Civil Rights - Racial Profiling or Discrimination				1	1				1	1		1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			3					1				1	5
Customer Service	8	7	8	9	6	6	3	13	10	6	8	6	90
Customer Service - Others		1	1					2	1	2			7
Customer Service - TSO	8	6	7	9	6	6	3	11	9	4	8	6	83
Locks	6	4	2	2	6	2	2	4	2	5	1	2	38
Locks - General			1										1
Locks - Missing or Damaged Lock	6	4	1	2	6	2	2	4	2	5	1	2	37
Lost and Found		1		1		1	3	1		1	3	2	13
Lost and Found - Airport/TSA		1		1		1	3	1		1	3	2	13
Mishandling of Passenger Property	11	9	15	10	17	9	12	15	10	12	16	13	149
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1		1					1	4
Mishandling of Passenger Property - Dam	9	6	10	9	10	9	8	11	8	12	13	11	116
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1	1					2
Mishandling of Passenger Property - Disa	2	3	4	1	6		2	3	2		3	1	27
Patdown					1	1	3	4		1	1	1	12
Patdown - Flyer					1	1	2	3		1	1	1	10
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)	2	1	2	2	1	3	1		3	1	2	6	24
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes						2					1		3
Persons w/ Disabilities (PWD) - General		1				1					1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1				1				2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1		1	2
Persons w/ Disabilities (PWD) - Mobility D	1		1	1					2				5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Wheelcha	1											2	3
Persons w/ Disabilities (PWD) - Wounded Warrior												1	1
Property - Special Handling	12	10	12	15	8	12	3	14	13	6	11	9	125
Property - Special Handling - Damaged It	1	1	2		1		1	1	1			1	9
Property - Special Handling - Damaged It	2	2	4	3	2	1	1	3	2	2	5	4	31
Property - Special Handling - Missing Item	4	1	3	2	1	5	1	3	3	1	1		25
Property - Special Handling - Missing Item	5	6	3	10	4	6		7	7	3	5	4	60
Request for Assistance	1	1			1				1				4
Request for Assistance - Other	1	1			1				1				4
Screening	6	6	6	2	4	10	9	10	8	7	10	5	83
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency	1							1			1		3

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines	2	2	2	1			3	5	3	3	2	3	26
Screening - Procedures/Process	3	4	3	1	3	10	5	4	5	4	7	2	51
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach			1										1
2020	**47**	**53**	**37**	**53**	**36**	**24**	**7**	**3**	**7**	**11**	**10**	**4**	**292**
Civil Rights	2	1	2	3									8
Civil Rights - Racial Profiling or Discrimina	2	1	2	2									7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	10	5	6	7	7	4	3	1	2	2	1	1	49
Customer Service - Others				1	1					1	1		4
Customer Service - TSO	10	5	6	6	6	4	3	1	2	1		1	45
Locks	7	7	3	9	5	4							35
Locks - Missing or Damaged Lock	7	7	3	9	5	4							35
Lost and Found	4			1									5
Lost and Found - Airport/TSA	4			1									5
Mishandling of Passenger Property	13	19	10	16	10	8	1		2	3	2	2	86
Mishandling of Passenger Property - Dam	3	2	1	1									7
Mishandling of Passenger Property - Dam	9	14	7	13	8	7	1		2	1	2	2	66
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Disa	1	2	2	2	2	1				2			12
Patdown		2			2		1						5
Patdown - Flyer		2			2		1						5
Persons w/ Disabilities (PWD)		2	2	2	2					1			9
Persons w/ Disabilities (PWD) - Breast Cancer					1					1			2
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1		1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2	1									3
Property - Special Handling	7	10	9	10	7	3	2		2	3	5	1	59
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged It	5	2	3		1		1		1	2	2	1	18
Property - Special Handling - Missing Items - Carry-C		1		1	2	1							5
Property - Special Handling - Missing Iten	2	7	6	9	3	2	1		1	1	3		35
Request for Assistance			1			1							2
Request for Assistance - Other			1			1							2
Screening	4	7	4	5	3	4		2	1	2	2		34
Screening - Inconsistency											1		1
Screening - Lengthy Lines	2	3			2								7
Screening - Procedures/Process	2	4	2	4	1	4		2	1	2	1		23
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach			1	1									2
2021	**9**	**9**	**12**	**11**	**15**	**14**							**70**
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service	1	2	5	1	2	3							14
Customer Service - TSO	1	2	5	1	2	3							14
Duplicate E-mail				1	1								2
Duplicate E-mail - General				1	1								2
Expedited Passenger Screening Program			2	2	4	2							10
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreCheck			2	2	3	2							9
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	3	4	1	4	3	2							17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Dam	3	3	1	4	3	1							15
Mishandling of Passenger Property - Disarrayed Item		1											1
No Jurisdiction						1							1
No Jurisdiction - Refer to FAA						1							1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Property - Special Handling	2	3		2	2	3							12
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checl		1			2	1							4
Property - Special Handling - Missing Items - Carry-C		1		1		1							3
Property - Special Handling - Missing Iten	2	1		1									4
Screening	1		1	1	3	2							8
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1		1		2	1							5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HOB	**2**	**1**	**5**	**1**	**2**	**2**	**2**		**3**	**2**	**1**		**21**
2018						**2**	**1**		**1**		**1**		**5**
Mishandling of Passenger Property						1			1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1		1		3
Screening						1	1						2
Screening - Procedures/Process						1	1						2
2019		**1**	**2**				**1**		**2**	**2**			**8**
Locks							1						1
Locks - General							1						1
Mishandling of Passenger Property			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Patdown									1				1
Patdown - Flyer									1				1
Screening		1	1						1	1			4
Screening - Procedures/Process			1						1	1			3
Screening - Security Breach		1											1
2020	**2**		**3**	**1**	**2**								**8**
Customer Service	1												1
Customer Service - TSO	1												1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling				1	1								2
Property - Special Handling - Missing Items - Checked				1	1								2
Screening	1				1								2
Screening - Procedures/Process	1				1								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HOU	**84**	**84**	**75**	**108**	**93**	**112**	**59**	**74**	**78**	**101**	**70**	**73**	**1,011**
2018				**33**	**32**	**36**	**29**	**36**	**33**	**48**	**38**	**21**	**306**
Civil Rights					1			1	1	1	2		6
Civil Rights - Racial Profiling or Discrimination								1	1	1	1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening					1								1
Customer Service				8	8	3	6	6	6	6	5	3	51
Customer Service - Others				2			1			1			4
Customer Service - TSO				6	8	3	5	6	6	5	5	3	47
Locks				1	1	2	2	1		2	2		11
Locks - General				1		1							2
Locks - Missing or Damaged Lock					1	1	2	1		2	2		9
Lost and Found											1	1	2
Lost and Found - Airport/TSA											1	1	2
Mishandling of Passenger Property				8	11	17	6	14	12	10	12	8	98
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	1	2			2				8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	5	14	5	12	6	8	8	5	68
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1		1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					5	1	1	2	3	2	3	3	20
Patdown							2	2		3		3	10
Patdown - Flyer							2	2		1		3	8
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				3		2		2	2	5	2	2	18
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes										2			2
Persons w/ Disabilities (PWD) - General						1					2	1	4
Persons w/ Disabilities (PWD) - Internal Medical Devices						1			1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				2								1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	2			3
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1		1			2
Property - Special Handling				7	6	10	7	9	7	18	8	1	73
Property - Special Handling - Damaged Items - Carry-On							2	2	3	3	1		11
Property - Special Handling - Damaged Items - Checked					1	2	2		1	5	2		13
Property - Special Handling - Missing Items - Carry-On				4	2	1		1		1	2		11
Property - Special Handling - Missing Items - Checked				3	3	7	3	6	3	9	3	1	38
Screening				6	5	2	6		5	3	6	3	36
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines									1		1		2
Screening - Procedures/Process				5	4	2	6		2	3	5	3	30
Screening - Security Breach				1					2				3
SIDA (Security Identification Display Area)								1					1
SIDA (Security Identification Display Area) - General								1					1
2019	**32**	**33**	**33**	**30**	**26**	**28**	**29**	**31**	**35**	**34**	**20**	**37**	**368**
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights	1	2	1	1	2		1	1				3	12
Civil Rights - Age	1												1
Civil Rights - National Origin		1										1	2
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination		1	1	1	1		1					1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			1					2
Customer Service	7	3	5	4	3	7	6	5	4	5	4	6	59
Customer Service - Others										1			1
Customer Service - TSO	7	3	5	4	3	7	6	5	4	4	4	6	58
Human Capital										1			1
Human Capital - Prospective Employment with TSA										1			1
Locks		3	1	1	1			1		1	1	3	12
Locks - Missing or Damaged Lock		3	1	1	1			1		1	1	3	12
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	13	12	10	10	9	6	7	8	12	11	4	8	110
Mishandling of Passenger Property - Dam	1			2	3	1	1	2	1			2	13
Mishandling of Passenger Property - Dam	9	10	8	7	4	5	5	3	8	10	4	4	77
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	3	2	2	1	1		1	3	3	1		2	19
Patdown	1		4	1	3	2	4	4	2		1	1	23
Patdown - Flyer	1		3	1	3	2	3	4	2		1	1	21
Patdown - Flyer as Observer			1				1						2
Persons w/ Disabilities (PWD)		1	2	3		3	1	1	8	3	2	4	28
Persons w/ Disabilities (PWD) - Autism Spectrum									1			1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes						1			1				2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment									2				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1	1					1		1		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			2				1		1	5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1		2			3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1			2	3
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1							1		2
Property - Special Handling	6	8	6	8	6	10	6	8	8	9	6	10	91
Property - Special Handling - Damaged Items - Carry		1		1	2		1	2		4	2	2	15

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	3	4		3	1	3	1	1	2	2	1		21
Property - Special Handling - Missing Item	1	3	2	1		1	3	3		1		1	16
Property - Special Handling - Missing Item	2		4	3	3	6	1	2	6	2	3	7	39
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	3	4	4	2	2		3	3	1	4	1	2	29
Screening - Inconsistency	1									1			2
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	3	3	1	2		3	3	1	3	1		21
Screening - Retrieving Abandoned/Confis	1											1	2
Screening - Security Breach			1	1								1	3
2020	**33**	**39**	**33**	**30**	**26**	**19**	**1**	**7**	**10**	**19**	**12**	**15**	**244**
Civil Rights	1		1	1		1				1		1	6
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin						1							1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination			1							1			2
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	6	7	7	2	6	2		2	3	6	2	5	48
Customer Service - Others	1	2			1				2	2			8
Customer Service - TSO	5	5	7	2	5	2		2	1	4	2	5	40
Locks	4	2	1		1	1		1	1				11
Locks - General					1								1
Locks - Missing or Damaged Lock	4	2	1			1		1	1				10
Lost and Found	2			3									5
Lost and Found - Airport/TSA	2			3									5
Mishandling of Passenger Property	7	13	11	10	4	5	1	3	3	4	5	3	69
Mishandling of Passenger Property - Dam	1		1		2						1	1	6
Mishandling of Passenger Property - Dam	6	10	8	9	2	5	1	3	1	3	4	2	54
Mishandling of Passenger Property - Disarrayed Item		3	2	1					2	1			9
Patdown	2	2		1	1								6
Patdown - Flyer	2	2		1	1								6
Persons w/ Disabilities (PWD)		2	1	1	1	2					1		8
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						2					1		3
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1								2
Property - Special Handling	9	10	9	10	8	8		1	2	6	1	5	69
Property - Special Handling - Damaged Ite	2		1		1					1			5
Property - Special Handling - Damaged Ite	1	3	1	2	5	2		1		1			16
Property - Special Handling - Missing Item	1	2	3	2		1				1	1	1	12
Property - Special Handling - Missing Item	5	5	4	6	2	5			2	3		4	36
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	2	2	3	2	5				1	2	3	1	21
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines	1		1		1								3
Screening - Procedures/Process	1	2	2	1	4				1	2	2	1	16
2021	**19**	**12**	**9**	**15**	**9**	**29**							**93**
Civil Rights				1		1							2
Civil Rights - Racial Profiling or Discrimination				1		1							2
Claims			1										1
Claims - General			1										1
Customer Service	2	1	3	2	4	9							21
Customer Service - Others	1												1
Customer Service - TSO	1	1	3	2	4	9							20
Expedited Passenger Screening Program				1		2							3
Expedited Passenger Screening Program - TSA PreCheck				1		2							3
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							14
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	4	3	2	2	1	1							13
Patdown			2		2	2							6
Patdown - Children			2										2
Patdown - Flyer					2	1							3
Patdown - General						1							1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Autism S	1												1
Prohibited & Permitted Items				2		2							4
Prohibited & Permitted Items - Alcohol and Tobacco				1									1
Prohibited & Permitted Items - General				1		2							3
Property - Special Handling	9	4		3		2							18
Property - Special Handling - Damaged Ite	2												2
Property - Special Handling - Damaged Ite	3			1									4
Property - Special Handling - Missing Item	1	1		1									3
Property - Special Handling - Missing Item	3	3		1		2							9
Screening	3	1	1	2	2	8							17
Screening - Inconsistency	1			1	2								4
Screening - Lengthy Lines						2							2
Screening - Opposite Gender			1										1
Screening - Procedures/Process	2	1		1		5							9
Screening - Retrieving Abandoned/Confiscated Items						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HPN	**19**	**12**	**10**	**15**	**9**	**17**	**8**	**12**	**8**	**10**	**3**	**10**	**133**
2018				**3**	**1**	**6**	**6**	**3**	**1**	**5**	**2**	**7**	**34**
Civil Rights									1	3		2	6
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimination									1			1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Transgender Screening										2			2
Customer Service					1	2	2			1	1		7
Customer Service - Others						1							1
Customer Service - TSO					1	1	2			1	1		6
Mishandling of Passenger Property				2		1	1	1				2	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2		1		1				2	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown						1		1				1	3
Patdown - Flyer						1		1				1	3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling							3			1	1	1	6
Property - Special Handling - Damaged Items - Checked							1				1	1	3
Property - Special Handling - Missing Items - Checked							2			1			3
Screening						2		1				1	4
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency						1							1
Screening - Procedures/Process						1						1	2
2019	**8**	**8**	**6**	**3**	**3**	**4**	**1**	**9**	**7**	**5**	**1**	**3**	**58**
Customer Service	3	4	2	1	1	2		3	2			1	19
Customer Service - Others	1		1										2
Customer Service - TSO	2	4	1	1	1	2		3	2			1	17
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4	3	2					3	1	2			15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Dam	4	2	2					2	1	2			13
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown		1		1				2		1		1	6
Patdown - Flyer		1		1				2				1	5
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling	1			1	1	1		1				1	6
Property - Special Handling - Damaged Items - Checked					1							1	2
Property - Special Handling - Missing Item	1			1		1		1					4
Screening					1	1	1		3	1	1		8
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process							1		1	1	1		4
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach									1				1
2020	**9**	**4**	**4**	**8**	**4**	**2**	**1**						**32**
Civil Rights			1										1
Civil Rights - Hair Patdowns			1										1
Customer Service	2	1	1	1									5
Customer Service - TSO	2	1	1	1									5
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2	3	1	2		1	1						10
Mishandling of Passenger Property - Dam	1		1										2
Mishandling of Passenger Property - Dam	1	1					1						3
Mishandling of Passenger Property - Disarrayed Item		2		2		1							5
Patdown				2	1								3
Patdown - Flyer				2	1								3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	2		1	2									5
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Items - Checked			1	2									3
Screening	1			1	3	1							6
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process				1	2								3
Screening - Security Breach						1							1
2021	**2**			**1**	**1**	**5**							**9**
Customer Service	1					1							2
Customer Service - TSO	1					1							2
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - TSA PreCheck						2							2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling					1	1							2
Property - Special Handling - Missing Items - Checked					1	1							2
Screening						1							1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HRL	**3**	**4**	**6**	**5**	**8**	**6**	**9**	**8**	**5**	**5**	**9**	**7**	**75**
2018					**3**	**5**	**4**	**3**	**2**	**1**	**5**	**2**	**25**
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination							1			1			2
Customer Service											2	1	3
Customer Service - Others											1		1
Customer Service - TSO											1	1	2
Mishandling of Passenger Property					1	2		1				1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1		1				1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown						1		1			1		3
Patdown - Flyer						1		1			1		3
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling					1		2		2		1		6
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked					1		2		1		1		5
Screening					1	1	1	1					4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1	1	1					3
2019	**2**	**4**	**2**	**2**	**1**		**5**	**4**	**3**	**3**	**3**	**3**	**32**
Customer Service	1	1	1						1	1			5
Customer Service - Others	1		1										2
Customer Service - TSO		1							1	1			3
Mishandling of Passenger Property		1		1	1		1			1	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missi		1		1	1		1				1		5
Patdown	1								1			1	3
Patdown - Flyer	1								1			1	3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling		1	1	1			4	3			1		11
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked								2					2
Property - Special Handling - Missing Items - Carry-C		1					1						2
Property - Special Handling - Missing Items - Checked			1	1			2	1			1		6
Screening		1						1	1	1		2	6
Screening - Procedures/Process		1						1	1	1		2	6
2020	**1**		**3**	**3**	**4**	**1**		**1**		**1**	**1**	**2**	**17**
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property	1		1	1	3						1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Dam	1		1	1	2						1		6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling			1	2		1						1	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked			1	2		1							4
Screening					1								1
Screening - Procedures/Process					1								1
2021			**1**										**1**
Customer Service			1										1
Customer Service - TSO			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HSV	**3**	**6**	**6**	**9**	**9**	**14**	**3**	**12**	**9**	**7**	**11**	**4**	**93**
2018				**2**	**3**	**7**	**2**	**8**	**4**	**2**	**5**	**1**	**34**
Customer Service						1	1	2	1				5
Customer Service - Others						1	1						2
Customer Service - TSO								2	1				3
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1	3		1	3	1		3	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					3		1		1		1	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								3			2		5
Patdown				1		3			1	1			6
Patdown - Flyer				1		3			1	1			6
Property - Special Handling						2		3	1		1		7
Property - Special Handling - Damaged Items - Checked						2		1	1				4
Property - Special Handling - Missing Items - Checked								2			1		3
Screening						1					1		2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process											1		1
2019	**1**	**4**	**3**	**2**	**4**	**1**	**1**	**4**	**4**	**5**	**4**	**2**	**35**
Civil Rights										1			1
Civil Rights - Hair Patdowns										1			1
Customer Service					2		1	1	2	1			7
Customer Service - TSO					2		1	1	2	1			7
Locks		1									1		2
Locks - Missing or Damaged Lock		1									1		2
Mishandling of Passenger Property	1	1	3	1							2		8
Mishandling of Passenger Property - Damaged/Missi		1	2								2		5
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disa	1			1									2
Patdown					1			1					2
Patdown - Flyer					1			1					2
Persons w/ Disabilities (PWD)				1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Property - Special Handling		1						1	1	1	1		5
Property - Special Handling - Damaged Items - Checked								1		1	1		3
Property - Special Handling - Missing Items - Checke		1							1				2
Screening		1				1		1	1	2		1	7
Screening - Procedures/Process		1				1		1	1	2		1	7
2020	**2**	**2**	**3**	**1**	**1**	**6**			**1**		**2**	**1**	**19**
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	2				1	1							4
Customer Service - Others	1												1
Customer Service - TSO	1				1	1							3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1							1				2
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling			1			2						1	4
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked						2						1	3
Screening			2			3							5
Screening - Inconsistency						1							1
Screening - Procedures/Process			1			2							3
Screening - Retrieving Abandoned/Confiscated Items			1										1
2021				**4**	**1**								**5**
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
Locks				1									1
Locks - General				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HTS	**3**	**1**		**4**	**3**	**1**		**1**	**3**	**5**	**5**	**2**	**28**
2018				**2**				**1**	**1**				**4**
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening				1				1					2
Screening - Procedures/Process				1				1					2
2019	**2**	**1**			**1**				**1**	**4**	**1**	**2**	**12**
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service		1								2			3
Customer Service - Others		1								1			2
Customer Service - TSO										1			1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1										1	2	4
Property - Special Handling - Damaged It	1										1		2
Property - Special Handling - Missing Items - Checked												2	2
Screening									1	1			2
Screening - Lengthy Lines									1				1
Screening - Procedures/Process										1			1
2020	**1**			**1**	**1**	**1**			**1**	**1**	**4**		**10**
Civil Rights									1				1
Civil Rights - National Origin									1				1
Customer Service				1	1						1		3
Customer Service - TSO				1	1						1		3
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening										1	1		2
Screening - Procedures/Process										1	1		2
2021				**1**	**1**								**2**
Customer Service				1									1
Customer Service - TSO				1									1
General Aviation					1								1
General Aviation - General					1								1

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HXD	**6**	**4**	**1**	**3**	**6**	**6**	**1**	**6**	**3**	**2**	**5**		**43**
2018				**1**		**3**		**3**	**1**	**1**			**9**
Customer Service						1							1
Customer Service - TSO						1							1
Locks								2					2
Locks - Missing or Damaged Lock								2					2
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown								1		1			2
Patdown - Flyer								1		1			2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Screening						1							1
Screening - Procedures/Process						1							1
2019	**3**	**1**			**3**	**1**		**3**	**2**	**1**	**3**		**17**
Customer Service	1				1				1				3
Customer Service - TSO	1				1				1				3
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Dam	1									1			2
Patdown	1	1											2
Patdown - Flyer	1	1											2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Property - Special Handling					1						1		2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1	1		2	1		1		6
Screening - Inconsistency								1					1
Screening - Lengthy Lines					1			1					2
Screening - Procedures/Process						1			1		1		3
2020	**3**	**1**	**1**	**1**	**1**	**2**	**1**				**2**		**12**
Customer Service	3						1						4
Customer Service - TSO	3						1						4
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Damaged/Missi		1		1									2
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Property - Special Handling			1			2							3
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked						2							2
Screening					1								1
Screening - Lengthy Lines					1								1
2021		**2**		**1**	**2**								**5**
Customer Service				1	1								2
Customer Service - TSO				1	1								2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening		1											1
Screening - Procedures/Process		1											1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HYS	**2**		**1**		**2**								**5**
2018					**1**								**1**
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
2019			**1**										**1**
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
2020	**1**				**1**								**2**
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
2021	**1**												**1**
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAD	**123**	**104**	**113**	**162**	**94**	**125**	**110**	**139**	**133**	**139**	**122**	**114**	**1,478**
2018				**61**	**32**	**48**	**52**	**71**	**67**	**78**	**52**	**45**	**506**
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				2	1		2			1	2		8
Civil Rights - Constitutional Rights				1									1
Civil Rights - National Origin				1						1	1		3
Civil Rights - Racial Profiling or Discrimination					1		2						3
Civil Rights - Transgender Screening											1		1
Customer Service				5	1	7	7	9	5	4	3	6	47
Customer Service - Others							1	1					2
Customer Service - TSO				5	1	7	6	8	5	4	3	6	45
Locks				12	3	3	3	10	8	13	6	2	60
Locks - General								2					2
Locks - Missing or Damaged Lock				12	3	3	3	8	8	13	6	2	58
Lost and Found					1	1	1		3	1	1	1	9
Lost and Found - Airport/TSA					1	1	1		3	1	1	1	9
Mishandling of Passenger Property				21	9	14	8	18	17	28	23	17	155
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1		1	2		1	1		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				13	5	10	5	14	14	23	16	15	115
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1				1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				7	2	4	2	2	2	4	6	1	30
Patdown					2	1	3	3		4	3	1	17
Patdown - Flyer					2	1	3	1		4	2	1	14
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)				1		1	3	1	3	3		1	13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General				1					1				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1		2				4
Property - Special Handling				12	8	12	13	11	12	16	7	11	102
Property - Special Handling - Damaged Items - Carry-On						4	2		1	2			9
Property - Special Handling - Damaged Items - Checked				3		2	1	4	4	4	2	5	25
Property - Special Handling - Missing Items - Carry-On				2	2	2	3	1		1		1	12
Property - Special Handling - Missing Items - Checked				7	6	4	7	6	7	9	5	5	56
Request for Assistance					1				1		1		3
Request for Assistance - Other					1				1		1		3
Screening				8	6	9	12	19	18	7	6	6	91
Screening - Crew Member or Airline Employee								1	1				2
Screening - Inconsistency				1		3		2	1	1			8
Screening - Lengthy Lines				1	6	3	5	11	10	4			40
Screening - Procedures/Process				5		3	7	5	6	2	6	6	40
Screening - Retrieving Abandoned/Confiscated Items				1									1
2019	**64**	**61**	**55**	**42**	**20**	**38**	**50**	**55**	**56**	**49**	**57**	**57**	**604**
Civil Rights	1	2	1		1			1	1	1	3	2	13
Civil Rights - Hair Patdowns			1										1
Civil Rights - Perceived Religion		1						1	1				3
Civil Rights - Racial Profiling or Discrimination					1						3	1	5
Civil Rights - Sex/Gender/Gender Identity	1	1								1			3
Civil Rights - Transgender Screening												1	1
Customer Service	5	6	7	4	2	5	7	8	5	6	6	6	67
Customer Service - Others	1	1	1					1	1	1			6
Customer Service - TSO	4	5	6	4	2	5	7	7	4	5	6	6	61
Locks	5	12	5	5	1	2	4	5	5	4	10	4	62
Locks - General		1		1							1		3
Locks - Missing or Damaged Lock	5	11	5	4	1	2	4	5	5	4	9	4	59
Lost and Found	1		2			1		1	1	6	1	7	20
Lost and Found - Airport/TSA	1		2			1		1	1	6	1	7	20
Mishandling of Passenger Property	19	13	19	16	6	15	17	18	19	17	17	15	191
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							2	1	1			2	6
Mishandling of Passenger Property - Dam	13	11	15	13	6	12	12	14	13	14	12	10	145
Mishandling of Passenger Property - Disa	6	2	4	3		3	3	3	5	3	5	3	40
Patdown	6	3	2			1	2	1	3		1	3	22
Patdown - Flyer	6	3	2			1	2	1	2		1	3	21
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	2	2	3	1	1	4	4	1	4	4		1	27
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						2							2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes	1				1	2	1		2				7
Persons w/ Disabilities (PWD) - General	1		1										2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1			1					1	3
Persons w/ Disabilities (PWD) - Mobility Disability (N		1					1			1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Service Animals									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2				1			1			4
Property - Special Handling	16	14	11	10	4	6	12	11	13	8	11	9	125
Property - Special Handling - Damaged It	1	2	2		1				1	1	1	1	10

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	6		2	4		2	2	3	2	2	5	3	31
Property - Special Handling - Missing Item	2	6	2	1		3	2	1		2	2	3	24
Property - Special Handling - Missing Item	7	6	5	5	3	1	8	7	10	3	3	2	60
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	8	9	5	6	5	4	4	9	5	3	8	10	76
Screening - Inconsistency	1			1	2								4
Screening - Lengthy Lines	2	4	1				1	2	2		2	1	15
Screening - Procedures/Process	5	4	4	3	3	2	2	7	3	3	6	8	50
Screening - Retrieving Abandoned/Confiscated Items		1		2		1							4
Screening - Security Breach						1	1					1	3
2020	**53**	**36**	**52**	**50**	**30**	**28**	**8**	**13**	**10**	**12**	**13**	**12**	**317**
Civil Rights	1	2	4	3							1	2	13
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimina	1	1	3									1	6
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	3							1	1	6
Customer Service	7	5	7	2	2	6		2	2	1		2	36
Customer Service - Others	1		1						1				3
Customer Service - TSO	6	5	6	2	2	6		2	1	1		2	33
Locks	6	5	6	2	4	6	1		2		1	2	35
Locks - Missing or Damaged Lock	6	5	6	2	4	6	1		2		1	2	35
Lost and Found	4	1	1		1	1						1	9
Lost and Found - Airport/TSA	4	1	1		1	1						1	9
Mishandling of Passenger Property	11	12	12	18	8	8	3	3		5	4	2	86
Mishandling of Passenger Property - Damaged/Missi		1			1							1	3
Mishandling of Passenger Property - Dam	10	8	11	12	6	5	3	3		4	3	1	66
Mishandling of Passenger Property - Disa	1	3	1	6	1	3				1	1		17
Patdown	3		1		1	1							6
Patdown - Flyer	3		1		1	1							6
Persons w/ Disabilities (PWD)	1		1	1	1					1			5
Persons w/ Disabilities (PWD) - Diabetes					1					1			2
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	13	8	11	14	8	3	3	3	3	4	7	1	78
Property - Special Handling - Damaged Ite	1		1										2
Property - Special Handling - Damaged Ite	2	1	1	2	5	1	1		1		1		15
Property - Special Handling - Missing Item	4	1	4	1				1			1		12
Property - Special Handling - Missing Item	6	6	5	11	3	2	2	2	2	4	5	1	49
Screening	7	3	9	10	5	3	1	5	3	1		2	49
Screening - Inconsistency					1								1
Screening - Lengthy Lines		1	2	2									5
Screening - Procedures/Process	5	1	7	8	4	3	1	5	3			2	39
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach	1	1								1			3
2021	**6**	**7**	**6**	**9**	**12**	**11**							**51**
Civil Rights	1		1			1							3
Civil Rights - Racial Profiling or Discrimina	1		1			1							3
Customer Service			1	4	1	2							8
Customer Service - Others						1							1
Customer Service - TSO			1	4	1	1							7
Expedited Passenger Screening Program			1		2	4							7
Expedited Passenger Screening Program - TSA Application Proc			1			1							2
Expedited Passenger Screening Program - TSA PreCheck					2	2							4
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2	1	1	3	3	1							11
Mishandling of Passenger Property - Dam	1		1										2
Mishandling of Passenger Property - Damaged/Missi		1		3	2	1							7
Mishandling of Passenger Property - Disa	1				1								2
Patdown	1	1	1			1							4
Patdown - Children						1							1
Patdown - Flyer	1	1	1										3
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1								1
Property - Special Handling	2	3		1	1	2							9
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checke		3		1	1	2							7
Screening					4								4
Screening - Inconsistency					2								2
Screening - Lengthy Lines					1								1
Screening - Security Breach					1								1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAH	**209**	**199**	**229**	**306**	**282**	**265**	**181**	**185**	**186**	**198**	**197**	**171**	**2,608**
2018				**96**	**110**	**106**	**84**	**84**	**77**	**82**	**80**	**64**	**783**
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights				2	3	6	1	4	1	2	2	3	24
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination				2	1	5	1	3		1	1	1	15
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1				1		1	1	4
Civil Rights - Transgender Screening								1					1
Customer Service				25	32	26	26	23	22	21	19	18	212
Customer Service - Others				1	8	5	1	4		1		2	22
Customer Service - TSO				24	24	21	25	19	22	20	19	16	190
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks				6	3	3	5	1	1	8	5	4	36
Locks - General						1							1
Locks - Missing or Damaged Lock				6	3	2	5	1	1	8	5	4	35
Lost and Found				3	2	1		1	1	1			9
Lost and Found - Airport/TSA				3	2	1		1	1	1			9
Mishandling of Passenger Property				30	27	25	22	28	20	17	25	23	217
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	2	1		1	1	1	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				25	22	19	19	22	17	13	19	16	172
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1	1		1			1			4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				3	2	5	2	5	2	2	5	6	32
Patdown					1	3		5	2	3	4	2	20
Patdown - Flyer					1	3		4	1	3	3	2	17
Patdown - Flyer as Observer								1	1		1		3
Persons w/ Disabilities (PWD)				2	2	5	3	2	3	3	2		22
Persons w/ Disabilities (PWD) - Diabetes							1			1	1		3
Persons w/ Disabilities (PWD) - General				1			1		1		1		4
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1				1				3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	3		1		1			6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1			1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1						2
Property - Special Handling				19	27	19	16	11	18	20	18	11	159
Property - Special Handling - Damaged Items - Carry-On				2	2	5	2	1	2	1			15
Property - Special Handling - Damaged Items - Checked				6	5	2	2	3	4	5	6	1	34
Property - Special Handling - Missing Items - Carry-On				3	8	3	4	2	2	3	4	4	33
Property - Special Handling - Missing Items - Checked				8	12	9	8	5	10	11	8	6	77
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening				8	12	17	11	9	9	7	5	3	81
Screening - Crew Member or Airline Employee								1	1				2
Screening - Inconsistency					1					1	1		3
Screening - Lengthy Lines				1	4	4	2	2	1	2	1		17
Screening - Procedures/Process				6	7	11	8	6	7	4	3	3	55
Screening - Retrieving Abandoned/Confiscated Items						1	1						2
Screening - Security Breach				1		1							2
2019	**85**	**91**	**86**	**82**	**57**	**73**	**93**	**90**	**93**	**92**	**100**	**81**	**1,023**
Civil Rights	2	2	4	2	4	2	4	4	3	5	11	5	48
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights				1	1								2
Civil Rights - National Origin					1								1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimina	2	1	1	1		1	4	3	2	3	6	4	28
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	3		1					1	3	1	10
Civil Rights - Sexual Orientation - Not Transgender											2		2
Civil Rights - Transgender Screening								1	1				2
Customer Service	20	18	24	10	15	15	24	19	17	22	11	19	214
Customer Service - CSM											1		1
Customer Service - Others	2	4				3	1		1	1	2		14
Customer Service - TSO	18	14	24	10	15	12	23	19	16	21	8	19	199
Locks	8	6	4	4	2	2	3	6	4	5	5	1	50
Locks - General	1												1
Locks - Missing or Damaged Lock	7	6	4	4	2	2	3	6	4	5	5	1	49
Lost and Found	1	1	3	4	3	4	3	3	2		2	1	27
Lost and Found - Airport/TSA	1	1	3	4	3	4	3	3	2		2	1	27
Mishandling of Passenger Property	17	24	19	20	8	15	27	23	23	21	31	17	245
Mishandling of Passenger Property - Dam	1	2				1	1	3	1	1	5	1	16
Mishandling of Passenger Property - Dam	13	18	17	17	7	12	21	16	18	17	19	14	189
Mishandling of Passenger Property - Damaged/Missing Items--U			2		1				1				4
Mishandling of Passenger Property - Disa	3	4		3		2	5	4	3	3	7	2	36
Patdown	5	2	3	3		3			4	3	2	4	29
Patdown - Flyer	4	2	3	3		3			4	3	2	4	28
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	3	3	4	3	3	2	6	3	1	3	4	3	38
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1			1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1							1		2
Persons w/ Disabilities (PWD) - Diabetes						1	1		1		1		4

Categories	10-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/Ma			1										1
Persons w/ Disabilities (PWD) - General					1					1			2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1							1	2
Persons w/ Disabilities (PWD) - Mobility D	2	1	1				2				1		7
Persons w/ Disabilities (PWD) - Ostomy/C	1						1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1		2	3
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2	2		1	1	2					8
Persons w/ Disabilities (PWD) - Wounded Warrior		1											1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - General												1	1
Property - Special Handling	17	21	14	32	15	22	14	19	25	26	26	20	251
Property - Special Handling - Damaged It	1	1		3		2	1	4	4	4	3	4	27
Property - Special Handling - Damaged It	2	5	3	3	2	5	3	2	5	5	6	1	42
Property - Special Handling - Missing Item	3	4	1	7	3	4	2	2	3	3	4	8	44
Property - Special Handling - Missing Item	11	11	10	19	10	11	8	11	13	14	13	7	138
Request for Assistance		1	3			1							5
Request for Assistance - Other		1	2			1							4
Request for Assistance - Wounded Warrior (MSIJSOC)			1										1
Screening	12	13	8	4	7	7	12	13	14	7	8	10	115
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency										1			1
Screening - Lengthy Lines	5	5	1	2	1	3	1			1	1	1	21
Screening - Procedures/Process	5	8	5	2	5	2	9	12	14	4	6	7	79
Screening - Retrieving Abandoned/Confis	2							1			1	1	5
Screening - Security Breach			2		1	1	2			1		1	8
2020	**94**	**76**	**115**	**97**	**79**	**54**	**4**	**11**	**16**	**24**	**17**	**26**	**613**
Civil Rights	5	1	2	5	3	3			1	2	1	1	24
Civil Rights - Constitutional Rights	1												1
Civil Rights - Headwear												1	1
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimina	4		1	4	1	3				1	1		15
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1					1			3
Civil Rights - Transgender Screening			1										1
Customer Service	20	19	30	10	18	9		2	4	9	3	4	128
Customer Service - Others	3	1	2									1	7
Customer Service - TSO	17	18	28	10	18	9		2	4	9	3	3	121
Locks	6	2	3	6	7	2	1	2	1		1		31
Locks - Missing or Damaged Lock	6	2	3	6	7	2	1	2	1		1		31
Lost and Found	2	1	3	4	3	2	1					1	17
Lost and Found - Airport/TSA	2	1	3	4	3	2	1					1	17
Mishandling of Passenger Property	25	12	24	28	21	10		2		4	2	7	135
Mishandling of Passenger Property - Dam	2	2		2	1								7
Mishandling of Passenger Property - Dam	19	9	21	20	17	10		2		4	2	6	110
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	4	1	3	6	2							1	17
Patdown	5	3	7	3	3	2				1			24
Patdown - Flyer	5	3	6	2	3	2				1			22
Patdown - Flyer as Observer				1									1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	3	4	4		2		1				2	17
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1			1						1	3
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - General				1				1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1								1	2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inha		1											1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2			1							4
Property - Special Handling	21	22	28	29	19	14	1	3	5	4	8	7	161
Property - Special Handling - Damaged It	3	2	3	2					2				12
Property - Special Handling - Damaged It	4	8	3	4	1	3	1				2	3	29
Property - Special Handling - Missing Item	2	3	5	9	2	3		1		2	2	3	32
Property - Special Handling - Missing Item	12	9	17	14	16	8		2	3	2	4	1	88
Screening	9	13	14	8	5	10	1	1	5	4	2	4	76
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1				1								2
Screening - Lengthy Lines		3			1	1							5
Screening - Procedures/Process	8	9	11	8	3	9	1	1	5	4	2	4	65
Screening - Retrieving Abandoned/Confiscated Items		1	2										3
2021	**30**	**32**	**28**	**31**	**36**	**32**							**189**
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights		3	1	2	1	2							9
Civil Rights - Racial Profiling or Discrimination		1	1	1	1	1							5
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		1		1							3
Civil Rights - Sexual Harassment (TSA Employee)		1											1
Claims					1								1
Claims - Status					1								1
Customer Service	12	7	7	11	16	8							61
Customer Service - Others		1			1								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TCC			2										2
Customer Service - TSO	12	6	5	11	15	8							57
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program			4	1	2	8							15
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck			4	1	2	7							14
Hazardous Materials Safety					1								1
Hazardous Materials Safety - General					1								1
Identification (ID) Requirements			1	1	1								3
Identification (ID) Requirements - Domestic			1		1								2
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Mishandling of Passenger Property	3	5		6		2							16
Mishandling of Passenger Property - Damaged/Missi		1		3									4
Mishandling of Passenger Property - Dam	3	4		3		2							12
No Jurisdiction			1		2								3
No Jurisdiction - Refer to CBP					1								1
No Jurisdiction - Refer to Other			1		1								2
Patdown		1	1	1									3
Patdown - Flyer		1	1	1									3
Persons w/ Disabilities (PWD)	1					2							3
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	13	15	2	2	4	3							39
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Damaged It	4	5	2		1	1							13
Property - Special Handling - Missing Item	4	3				1							8
Property - Special Handling - Missing Item	5	7		1	2	1							16
Screening	1	1	10	5	7	7							31
Screening - Inconsistency			3	2	4	2							11
Screening - International Screening						1							1
Screening - Lengthy Lines			2			2							4
Screening - Procedures/Process	1	1	5	3	3	2							15

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ICT	**14**	**14**	**17**	**17**	**15**	**4**	**8**	**18**	**16**	**11**	**7**	**13**	**154**
2018				**6**	**3**	**1**	**6**	**8**	**5**	**5**	**2**	**6**	**42**
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				2	1			1	1	1		1	7
Customer Service - TSO				2	1			1	1	1		1	7
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1			1	2	2		1	2	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1	1	2		1	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown					1	1				1	1		4
Patdown - Flyer					1	1				1	1		4
Persons w/ Disabilities (PWD)				1						1			2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling				1			1	1		1		1	5
Property - Special Handling - Damaged Items - Checked										1		1	2
Property - Special Handling - Missing Items - Checked				1			1	1					3
Screening				1	1		3	4	1	1		2	13
Screening - Inconsistency				1	1		2	1		1		1	7
Screening - Procedures/Process								3	1			1	5
Screening - Security Breach							1						1
2019	**5**	**8**	**6**	**2**	**4**	**2**	**2**	**6**	**5**	**6**	**3**	**6**	**55**
Civil Rights	1	1					1	1					4
Civil Rights - Constitutional Rights							1						1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination		1						1					2
Customer Service	1	1	1	1									4
Customer Service - CSM			1										1
Customer Service - Others		1											1
Customer Service - TSO	1			1									2
Locks	1		1				1		1	1	1		6
Locks - Missing or Damaged Lock	1		1				1		1	1	1		6
Mishandling of Passenger Property		1	2		2			1	1	2		3	12
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Damaged/Missing Items--C			2		2			1		2		2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1			1	2
Patdown		2				2		3	1	1	1	2	12
Patdown - Flyer		2				2		3	1		1	2	11
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling	1	1	1		1				1	1	1	1	8
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked			1								1	1	3
Property - Special Handling - Missing Item	1				1				1	1			4
Screening	1	2	1	1				1	1	1			8
Screening - Inconsistency		1											1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1			1				1	1	1			5
Screening - Retrieving Abandoned/Confiscated Items		1											1
2020	**7**	**4**	**5**	**6**	**4**	**1**		**4**	**6**		**2**	**1**	**40**
Civil Rights	1							1	1				3
Civil Rights - Racial Profiling or Discrimina	1							1	1				3
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Locks		1			1				2				4
Locks - Missing or Damaged Lock		1			1				2				4
Mishandling of Passenger Property	1	2		1	2	1		1	1		1		10
Mishandling of Passenger Property - Damaged/Missi		1									1		2
Mishandling of Passenger Property - Dam	1	1		1	1	1		1	1				7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown			2										2
Patdown - Flyer			1										1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	2	1	2	1	1				1		1		9
Property - Special Handling - Damaged Items - Checl		1							1		1		3
Property - Special Handling - Missing Item	1				1								2
Property - Special Handling - Missing Item	1		2	1									4
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	3		1	1				2				1	8
Screening - Procedures/Process	2		1	1				1				1	6
Screening - Retrieving Abandoned/Confis	1							1					2
2021	**2**	**2**	**6**	**3**	**4**								**17**
Customer Service	2		1	1	1								5
Customer Service - Others			1										1
Customer Service - TSO	2			1	1								4
Duplicate E-mail			2										2
Duplicate E-mail - General			2										2
Locks					1								1
Locks - Missing or Damaged Lock					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)		1	2										3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Visual Impairment			1										1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Electronic Devices		1											1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Carry-On					1								1
Screening			1										1
Screening - Procedures/Process			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IDA	**2**			**2**	**2**	**4**	**1**	**3**	**1**	**6**	**2**	**2**	**25**
2018						**4**	**1**	**1**	**1**	**2**	**2**	**1**	**12**
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property						2	1		1		1	1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2	1		1			1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling						1		1					2
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked								1					1
Screening										1			1
Screening - Procedures/Process										1			1
2019				**2**	**1**			**1**		**4**			**8**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property								1		2			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		2			3
Property - Special Handling										2			2
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening				1									1
Screening - Classified Materials				1									1
2020	**1**							**1**				**1**	**3**
Mishandling of Passenger Property	1							1					2
Mishandling of Passenger Property - Dam	1							1					2
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
2021	**1**				**1**								**2**
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening					1								1
Screening - Procedures/Process					1								1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILM	**9**	**8**	**5**	**2**	**11**	**8**	**8**	**10**	**12**	**5**	**12**	**8**	**98**
2018					**5**	**2**	**2**	**6**	**6**	**2**	**5**	**2**	**30**
Customer Service					1		1	2	2		2		8
Customer Service - Others							1	1					2
Customer Service - TSO					1			1	2		2		6
Mishandling of Passenger Property					1			4	1	1	1	1	9
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			3	1	1		1	7
Patdown						1	1				2	1	5
Patdown - Flyer						1	1				2	1	5
Property - Special Handling					2				1				3
Property - Special Handling - Missing Items - Carry-On					2								2
Property - Special Handling - Missing Items - Checked									1				1
Screening					1	1			2	1			5
Screening - Inconsistency					1								1
Screening - Lengthy Lines									1	1			2
Screening - Procedures/Process						1			1				2
2019	**2**	**4**	**3**		**4**	**1**	**6**	**3**	**6**	**3**	**6**	**3**	**41**
Civil Rights	1				1								2
Civil Rights - Racial Profiling or Discrimina	1				1								2
Customer Service	1		1			1	1	1					5
Customer Service - TSO	1		1			1	1	1					5
Locks							2						2
Locks - Missing or Damaged Lock							2						2
Mishandling of Passenger Property		1	1					1			3	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--C			1								2	1	4
Mishandling of Passenger Property - Disarrayed Item		1						1					2
Patdown		1									1		2
Patdown - Flyer		1									1		2
Property - Special Handling					1		2		1	1	1	1	7
Property - Special Handling - Damaged Items - Checked					1		2		1			1	5
Property - Special Handling - Missing Items - Checked										1	1		2
Screening		2	1		2		1	1	5	2	1	1	16
Screening - Inconsistency											1		1
Screening - Lengthy Lines		2	1				1		3				7
Screening - Procedures/Process					2			1	2	2		1	8
2020	**5**	**3**	**2**	**1**	**1**	**2**		**1**			**1**	**3**	**19**
Civil Rights												1	1
Civil Rights - Hair Patdowns												1	1
Customer Service			1										1
Customer Service - TSO			1										1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	2	1		1								1	5
Mishandling of Passenger Property - Dam	2	1										1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Lighters/Matches								1					1
Property - Special Handling		1				2					1	1	5
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked						1					1		2
Property - Special Handling - Missing Items - Checke		1				1							2
Screening	2	1	1		1								5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	1	1		1								4
2021	**2**	**1**		**1**	**1**	**3**							**8**
Civil Rights	1				1								2
Civil Rights - Racial Profiling or Discrimina	1												1
Civil Rights - Transgender Screening					1								1
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling						3							3
Property - Special Handling - Damaged Items - Checked						2							2
Property - Special Handling - Missing Items - Carry-On						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IMT	**2**	**2**	**1**	**2**	**1**				**2**	**2**	**1**		**13**
2018									**2**		**1**		**3**
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening											1		1
Screening - Procedures/Process											1		1
2019	**1**	**1**								**1**			**3**
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1	1											2
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checke		1											1
2020	**1**		**1**	**1**						**1**			**4**
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Screening	1		1										2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1												1
2021		**1**		**1**	**1**								**3**
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1
Screening				1	1								2
Screening - Procedures/Process				1	1								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IND	**28**	**40**	**42**	**42**	**45**	**50**	**32**	**39**	**48**	**41**	**48**	**35**	**490**
2018				**16**	**9**	**13**	**18**	**18**	**25**	**15**	**19**	**13**	**146**
Civil Rights						1	2		1			1	5
Civil Rights - Racial Profiling or Discrimination							2		1			1	4
Civil Rights - Transgender Screening						1							1
Customer Service				2	1	1	1	4	6	1	4	2	22
Customer Service - Others						1		1					2
Customer Service - TSO				2	1		1	3	6	1	4	2	20
Locks				2		2	2		3	2	1		12
Locks - Missing or Damaged Lock				2		2	2		3	2	1		12
Mishandling of Passenger Property				4	3	4	6	8	5	5	6	4	45
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1					1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2	3	6	8	4	4	5	4	39
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1			1		1		4
Patdown					1	1		2	1	1			6
Patdown - Flyer					1	1		1	1	1			5
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)									1	1	1		3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling				4	1	2	2		5	2	2	4	22
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked									1		1	1	3
Property - Special Handling - Missing Items - Carry-On				2			1						3
Property - Special Handling - Missing Items - Checked				2	1	2	1		3	2	1	3	15
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening				4	3	2	5	4	2	3	5	2	30
Screening - Inconsistency									1				1
Screening - Lengthy Lines					2		1	1					4
Screening - Procedures/Process				4	1	2	4	2	1	2	4	2	22
Screening - Retrieving Abandoned/Confiscated Items										1	1		2
Screening - Security Breach								1					1
2019	**12**	**15**	**18**	**10**	**12**	**11**	**12**	**19**	**17**	**21**	**20**	**15**	**182**
Civil Rights	1		1				1	1		2		2	8
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimina	1							1		1		1	4
Civil Rights - Screening of Religious or Cultural Garments							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening												1	1
Customer Service		2	1	2	1		2	4		7	1	1	21
Customer Service - Others		1											1
Customer Service - TSO		1	1	2	1		2	4		7	1	1	20
Locks					4			1		2	3		10
Locks - Missing or Damaged Lock					4			1		2	3		10
Mishandling of Passenger Property	7	3	6	3	4	5	3	6	7	4	3	3	54
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Dam	7	2	6	2	3	1	2	4	5	3	3	2	40
Mishandling of Passenger Property - Disarrayed Item		1		1	1	3	1	2	2	1		1	13
Patdown						3	1	3	1	2			10
Patdown - Flyer						3	1	2	1	2			9
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)		1	1	1			1		1	2	3		10
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Diabetes											2		2
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1				1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	2	7	8	4	2	1	4	3	6	1	5	7	50
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checl		1	3	1		1	2	1	1		1	3	14
Property - Special Handling - Missing Item	1	2	1		1			1	1			3	10
Property - Special Handling - Missing Item	1	4	4	3	1		2	1	3	1	4	1	25
Screening	2	2	1		1	2		1	2	1	5	2	19
Screening - Lengthy Lines											2		2
Screening - Procedures/Process	2	2	1		1	2		1	2	1	3	2	17
2020	**8**	**13**	**17**	**14**	**17**	**11**	**2**	**2**	**6**	**5**	**9**	**7**	**111**
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights		1	1	1	1				1				5
Civil Rights - Age			1										1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination		1			1								2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		3	1	3	4			1		1		2	15
Customer Service - Others				1									1
Customer Service - TSO		3	1	2	4			1		1		2	14
Locks		1	3		2								6
Locks - Missing or Damaged Lock		1	3		2								6
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	5	2	6	1	3	4			1	2	1	2	27

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	2			1				4
Mishandling of Passenger Property - Dam	4	1	6	1	1	1				2	1	2	19
Mishandling of Passenger Property - Disa	1	1			1	1							4
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		2	2	1	2				1		2	1	11
Persons w/ Disabilities (PWD) - Diabetes		1	1										2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1				1		1		3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1								2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	3	4	2	6	1	5		1	1	2	4	2	31
Property - Special Handling - Damaged Items - Carry		1	1			1					1		4
Property - Special Handling - Damaged It	1					1		1		1		1	5
Property - Special Handling - Missing Items - Carry-On				1	1	2							4
Property - Special Handling - Missing Item	2	3	1	5		1			1	1	3	1	18
Screening			1	2	4	1	2		1		2		13
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			1	1	3	1	2				2		10
Screening - Security Breach				1									1
2021	**8**	**12**	**7**	**2**	**7**	**15**							**51**
Civil Rights						3							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2							2
Civil Rights - Transgender Screening						1							1
Claims						1							1
Claims - Status						1							1
Customer Service	1	2	1		2	1							7
Customer Service - Others					1								1
Customer Service - TSO	1	2	1		1	1							6
Expedited Passenger Screening Program			1		1	2							4
Expedited Passenger Screening Program - TSA PreCheck			1		1	2							4
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Mishandling of Passenger Property	2	5	1	1	1	3							13
Mishandling of Passenger Property - Damaged/Missi		2				1							3
Mishandling of Passenger Property - Dam	1	2	1	1	1	1							7
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Item		1				1							2
Patdown	1	1				1							3
Patdown - Flyer	1	1				1							3
Prohibited & Permitted Items		1	1										2
Prohibited & Permitted Items - Liquids/Gels/Aerosols		1	1										2
Property - Special Handling	4	1	1	1	3	3							13
Property - Special Handling - Damaged Items - Checl		1				1							2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Item	4		1	1	2	2							10
Screening		2	1			1							4
Screening - Children						1							1
Screening - Procedures/Process		2	1										3

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INL	**1**		**3**	**1**	**1**			**1**	**2**	**6**	**5**	**3**	**23**
2018					**1**				**2**	**5**	**2**	**2**	**12**
Mishandling of Passenger Property					1				1	3	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				1	2	2	1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Sporting Goods										1			1
Property - Special Handling									1	1		1	3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked									1			1	2
2019	**1**		**2**					**1**			**2**	**1**	**7**
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1		2								1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Dam	1		1								1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
2020										**1**	**1**		**2**
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2021			**1**	**1**									**2**
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Screening				1									1
Screening - Procedures/Process				1									1

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IPL					**1**				**1**				**2**
2018									**1**				**1**
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
2019					**1**								**1**
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPT	**1**			**2**		**1**					**1**	**1**	**6**
2018												**1**	**1**
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Carry-On												1	1
2019				**2**		**1**					**1**		**4**
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening				1									1
Screening - Procedures/Process				1									1
2020	**1**												**1**
Patdown	1												1
Patdown - Flyer as Observer	1												1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ISP	**8**	**10**	**12**	**17**	**10**	**13**	**6**	**12**	**3**	**11**	**13**	**4**	**119**
2018				**4**	**4**	**3**	**1**	**8**	**1**	**6**	**3**	**1**	**31**
Customer Service				1	3	1	1	2		1			9
Customer Service - Others						1	1						2
Customer Service - TSO				1	3			2		1			7
Mishandling of Passenger Property				1				3		3			7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1		3			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)										1		1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling				1		2		2	1	1	1		8
Property - Special Handling - Damaged Items - Checked						1				1			2
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				1		1		2	1				5
Screening				1	1						2		4
Screening - Procedures/Process				1	1						2		4
2019	**2**	**7**	**4**	**6**	**4**	**4**	**5**	**4**	**1**	**5**	**8**	**3**	**53**
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service	1			1			1	1			3		7
Customer Service - Others											2		2
Customer Service - TSO	1			1			1	1			1		5
Locks		1				1				1			3
Locks - General		1				1							2
Locks - Missing or Damaged Lock										1			1
Lost and Found					1							1	2
Lost and Found - Airport/TSA					1							1	2
Mishandling of Passenger Property		3			2	1	3	2		1	2	1	15
Mishandling of Passenger Property - Damaged/Missi		3			2	1	2	2		1	1		12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1					1	2
Patdown			1	1		1				1			4
Patdown - Flyer			1	1		1				1			4
Persons w/ Disabilities (PWD)		1	1										2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling	1		1	3	1			1	1	2	2	1	13
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked				1					1		1	1	4
Property - Special Handling - Missing Item	1		1	2	1			1		1	1		8
Screening		2		1		1	1				1		6
Screening - Children							1						1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		1		1					1		4
2020	**5**	**3**	**6**	**5**	**1**	**5**			**1**		**2**		**28**
Civil Rights		1				1							2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Transgender Screening						1							1
Customer Service		1	1										2
Customer Service - Others		1											1
Customer Service - TSO			1										1
Mishandling of Passenger Property	1		2	1	1				1				6
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1	1				1				5
Mishandling of Passenger Property - Disa	1												1
Patdown	1		1			2							4
Patdown - Flyer			1			2							3
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	2			1							1		4
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Respirato	1												1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Property - Special Handling	1		1	1		2							5
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Item	1		1	1		1							4
Screening		1	1	2							1		5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process			1	1							1		3
Screening - Retrieving Abandoned/Confiscated Items				1									1
2021	**1**		**2**	**2**	**1**	**1**							**7**
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
No Jurisdiction				1									1
No Jurisdiction - Refer to FAA				1									1
Property - Special Handling	1				1	1							3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Item	1												1
Screening			1										1
Screening - Children			1										1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITO	**9**	**4**	**8**	**13**	**6**	**12**	**4**	**9**	**3**	**5**	**9**	**5**	**87**
2018				**7**	**1**	**4**		**5**	**2**	**3**	**3**	**2**	**27**
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service				1		1		3	2	1			8
Customer Service - Others									1	1			2
Customer Service - TSO				1		1		3	1				6
Mishandling of Passenger Property				2	1	1				2			6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1	1				1			5
Patdown						1					1	1	3
Patdown - Flyer						1					1	1	3
Property - Special Handling				1				2			1		4
Property - Special Handling - Damaged Items - Checked								2			1		3
Property - Special Handling - Missing Items - Checked				1									1
Screening				3		1					1		5
Screening - Procedures/Process				2		1							3
Screening - Retrieving Abandoned/Confiscated Items				1							1		2
2019	**4**	**1**	**5**	**4**	**1**	**4**	**3**	**4**	**1**	**1**	**5**	**1**	**34**
Customer Service	2			1		1	1						5
Customer Service - Others							1						1
Customer Service - TSO	2			1		1							4
Locks			1	1		2							4
Locks - Missing or Damaged Lock			1	1		2							4
Mishandling of Passenger Property	1		2	1	1		2		1	1	1		10
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1		1		1		2		1	1	1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Patdown		1	2			1		2			1		7
Patdown - Flyer		1	2			1		2			1		7
Persons w/ Disabilities (PWD)								1			1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1			1		2
Property - Special Handling	1							1			2	1	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Item	1										2		3
Screening				1									1
Screening - Procedures/Process				1									1
2020	**2**	**2**	**3**	**2**	**4**	**2**	**1**			**1**	**1**	**2**	**20**
Customer Service			2		2								4
Customer Service - Others					1								1
Customer Service - TSO			2		1								3
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	2	2				2					1		7
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Dam	2	1				1					1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)			1							1			2
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Property - Special Handling				1	1		1					1	4
Property - Special Handling - Damaged Items - Checked				1	1							1	3
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1
2021	**3**	**1**				**2**							**6**
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - TSA PreCheck						2							2
Property - Special Handling	2												2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1												1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAC	**2**	**2**	**4**	**4**	**2**	**5**			**6**	**3**	**8**	**5**	**41**
2018					**1**	**2**			**2**		**2**	**1**	**8**
Customer Service									1		1		2
Customer Service - Others											1		1
Customer Service - TSO									1				1
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Screening									1		1		2
Screening - Procedures/Process									1		1		2
2019		**1**		**2**		**1**			**4**	**3**	**2**	**4**	**17**
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer as Observer						1							1
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown									1	1		1	3
Patdown - Flyer									1	1		1	3
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling												2	2
Property - Special Handling - Missing Items - Checked												2	2
Screening				1					1	1	1	1	5
Screening - Inconsistency									1	1			2
Screening - Procedures/Process				1								1	2
Screening - Retrieving Abandoned/Confiscated Items											1		1
2020	**1**	**1**	**2**	**2**	**1**						**4**		**11**
Customer Service											1		1
Customer Service - TSO											1		1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Patdown					1						1		2
Patdown - Flyer					1								1
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1										1		2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Checl		1											1
Property - Special Handling - Missing Items - Checked				1									1
Screening			2								1		3
Screening - Procedures/Process			2								1		3
2021	**1**		**2**			**2**							**5**
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening			1			1							2
Screening - Inconsistency						1							1
Screening - Procedures/Process			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAN	**7**	**7**	**7**	**11**	**12**	**16**	**7**	**10**	**14**	**9**	**6**	**10**	**116**
2018				**3**	**9**	**7**	**5**	**3**	**8**	**3**	**2**	**5**	**45**
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				1	1	4	2		2	2		2	14
Customer Service - Others										1			1
Customer Service - TSO				1	1	4	2		2	1		2	13
Mishandling of Passenger Property				1			1	1	3		1	3	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1	1	2		1	3	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown					2	1			1				4
Patdown - Flyer					1	1			1				3
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Property - Special Handling							1	2	2	1			6
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Missing Items - Carry-On							1		2				3
Property - Special Handling - Missing Items - Checked								2					2
Screening					6	2	1						9
Screening - Lengthy Lines					2	1							3
Screening - Procedures/Process					4	1	1						6
2019	**4**	**5**	**2**	**4**	**1**	**2**	**2**	**7**	**4**	**2**	**3**	**3**	**39**
Civil Rights		1								1			2
Civil Rights - Racial Profiling or Discrimination		1								1			2
Customer Service	1	2		1				3	1			1	9
Customer Service - Others								1					1
Customer Service - TSO	1	2		1				2	1			1	8
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	1	1	1			1	1		1	1	1		8
Mishandling of Passenger Property - Dam	1	1	1			1	1		1	1	1		8
Patdown								1				1	2
Patdown - Flyer								1				1	2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Property - Special Handling	1	1		1	1	1			2		2		9
Property - Special Handling - Damaged Items - Checked					1	1					1		3
Property - Special Handling - Missing Items - Carry-C		1		1									2
Property - Special Handling - Missing Item	1								2		1		4
Screening			1	2				2				1	6
Screening - Inconsistency												1	1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1	1				2					4
2020	**3**	**1**	**4**	**2**	**1**	**2**			**2**	**4**	**1**	**2**	**22**
Civil Rights									1			1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service			1			1							2
Customer Service - TSO			1			1							2
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1	1	1								1		4
Mishandling of Passenger Property - Dam	1	1	1								1		4
Patdown				1									1
Patdown - Flyer as Observer				1									1
Property - Special Handling	1		1	1					1	1		1	6
Property - Special Handling - Damaged It	1		1						1			1	4
Property - Special Handling - Missing Items - Checked				1						1			2
Screening	1		1			1				3			6
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1					1				3			5
2021		**1**	**1**	**2**	**1**	**5**							**10**
Civil Rights					1								1
Civil Rights - Transgender Screening					1								1
Customer Service		1	1	1									3
Customer Service - CSM				1									1
Customer Service - TSO		1	1										2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling						2							2
Property - Special Handling - Damaged Items - Checked						2							2
Screening						3							3
Screening - Procedures/Process						2							2
Screening - Retrieving Abandoned/Confiscated Items						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAX	**45**	**54**	**38**	**53**	**48**	**57**	**51**	**51**	**46**	**37**	**67**	**41**	**588**
2018				**19**	**15**	**15**	**21**	**21**	**20**	**10**	**28**	**12**	**161**
Civil Rights				2			1		1		1	1	6
Civil Rights - Age							1						1
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination									1		1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1								1	2
Customer Service				2	3	3		1	3	4	3	5	24
Customer Service - TSO				2	3	3		1	3	4	3	5	24
Locks				1			2	3	1			1	8
Locks - Missing or Damaged Lock				1			2	3	1			1	8
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property				7	7	3	9	3	7	1	10	3	50
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				5	6	1	7	2	6	1	8	3	39
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1							1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1	1	1	1			1		6
Patdown				2			3	1		1	1		8
Patdown - Flyer				1			3	1		1	1		7
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)					3			1	2		1	1	8
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Diabetes								1				1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling				3	1	8	2	6	2	3	8	1	34
Property - Special Handling - Damaged Items - Carry-On				1		1					1		3
Property - Special Handling - Damaged Items - Checked				1	1	2		3			4		11
Property - Special Handling - Missing Items - Carry-On						2		3	1				6
Property - Special Handling - Missing Items - Checked				1		3	2		1	3	3	1	14
Request for Assistance							1		1				2
Request for Assistance - Other							1		1				2
Screening				2	1	1	3	6	2	1	4		20
Screening - Children										1			1
Screening - Inconsistency							1				1		2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1	1		2	5	1		2		12
Screening - Retrieving Abandoned/Confiscated Items				1					1				2
Screening - Security Breach						1					1		2
2019	**12**	**23**	**21**	**15**	**11**	**28**	**27**	**26**	**18**	**18**	**18**	**19**	**236**
Civil Rights	1	1	3	1			1				1		8
Civil Rights - Racial Profiling or Discrimina	1	1	1	1			1						5
Civil Rights - Screening of Religious Cultural and Ceremonial Ite			1										1
Civil Rights - Transgender Screening			1								1		2
Customer Service	3	2	4		1	3	6	1	3	2	2	4	31
Customer Service - Others								1					1
Customer Service - TSO	3	2	4		1	3	6		3	2	2	4	30
Locks		1				1	2	3		1	2	2	12
Locks - Missing or Damaged Lock		1				1	2	3		1	2	2	12
Mishandling of Passenger Property		4	6	3	1	9	8	10	3	5	5	5	59
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1					2
Mishandling of Passenger Property - Damaged/Missi		4	6	3	1	6	6	7	3	4	4	2	46
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2	2	2		1	1	2	10
Patdown		1			2	3			1				7
Patdown - Flyer		1			2	2			1				6
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)		1		1		2		1		1	1	1	8
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1				1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Respiratory and Inha		1											1
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Property - Special Handling	7	7	7	6	4	6	6	4	4	6	4	5	66
Property - Special Handling - Damaged Ite	1			1	1							1	4
Property - Special Handling - Damaged Ite	1	1	3	1	1	2	3	1		1	3	2	19
Property - Special Handling - Missing Items - Carry-C		2					1		2	3		1	9
Property - Special Handling - Missing Item	5	4	4	4	2	4	2	3	2	2	1	1	34
Request for Assistance						1			1				2
Request for Assistance - Other									1				1
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening	1	6	1	4	3	3	4	7	6	3	3	2	43
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1		2									3
Screening - Lengthy Lines					1	1		1	2	1	1		7
Screening - Procedures/Process	1	4	1	2	2	2	4	5	4	2	1	2	30
Screening - Security Breach		1						1					2
2020	**23**	**19**	**14**	**8**	**11**	**9**	**3**	**4**	**8**	**9**	**21**	**10**	**139**
Civil Rights		1		1							1		3
Civil Rights - Racial Profiling or Discrimination		1		1							1		3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	4	3	2		1	1				1	3	1	16
Customer Service - TSO	4	3	2		1	1				1	3	1	16
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks	1	2							2		1	3	9
Locks - Missing or Damaged Lock	1	2							2		1	3	9
Mishandling of Passenger Property	4	3	4	3	3	2	1	1	1	1	4	2	29
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1							1	1	3
Mishandling of Passenger Property - Dam	3	2	1	2	3	2	1	1		1	1	1	18
Mishandling of Passenger Property - Disa	1	1	3						1		2		8
Patdown		1			1						1		3
Patdown - Flyer		1			1						1		3
Persons w/ Disabilities (PWD)	1		3	1		2			1	1	2		11
Persons w/ Disabilities (PWD) - General			1	1						1			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			2										2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelcha	1								1				2
Property - Special Handling	8	6	4	1	5	3	1	2	3	5	5	4	47
Property - Special Handling - Damaged It	1			1	1	1							4
Property - Special Handling - Damaged It	2	3			1			1	1	2	4	1	15
Property - Special Handling - Missing Item	1	1	2		2	2		1			1	1	11
Property - Special Handling - Missing Item	4	2	2		1		1		2	3		2	17
Screening	4	3	1	2	1	1	1	1	1	1	4		20
Screening - Inconsistency							1						1
Screening - Procedures/Process	3	1	1	2	1	1		1	1	1	4		16
Screening - Retrieving Abandoned/Confis	1												1
Screening - Security Breach		2											2
2021	**10**	**12**	**3**	**11**	**11**	**5**							**52**
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights				4	1								5
Civil Rights - Hair Patdowns				1									1
Civil Rights - Racial Profiling or Discrimination				3	1								4
Customer Service		2		2	3	2							9
Customer Service - TSO		2		2	3	2							9
Expedited Passenger Screening Program		1			1	1							3
Expedited Passenger Screening Program - TSA PreC		1			1	1							3
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	1				1								2
Locks - Missing or Damaged Lock	1				1								2
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	3	3		2	1	1							10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Dam	3	3		1		1							8
Patdown		1	1		1								3
Patdown - Flyer		1	1		1								3
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast Pump					1								1
Property - Special Handling	4	2	1	2		1							10
Property - Special Handling - Damaged It	3	1		1									5
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Item	1	1	1			1							4
Screening	2	3			1								6
Screening - Inconsistency					1								1
Screening - Procedures/Process	2	3											5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JFK	**522**	**424**	**518**	**715**	**593**	**557**	**434**	**552**	**519**	**499**	**567**	**470**	**6,370**
2018				**230**	**219**	**194**	**193**	**271**	**251**	**216**	**260**	**189**	**2,023**
Advanced Imaging Technology (AIT)				1			1						2
Advanced Imaging Technology (AIT) - Flyer							1						1
Advanced Imaging Technology (AIT) - Flyer as Observer				1									1
Civil Rights				6	4	10	11	7	11	3	12	6	70
Civil Rights - Age								1	1			1	3
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin				1	1	3	2	1	2	1	1		12
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination				3	2	2	4	3	6	1	5	4	30
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1				1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1	2	2	2	1		2	1	13
Civil Rights - Sexual Orientation - Not Transgender						1					1		2
Civil Rights - Transgender Screening						2			1	1	1		5
Customer Service				50	49	42	42	73	66	48	51	38	459
Customer Service - Others				2	2	7	3	8	6	1	2		31
Customer Service - TSO				48	47	35	39	65	60	47	49	38	428
Locks				16	12	15	24	19	23	17	16	14	156
Locks - General							1			1			2
Locks - Missing or Damaged Lock				16	12	15	23	19	23	16	16	14	154
Lost and Found				2	4	2	2	3	2		3	3	21
Lost and Found - Airport/TSA				2	4	2	2	3	2		3	3	21
Mishandling of Passenger Property				74	60	43	43	73	76	61	86	53	569
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				11	8	4	3	9	10	2	7	2	56
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				54	45	35	32	60	59	56	67	47	455
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				2	2		1	1	1	1	1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				7	5	4	7	3	6	2	11	3	48
Patdown				5	5	6	7	8	9	4	6	7	57
Patdown - Flyer				5	5	6	7	7	5	4	5	7	51
Patdown - Flyer as Observer									4				4
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)				6	8	2	5	12	3	6	10	8	60
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1						2		4
Persons w/ Disabilities (PWD) - Diabetes				1	1		1	1	1		1	1	7
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General					1			1			1	1	4
Persons w/ Disabilities (PWD) - Hearing Impairment										1		1	2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body												3	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1	1				2	3		8
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	2	1	3	2	1	2	1		13
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1			2	1	4
Persons w/ Disabilities (PWD) - Visual Impairment								1		1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2	1		1	2	1				7
Persons w/ Disabilities (PWD) - Wounded Warrior								1					1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - General				1									1
Property - Special Handling				43	45	42	33	46	46	54	56	45	410
Property - Special Handling - Damaged Items - Carry-On				7	7	4	8	5	9	6	7	6	59
Property - Special Handling - Damaged Items - Checked				5	8	11	5	8	4	11	8	11	71
Property - Special Handling - Missing Items - Carry-On				4	10	11	3	9	12	10	11	5	75
Property - Special Handling - Missing Items - Checked				27	20	16	17	24	21	27	30	23	205
Request for Assistance				1							1		2
Request for Assistance - Other				1							1		2
Screening				25	32	32	25	30	15	23	19	15	216
Screening - Inconsistency					1					2		1	4
Screening - International Screening					1								1
Screening - Lengthy Lines				5	11	8	7	8	1	1	2	3	46
Screening - Procedures/Process				14	16	23	17	21	14	19	15	10	149
Screening - Retrieving Abandoned/Confiscated Items				5	3		1	1				1	11
Screening - Security Breach				1		1				1	2		5
2019	**220**	**194**	**209**	**168**	**149**	**190**	**228**	**270**	**244**	**243**	**255**	**230**	**2,600**
Advanced Imaging Technology (AIT)											2		2
Advanced Imaging Technology (AIT) - Flyer											1		1
Advanced Imaging Technology (AIT) - General											1		1
Civil Rights	10	7	10	4	3	2	11	5	11	6	7	9	85
Civil Rights - Age			1	1		1	1		1			1	6
Civil Rights - Constitutional Rights		1									1		2
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin	5	3	1				1	1	2				13
Civil Rights - Perceived Religion	1						1	1	1		1		5
Civil Rights - Racial Profiling or Discrimina	2	1	4	3	2	1	5	2	2	5	3	7	37
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Screening of Religious or Cultural Garments											1		1
Civil Rights - Sex/Gender/Gender Identity-	2	1	4		1		2		4		1		15
Civil Rights - Sexual Orientation - Not Transgender		1										1	2
Civil Rights - Transgender Screening								1	1				2
Customer Service	50	52	40	30	31	32	54	67	49	41	48	61	555
Customer Service - Others	6	9	1		2	3	4	4	1	3	4	3	40
Customer Service - TSO	44	43	39	30	29	29	50	63	48	38	44	58	515
Identification (ID) Requirements				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements - Domestic				1									1
Locks	10	14	18	16	15	22	13	16	16	20	18	17	195
Locks - Missing or Damaged Lock	10	14	18	16	15	22	13	16	16	20	18	17	195
Lost and Found	3	3	6	13	2	7	3	4		7	4	5	57
Lost and Found - Airport/TSA	3	3	6	13	2	7	3	4		7	4	5	57
Mishandling of Passenger Property	52	43	49	44	42	37	57	55	49	70	72	59	629
Mishandling of Passenger Property - Dam	6	3	5	2	1	2	2	3	2	4	5	6	41
Mishandling of Passenger Property - Dam	35	37	40	36	41	32	50	45	40	56	59	45	516
Mishandling of Passenger Property - Dam	4					1	1	1		2	2		11
Mishandling of Passenger Property - Disa	7	3	4	6		2	4	6	7	8	6	8	61
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown	6	7	2		2	5	4	8	6	6	5	2	53
Patdown - Flyer	6	7	2		1	5	4	7	4	6	4	2	48
Patdown - Flyer as Observer					1				1		1		3
Patdown - General								1					1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	10	4	9	4	9	9	6	14	7	4	8	4	88
Persons w/ Disabilities (PWD) - Autism Spectrum			1				2	2					5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	1		1	2		1	1	1			8
Persons w/ Disabilities (PWD) - Diabetes			1					2	1		1		5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General	1				2		1	1					5
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1					2				4
Persons w/ Disabilities (PWD) - Internal Medical Devices						1					1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1					1		1	3
Persons w/ Disabilities (PWD) - Medically	3	2		1			1				1	1	9
Persons w/ Disabilities (PWD) - Metal Imp	2		2		1			1			1		7
Persons w/ Disabilities (PWD) - Mobility D	2	1	3	2	1			4			1		14
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesi	1					1							2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					2	1		1			1		5
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelcha	1					2	2	1	3	1	1	2	13
Prohibited & Permitted Items									1	1			2
Prohibited & Permitted Items - General									1	1			2
Property - Special Handling	58	48	58	42	31	54	52	78	74	72	65	49	681
Property - Special Handling - Damaged Ite	4	4	8	5	5	6	7	8	8	3	5	6	69
Property - Special Handling - Damaged Ite	15	10	11	7	8	15	6	13	21	20	19	6	151
Property - Special Handling - Missing Item	14	10	13	10	8	12	16	13	13	11	8	12	140
Property - Special Handling - Missing Item	25	24	26	20	10	21	23	44	32	38	33	25	321
Request for Assistance				1			1	1	1	2			6
Request for Assistance - Other				1					1	2			4
Request for Assistance - Wounded Warrior (MSIJSOC)							1	1					2
Screening	21	16	17	13	13	22	27	22	30	14	26	23	244
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency		1	1							1	1		4
Screening - Lengthy Lines	5	3	1	1	4	5	4	6	1	3	3		36
Screening - Procedures/Process	16	11	14	10	9	15	23	15	25	8	17	22	185
Screening - Retrieving Abandoned/Confiscated Items		1		1					2	1	4		9
Screening - Security Breach			1	1		2		1	2		1	1	9
TSA Contact Information					1								1
TSA Contact Information - General					1								1
2020	**249**	**180**	**261**	**268**	**176**	**117**	**13**	**11**	**24**	**40**	**52**	**51**	**1,442**
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	9	7	15	5	10	2	2	1	2	1	1	2	57
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights			1		1								2
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin		2			1								3
Civil Rights - Perceived Religion			2						2				4
Civil Rights - Racial Profiling or Discrimina	5	3	8	2	6	1	2	1		1		2	31
Civil Rights - Screening of Religious Cultu	1		1										2
Civil Rights - Sex/Gender/Gender Identity	3	1	1	1	2	1					1		10
Civil Rights - Sexual Orientation - Not Transgender			1	1									2
Civil Rights - Transgender Screening		1											1
Customer Service	55	45	62	56	39	27	1	1	3	14	7	5	315
Customer Service - Others	2	6	6	7	5	1							27
Customer Service - TSO	53	39	56	49	34	26	1	1	3	14	7	5	288
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	21	16	14	23	9	6				2	1	1	93
Locks - General		1											1
Locks - Missing or Damaged Lock	21	15	14	23	9	6				2	1	1	92
Lost and Found	2		6	1	1	4	1	1	2	2	1		21
Lost and Found - Airport/TSA	2		6	1	1	4	1	1	2	2	1		21
Mishandling of Passenger Property	60	45	54	66	40	30	3	1	1	5	13	11	329
Mishandling of Passenger Property - Dam	7	6	2	6		1					1		23
Mishandling of Passenger Property - Dam	52	30	50	56	35	27	3	1	1	5	11	10	281
Mishandling of Passenger Property - Disa	1	9	2	4	5	2					1	1	25
Patdown	9	5	9	10	4	1		1	1				40
Patdown - Flyer	7	5	7	9	4	1		1	1				35

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer	1		1										2
Patdown - Non-Flyer	1		1	1									3
Persons w/ Disabilities (PWD)	8	10	13	7	8	6			1	2	2	4	61
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	2		1								4
Persons w/ Disabilities (PWD) - Diabetes						1					1		2
Persons w/ Disabilities (PWD) - General		2		3					1				6
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically	1	2	1	1	1	1						1	8
Persons w/ Disabilities (PWD) - Metal Imp	1		1										2
Persons w/ Disabilities (PWD) - Mobility D	1	1	3	1	2	1						2	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesi	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme			1										1
Persons w/ Disabilities (PWD) - Service Animals			3							1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1	1			1							3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelcha	4	2	1		2	1						1	11
Property - Special Handling	61	31	61	65	41	23	3	4	10	13	20	18	350
Property - Special Handling - Damaged Ite	9	5	8	5	4	1				2	1		35
Property - Special Handling - Damaged Ite	13	9	9	13	9	1	2	1	4	3	3	6	73
Property - Special Handling - Missing Item	9	4	7	8	5	9		1	3	3	4	3	56
Property - Special Handling - Missing Item	30	13	37	39	23	12	1	2	3	5	12	9	186
Request for Assistance		1	2	1									4
Request for Assistance - Other		1	2	1									4
Screening	24	19	25	33	24	18	3	2	4	1	7	10	170
Screening - Inconsistency		2									1		3
Screening - International Screening				1									1
Screening - Lengthy Lines	4	2	5	4	5	3						1	24
Screening - Procedures/Process	18	15	19	24	17	14	3	2	4	1	6	9	132
Screening - Retrieving Abandoned/Confiscated Items			1		1	1							3
Screening - Security Breach	2			4	1								7
2021	**53**	**50**	**48**	**49**	**49**	**56**							**305**
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Animals			1										1
Animals - Carry-On			1										1
Civil Rights	3	2	3	1	4	2							15
Civil Rights - Civil Rights Violation (TSA Employee)			1										1
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion	2												2
Civil Rights - Racial Profiling or Discrimina	1	1	1		4	2							9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening				1									1
Claims						2							2
Claims - General						2							2
Customer Service	8	7	12	15	12	11							65
Customer Service - Others						1							1
Customer Service - TCC				1									1
Customer Service - TSO	8	7	12	14	12	10							63
DHS TRIP				2									2
DHS TRIP - General				2									2
Expedited Passenger Screening Program				7	2	8							17
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreCheck				7	1	8							16
Hazardous Materials Safety				1	3	2							6
Hazardous Materials Safety - General				1	3	2							6
Locks	3		1	3	2	1							10
Locks - Missing or Damaged Lock	3		1	3	2	1							10
Lost and Found	2	1	1	1		1							6
Lost and Found - Airport/TSA	2	1	1	1		1							6
Mishandling of Passenger Property	16	9	14	7	3	1							50
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Mishandling of Passenger Property - Dam	12	9	12	7	2	1							43
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	2				1								3
No Jurisdiction				3	1	1							5
No Jurisdiction - Refer to CBP				1		1							2
No Jurisdiction - Refer to Department of State				1									1
No Jurisdiction - Refer to Other				1	1								2
No Subject				1									1
No Subject - General				1									1
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - General				1									1
Patdown	1		1		4								6
Patdown - Flyer	1		1		2								4
Patdown - General					2								2
Persons w/ Disabilities (PWD)	1	6	2		1	2							12
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Medically	1				1								2
Persons w/ Disabilities (PWD) - Mobility Disability (N		3											3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Service Animals		2				1							3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1										2
Prohibited & Permitted Items			1		1								2
Prohibited & Permitted Items - Food/Beverages					1								1
Prohibited & Permitted Items - Ice/Gel Packs			1										1
Property - Special Handling	9	17	5	6	5	19							61
Property - Special Handling - Damaged Ite	1	1			1	1							4
Property - Special Handling - Damaged Ite	1	3	1	5	1	4							15
Property - Special Handling - Missing Item	2	3			2	6							13
Property - Special Handling - Missing Item	5	10	4	1	1	8							29
Screening	10	8	7	1	11	5							42
Screening - Children					1								1
Screening - Inconsistency			1		4								5
Screening - International Screening			1										1
Screening - Lengthy Lines					2								2
Screening - Procedures/Process	9	6	5	1	4	4							29
Screening - Retrieving Abandoned/Confis	1	2											3
Screening - Traveling with Cash						1							1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JLN	**3**		**2**	**2**		**2**				**1**	**3**	**2**	**15**
2018						**1**						**1**	**2**
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening												1	1
Screening - Procedures/Process												1	1
2019	**1**					**1**				**1**	**3**	**1**	**7**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1						1	2
Property - Special Handling	1										3		4
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Item	1										2		3
2020	**2**		**2**	**2**									**6**
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling	2		2										4
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked			2										2
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JNU	**7**	**3**	**5**	**12**	**6**	**3**	**5**	**7**	**13**	**11**	**15**	**6**	**93**
2018				**3**	**1**	**2**	**5**	**2**	**9**	**4**	**4**	**2**	**32**
Civil Rights						1	1	1			1		4
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination						1		1					2
Civil Rights - Transgender Screening											1		1
Customer Service				1						1			2
Customer Service - TSO				1						1			2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Patdown				1			2	1	3	1	1	1	10
Patdown - Flyer				1			2	1	3	1	1	1	10
Persons w/ Disabilities (PWD)									1			1	2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling						1				1	1		3
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked											1		1
Screening				1	1		2		5		1		10
Screening - Inconsistency					1								1
Screening - Lengthy Lines							1		4				5
Screening - Procedures/Process				1			1		1		1		4
2019	**3**	**1**	**4**	**2**	**1**			**5**	**4**	**4**	**5**	**4**	**33**
Advanced Imaging Technology (AIT)					1			1					2
Advanced Imaging Technology (AIT) - Flyer					1			1					2
Civil Rights			1	1									2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service		1							2				3
Customer Service - Others		1											1
Customer Service - TSO									2				2
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1		1							2	3		7
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1									2	2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown			1					1	1		1	1	5
Patdown - Flyer			1					1	1		1	1	5
Persons w/ Disabilities (PWD)								1				1	2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling	1			1									2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Item	1												1
Screening	1		1					1	1	2	1	2	9
Screening - Inconsistency										1			1
Screening - Procedures/Process	1		1					1	1	1	1	1	7
Screening - Security Breach												1	1
2020	**2**	**1**		**3**	**2**	**1**				**3**	**6**		**18**
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property				1	2	1				1	2		7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2	1				1	2		6
Patdown	1			1									2
Patdown - Flyer	1			1									2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Property - Special Handling				1						2	3		6
Property - Special Handling - Damaged Items - Checked				1						2			3
Property - Special Handling - Missing Items - Checked											3		3
Screening	1												1
Screening - Procedures/Process	1												1
2021	**2**	**1**	**1**	**4**	**2**								**10**
Customer Service			1	1									2
Customer Service - TSO			1	1									2
Patdown				1	1								2
Patdown - Flyer				1									1
Patdown - General					1								1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Property - Special Handling	2			1	1								4
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Item	2												2
Screening				1									1
Screening - Procedures/Process				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JQF	**2**	**1**	**1**	**1**	**1**			**2**			**2**	**2**	**12**
2019								**2**			**1**	**1**	**4**
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked												1	1
2020	**1**	**1**	**1**	**1**							**1**	**1**	**6**
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1
2021	**1**				**1**								**2**
Call Disconnect/Dropped/Wrong Number					1								1
Call Disconnect/Dropped/Wrong Number - General					1								1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KOA	**14**	**30**	**34**	**41**	**48**	**48**	**39**	**26**	**25**	**23**	**21**	**26**	**375**
2018				**12**	**20**	**26**	**27**	**18**	**9**	**6**	**7**	**14**	**139**
Civil Rights					1		2	1	1			1	6
Civil Rights - Racial Profiling or Discrimination					1		2	1	1				5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				6	5	9	7	1	1	1	2	3	35
Customer Service - Others							1						1
Customer Service - TSO				6	5	9	6	1	1	1	2	3	34
Locks						6	1						7
Locks - Missing or Damaged Lock						6	1						7
Mishandling of Passenger Property				4	6	6	4	8	3	2	1	5	39
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1			2					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	5	5	4	4	2	1	1	4	29
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1		2	1	1		1	7
Patdown					1				1		1		3
Patdown - Flyer					1						1		2
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)							2		1				3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling					2	1	2	4	2	2	1	2	16
Property - Special Handling - Damaged Items - Carry-On								1		1			2
Property - Special Handling - Damaged Items - Checked								2	1			1	4
Property - Special Handling - Missing Items - Checked					2	1	2	1	1	1	1	1	10
Screening				2	5	4	9	4		1	2	3	30
Screening - Inconsistency					1						1	1	3
Screening - Lengthy Lines				1	2	1	6	2					12
Screening - Procedures/Process				1	1	3	3	2		1	1	2	14
Screening - Retrieving Abandoned/Confiscated Items					1								1
2019	**5**	**12**	**15**	**11**	**9**	**7**	**9**	**8**	**15**	**16**	**12**	**9**	**128**
Civil Rights	1	1	1		1		2	1		1	1		9
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination		1					2	1		1			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1		1								2
Customer Service	1	5	1	1	3	1	1	4	6	3	1		27
Customer Service - Others					1								1
Customer Service - TSO	1	5	1	1	2	1	1	4	6	3	1		26
Locks	1		2			1						1	5
Locks - Missing or Damaged Lock	1		2			1						1	5
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1	2	3	3	4	5	3	2	5	2	4	4	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	1	2	3	2	4	2	3	2	5	2	3	3	32
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2					1	1	4
Patdown		1		2							1		4
Patdown - Flyer		1		2							1		4
Persons w/ Disabilities (PWD)			2		1				1	3	1		8
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Ca			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling	1	2	4	3					2	7	3	3	25
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			1						1	3		1	6
Property - Special Handling - Missing Items - Carry-C		1	1							2		1	5
Property - Special Handling - Missing Item	1	1	1	3					1	2	3	1	13
Screening		1	1	2			3	1	1		1	1	11
Screening - Lengthy Lines									1				1
Screening - Procedures/Process		1	1				3	1			1	1	8
Screening - Retrieving Abandoned/Confiscated Items				2									2
2020	**8**	**17**	**18**	**15**	**17**	**12**	**3**		**1**	**1**	**2**	**3**	**97**
Civil Rights	1	1	1	2		1	1				1		8
Civil Rights - Constitutional Rights	1												1
Civil Rights - Racial Profiling or Discrimination		1		2							1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1						2
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service	2	3	2	1	2	1							11
Customer Service - Others		1											1
Customer Service - TSO	2	2	2	1	2	1							10
Locks			2	3	2	1							8
Locks - Missing or Damaged Lock			2	3	2	1							8
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	4	3	5	2	5	5	1		1		1	1	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	4	2	4	1	4	5	1		1		1	1	24
Mishandling of Passenger Property - Disarrayed Item		1	1		1								3
Patdown		1	1		2							1	5
Patdown - Children												1	1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer		1			2								3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)			1	3	2	1							7
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1		2								3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	5	4	2	3	2	1						18
Property - Special Handling - Damaged Items - Carry		1			2								3
Property - Special Handling - Damaged Items - Checl		2	3	1		1							7
Property - Special Handling - Missing Item	1	2	1	1	1	1	1						8
Screening		4	1	2	1	1				1		1	11
Screening - Inconsistency			1										1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process		4		2		1				1		1	9
2021	**1**	**1**	**1**	**3**	**2**	**3**							**11**
Civil Rights					1								1
Civil Rights - Hair Patdowns					1								1
Claims			1										1
Claims - General			1										1
Customer Service				2		2							4
Customer Service - TSO				2		2							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
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Property - Special Handling		1				1							2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KTN	**3**	**3**	**1**			**4**	**4**	**3**	**3**	**5**	**3**	**4**	**33**
2018						**1**	**3**	**1**	**2**	**2**	**2**	**2**	**13**
Customer Service									1	1			2
Customer Service - TSO									1	1			2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1			1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1			1		1	3
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling							1		1			1	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On							1						1
Screening								1			2		3
Screening - Procedures/Process								1			2		3
2019	**1**		**1**			**1**	**1**	**2**	**1**	**2**	**1**	**1**	**11**
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property			1				1	1		1			4
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1	1		1			4
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling	1					1			1				3
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Iten	1												1
Property - Special Handling - Missing Items - Checked						1							1
Screening								1			1		2
Screening - Lengthy Lines								1					1
Screening - Procedures/Process											1		1
2020		**3**								**1**		**1**	**5**
Mishandling of Passenger Property		1								1		1	3
Mishandling of Passenger Property - Damaged/Missi		1								1		1	3
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1
2021	**2**					**2**							**4**
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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAR	**1**		**1**	**1**				**1**			**2**	**1**	**7**
2018				**1**				**1**			**1**	**1**	**4**
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Mishandling of Passenger Property				1								1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
2019											**1**		**1**
Screening											1		1
Screening - Procedures/Process											1		1
2020	**1**		**1**										**2**
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAS	**410**	**328**	**351**	**466**	**462**	**431**	**292**	**284**	**282**	**320**	**355**	**301**	**4,282**
2018				**150**	**148**	**136**	**129**	**126**	**134**	**134**	**143**	**88**	**1,188**
Civil Rights				5	1	5	5	5	2	7	2	4	36
Civil Rights - Constitutional Rights								1					1
Civil Rights - Hair Patdowns				1					1				2
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimination				4	1	2	4	3	1	6	2	1	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1			1		2	4
Civil Rights - Transgender Screening						2		1				1	4
Customer Service				24	41	37	38	26	27	28	26	26	273
Customer Service - Others						4	1	2			1	3	11
Customer Service - TSO				24	41	33	37	24	27	28	25	23	262
Locks				9	8	5	8	10	6	7	7	6	66
Locks - General						1							1
Locks - Missing or Damaged Lock				9	8	4	8	10	6	7	7	6	65
Lost and Found				2	4		1	1		1			9
Lost and Found - Airport/TSA				2	4		1	1		1			9
Mishandling of Passenger Property				57	41	46	32	36	41	32	48	25	358
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				6	5	5	4	5	5	6	4	1	41
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				48	29	34	23	24	28	20	35	18	259
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						2				1	1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				3	7	5	5	7	8	5	8	6	54
Patdown				5	2	3	2	6	8	5	8	5	44
Patdown - Children										1			1
Patdown - Flyer				4	2	2	2	6	8	3	7	4	38
Patdown - Flyer as Observer						1				1	1	1	4
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				4	6	5	7	5	9	9	8	1	54
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes				1						1	1		3
Persons w/ Disabilities (PWD) - General					2				2	1			5
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										2			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1	1	1		1			2		6
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1	2		2	1		7
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							2			1			3
Persons w/ Disabilities (PWD) - Service Animals							1			1			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment									2				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	2	4	2	2	5	1	2	1	20
Property - Special Handling				31	26	18	21	25	27	28	26	13	215
Property - Special Handling - Damaged Items - Carry-On				3	3	1	1	2	3	4	4	3	24
Property - Special Handling - Damaged Items - Checked				8	10	6	4	8	4	5	9		54
Property - Special Handling - Missing Items - Carry-On				10		5	2	3	6	4	5	4	39
Property - Special Handling - Missing Items - Checked				10	13	6	14	12	14	15	8	6	98
Request for Assistance						1				2	2		5
Request for Assistance - Other						1				2	1		4
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening				13	19	16	15	12	14	15	16	8	128
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency					2	2		1	1	1		1	8
Screening - Lengthy Lines				2		2	2	2	2		1	1	12
Screening - Procedures/Process				7	15	12	12	9	10	11	14	5	95
Screening - Retrieving Abandoned/Confiscated Items				1	1					3	1		6
Screening - Security Breach				3	1				1			1	6
2019	**162**	**127**	**134**	**107**	**116**	**141**	**152**	**146**	**111**	**126**	**158**	**136**	**1,616**
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights	8	3	3	3	3	1	4	9	4	9	8	7	62
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights	1				1							1	3
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin			1	1				3					5
Civil Rights - Racial Profiling or Discrimina	3	2	2	1		1	3	4	1	6	2	2	27
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity-	2	1		1	1		1	2	2	1	4	4	19
Civil Rights - Sexual Orientation - Not Tra	2									2			4
Civil Rights - Transgender Screening											1		1
Customer Service	39	29	37	22	26	33	34	28	24	29	32	26	359
Customer Service - CSM						1							1
Customer Service - Others	3	5	1		1	2	7	2	2	5	2	3	33
Customer Service - TSO	36	24	36	22	25	30	27	26	22	24	30	23	325
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	10	8	7	3	6	7	6	11	4	4	8	5	79
Locks - Missing or Damaged Lock	10	8	7	3	6	7	6	11	4	4	8	5	79
Lost and Found	2	1	3	2	1	1	1	2		1	2	1	17
Lost and Found - Airport/TSA	2	1	3	2	1	1	1	2		1	2	1	17
Mishandling of Passenger Property	42	37	31	36	27	39	35	41	25	30	40	32	415
Mishandling of Passenger Property - Dam	6	4	11	7	6	8	9	5	4	6	3	6	75
Mishandling of Passenger Property - Dam	25	29	15	24	18	28	18	34	19	18	32	21	281
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1		2			3
Mishandling of Passenger Property - Disa	11	4	5	5	3	3	8	1	2	4	5	5	56
Patdown	4	2	5		7	6	6	3		5	4	6	48
Patdown - Flyer	4	1	5		7	6	6	3		5	3	6	46

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	4	7	4	7	12	6	7	5	7	6	10	6	81
Persons w/ Disabilities (PWD) - Autism Spectrum			1	1									2
Persons w/ Disabilities (PWD) - Breast Ca	1	1											2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1		1							1		3
Persons w/ Disabilities (PWD) - Diabetes					2					1			3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1					1		2
Persons w/ Disabilities (PWD) - General			1	1	1	1		1	1			1	7
Persons w/ Disabilities (PWD) - Hearing I	1			1		1		1					4
Persons w/ Disabilities (PWD) - Internal Medical Dev		1		1					1	1			4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		1			1		1	4
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1					1		2
Persons w/ Disabilities (PWD) - Mobility D	1		1	1	4		3	2	2		2	3	19
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1	1		1	1	1		5
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1		1	1				1	1			5
Persons w/ Disabilities (PWD) - Wheelcha	1	3	1		3	1	1		1	1	4	1	17
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Beauty & Grooming Items												1	1
Property - Special Handling	35	24	29	29	30	33	37	30	35	25	33	40	380
Property - Special Handling - Damaged Ite	4	3	6	8	5	4	5	3	4	3	5	3	53
Property - Special Handling - Damaged Ite	8	4	6	5	4	10	8	6	7	4	8	11	81
Property - Special Handling - Missing Item	7	8	6	2	15	3	6	3	6	5	7	8	76
Property - Special Handling - Missing Item	16	9	11	14	6	16	18	18	18	13	13	18	170
Request for Assistance							1		1				2
Request for Assistance - Other							1		1				2
Screening	18	16	14	5	4	15	21	17	11	16	21	12	170
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency	1	2							1			2	6
Screening - Lengthy Lines	2	3	2			1	2		1	1	1	1	14
Screening - Procedures/Process	15	10	12	4	4	12	17	16	9	11	15	6	131
Screening - Retrieving Abandoned/Confiscated Items				1			1				3	1	6
Screening - Security Breach		1				2		1		4	2	1	11
Screening - Traveling with Cash							1						1
2020	**165**	**138**	**180**	**164**	**157**	**80**	**11**	**12**	**37**	**60**	**54**	**77**	**1,135**
Civil Rights	5	4	11	2	6	1	1	1	4	1	2	1	39
Civil Rights - Age		1	1										2
Civil Rights - National Origin		1	2		1								4
Civil Rights - Racial Profiling or Discrimina	5	1	6	1	3	1	1	1	4	1	2	1	27
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1	2	1	1								5
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service	34	42	49	37	33	24	2	3	8	9	11	21	273
Customer Service - Others	4	13	17	8	6	1	1		1	1	2	3	57
Customer Service - TSO	30	29	32	29	27	23	1	3	7	8	9	18	216
Locks	3	5	12	10	7	1			1		1	2	42
Locks - General				1									1
Locks - Missing or Damaged Lock	3	5	12	9	7	1			1		1	2	41
Lost and Found		1	2	1	2	2				1	1	2	12
Lost and Found - Airport/TSA		1	2	1	2	2				1	1	2	12
Mishandling of Passenger Property	36	25	38	36	38	19	4	1	10	9	11	9	236
Mishandling of Passenger Property - Dam	4	6	9	8	9	7	2		3	3	3		54
Mishandling of Passenger Property - Dam	22	15	25	26	27	11	2	1	6	6	7	7	155
Mishandling of Passenger Property - Dam	1	1											2
Mishandling of Passenger Property - Disa	9	3	4	2	2	1			1		1	2	25
Patdown	3	2	4	5	2	1				1		3	21
Patdown - Flyer	2	2	4	5	1	1				1		2	18
Patdown - Flyer as Observer	1				1							1	3
Persons w/ Disabilities (PWD)	12	5	6	10	14	1				4	2	6	60
Persons w/ Disabilities (PWD) - Autism Spectrum												2	2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1			1								2
Persons w/ Disabilities (PWD) - Diabetes		1			1								2
Persons w/ Disabilities (PWD) - Hearing I	1			1	1								3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically	3	1		1	5					1	1		12
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1	2	4	3							1	11
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1		1						1	3
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Av	1		1		1						1	1	5
Persons w/ Disabilities (PWD) - Wheelcha	6		2	1	2					2		1	14
Property - Special Handling	50	42	34	44	40	19	2	2	9	25	15	26	308
Property - Special Handling - Damaged Ite	7	8	10	14	9	7				2	1	3	61
Property - Special Handling - Damaged Ite	9	6	5	9	4	1	1	1	3	8	1	4	52
Property - Special Handling - Missing Item	20	13	11	3	13	4	1	1	2	9	2	9	88
Property - Special Handling - Missing Item	14	15	8	18	14	7			4	6	11	10	107
Screening	22	12	24	19	15	12	2	5	5	10	11	7	144
Screening - Crew Member or Airline Empl	1	1		1									3
Screening - Inconsistency	1		1		1	1					2	1	7
Screening - Lengthy Lines	4	2	2	2	1	2		1					14
Screening - Procedures/Process	14	7	21	14	11	9	2	4	5	9	9	5	110
Screening - Retrieving Abandoned/Confiscated Items		2											2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach	2			2	2					1		1	8
2021	**83**	**63**	**37**	**45**	**41**	**74**							**343**
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Civil Rights	3	3	2		1	3							12
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimina	1	3	2			1							7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1	1							2
Civil Rights - Transgender Screening	2												2
Claims			3	1									4
Claims - General			3	1									4
Current Topic					2								2
Current Topic - Current Topic					2								2
Customer Service	26	20	11	12	13	18							100
Customer Service - Others	3	4	1	1									9
Customer Service - TSO	23	16	10	11	13	18							91
Expedited Passenger Screening Program			3	5	5	11							24
Expedited Passenger Screening Program - TSA Application Program				1		2							3
Expedited Passenger Screening Program - TSA PreCheck			3	4	5	8							20
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In						1							1
Identification (ID) Requirements	1		1										2
Identification (ID) Requirements - Domest	1												1
Identification (ID) Requirements - ID Matching Ticket and Boardi			1										1
Locks	1	2				1							4
Locks - Missing or Damaged Lock	1	2				1							4
Lost and Found	1	1	1	1									4
Lost and Found - Airport/TSA	1	1	1	1									4
Mishandling of Passenger Property	10	12	3	9	4	9							47
Mishandling of Passenger Property - Dam	3	1		6	1	3							14
Mishandling of Passenger Property - Dam	7	10	2	3	3	4							29
Mishandling of Passenger Property - Disarrayed Item		1	1			2							4
No Jurisdiction				1		1							2
No Jurisdiction - Refer to Other				1		1							2
Patdown		3	1		1	2							7
Patdown - Flyer		2	1			2							5
Patdown - General					1								1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	6	4	3			3							16
Persons w/ Disabilities (PWD) - Diabetes	1	1	1										3
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility D	2					1							3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelcha	1	1	1			1							4
Prohibited & Permitted Items		2											2
Prohibited & Permitted Items - Electronic Devices		1											1
Prohibited & Permitted Items - Firearm/Ammunition		1											1
Property - Special Handling	22	13	3	7	6	14							65
Property - Special Handling - Damaged Ite	3	3	1	2	1	6							16
Property - Special Handling - Damaged Ite	3	1	1	1	2								8
Property - Special Handling - Missing Item	4	4	1	2		3							14
Property - Special Handling - Missing Item	12	5		2	3	5							27
Screening	13	3	6	9	8	12							51
Screening - Inconsistency				2	5	1							8
Screening - Lengthy Lines	1		2	3	1	1							8
Screening - Procedures/Process	12	3	4	4	2	9							34
Screening - Traveling with Cash						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAW		**1**	**1**	**1**	**1**		**1**	**3**	**1**	**3**	**1**	**1**	**14**
2018								**1**	**1**	**2**	**1**	**1**	**6**
Customer Service									1			1	2
Customer Service - TSO									1			1	2
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1			1		2
Patdown										1			1
Patdown - Flyer										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2019		**1**						**1**		**1**			**3**
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans(		1											1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Screening										1			1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2020					**1**		**1**	**1**					**3**
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Screening					1								1
Screening - Procedures/Process					1								1
2021			**1**	**1**									**2**
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service				1									1
Customer Service - TCC				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAX	**468**	**398**	**526**	**660**	**536**	**614**	**440**	**409**	**494**	**511**	**492**	**355**	**5,903**
2018				**258**	**200**	**210**	**206**	**208**	**231**	**247**	**218**	**155**	**1,933**
Civil Rights				7	6	7	6	9	7	7	10	7	66
Civil Rights - Age					1								1
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns							1				1		2
Civil Rights - Headwear								1	1				2
Civil Rights - National Origin				1	1							2	4
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination				5	1	5	4	7	6	3	6	4	41
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1					1	1		3
Civil Rights - Sexual Orientation - Not Transgender					1					1			2
Civil Rights - Transgender Screening						1	1	1		2	1	1	7
Customer Service				31	30	35	43	38	28	38	34	8	285
Customer Service - Others					2		1		1				4
Customer Service - TSO				31	28	35	42	38	27	38	34	8	281
Locks				14	12	9	10	12	18	19	13	10	117
Locks - General					1								1
Locks - Missing or Damaged Lock				14	11	9	10	12	18	19	13	10	116
Lost and Found				9	11	10	2	5	11	7	6	5	66
Lost and Found - Airport/TSA				9	11	10	2	5	11	7	6	5	66
Mishandling of Passenger Property				88	58	63	60	67	64	77	64	59	600
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				4	5	5	7	4	2	9	8	3	47
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				71	41	50	49	45	53	58	50	48	465
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					2	3		2	1		2	1	11
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				13	10	5	4	16	8	10	4	7	77
Patdown				4	8	9	5	5	11	11	2	6	61
Patdown - Flyer				4	8	6	5	4	11	10	2	6	56
Patdown - Flyer as Observer						1							1
Patdown - General								1					1
Patdown - Non-Flyer						2				1			3
Persons w/ Disabilities (PWD)				9	4	7	12	7	9	10	10	3	71
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1		1	2	2		7
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Diabetes						2	1		1	1	1		6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1				1	2
Persons w/ Disabilities (PWD) - General				3			1	1		1	1		7
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						2	2	2	3	1	2		12
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1			2				1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2	2	1		2	2	1		1	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Service Animals							1	1		1		1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1	1			1	1		5
Persons w/ Disabilities (PWD) - Visual Impairment						1	1						2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1			1		1	2	1		6
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Property - Special Handling				77	45	37	45	40	58	53	52	39	446
Property - Special Handling - Damaged Items - Carry-On				3		3	8	2		2	4	4	26
Property - Special Handling - Damaged Items - Checked				29	15	14	13	10	16	16	19	9	141
Property - Special Handling - Missing Items - Carry-On				8	9	8	7	7	8	9	9	7	72
Property - Special Handling - Missing Items - Checked				37	21	12	17	21	34	26	20	19	207
Request for Assistance				1	1	1	1	1	1		1		7
Request for Assistance - Other				1	1	1	1	1	1		1		7
Screening				17	25	32	22	24	24	25	26	18	213
Screening - Children					1					1			2
Screening - Crew Member or Airline Employee					1	1						1	3
Screening - Inconsistency				2	3	1		3			2	1	12
Screening - Lengthy Lines				1		2	2	1		1	1	1	9
Screening - Procedures/Process				13	18	27	19	19	22	21	21	15	175
Screening - Retrieving Abandoned/Confiscated Items							1		2				3
Screening - Security Breach				1	2	1		1		2	2		9
2019	**200**	**198**	**237**	**165**	**131**	**229**	**213**	**175**	**221**	**200**	**208**	**154**	**2,331**
Advanced Imaging Technology (AIT)		1						2					3
Advanced Imaging Technology (AIT) - Flyer		1						1					2
Advanced Imaging Technology (AIT) - Non-Flyer								1					1
Civil Rights	7	9	10	7	4	7	5	6	4	2	8	5	74
Civil Rights - Age	1	1	1										3
Civil Rights - Constitutional Rights						1							1
Civil Rights - Headwear			1										1
Civil Rights - National Origin	1			1				1	1				4
Civil Rights - Perceived Religion						1	1		1				3
Civil Rights - Racial Profiling or Discrimina	3	3	6	4	3	4	2	3	1		5	1	35
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity-	2	5	1	2	1	1	1	2	1	1	1	4	22
Civil Rights - Sexual Orientation - Not Transgender							1						1
Civil Rights - Transgender Screening			1							1	1		3
Customer Service	23	28	36	15	15	37	34	24	25	26	21	23	307
Customer Service - CSM		1											1
Customer Service - Others		2	1		2	2	3	1		2			13
Customer Service - TSO	23	25	35	15	13	35	31	23	25	24	21	23	293

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

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cognitive	1	1	1	1		1							5
Persons w/ Disabilities (PWD) - Diabetes	1					1				1	1		4
Persons w/ Disabilities (PWD) - General		1		1	1	1				2			6
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1			1								2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	2			1		1		1	6
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		2	1	1							5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Service Animals					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1			1				1				3
Persons w/ Disabilities (PWD) - Visual Im	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1		1	1							1		4
Property - Special Handling	46	40	60	57	40	30	7	8	13	24	26	17	368
Property - Special Handling - Damaged Ite	2	6	6	8	2	1	2				1	2	30
Property - Special Handling - Damaged Ite	13	14	23	9	11	8		1	4	9	9	5	106
Property - Special Handling - Missing Item	4	6	11	13	10	8	2	2	3	2	3	2	66
Property - Special Handling - Missing Item	27	14	20	27	17	13	3	5	6	13	13	8	166
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	22	8	22	24	18	9	6	4	8	10	10	5	146
Screening - Inconsistency	1										1		2
Screening - International Screening		1											1
Screening - Lengthy Lines					1		1						2
Screening - Procedures/Process	19	7	18	22	17	9	4	4	6	10	9	4	129
Screening - Retrieving Abandoned/Confis	1		1						1			1	4
Screening - Security Breach	1		3	2			1		1				8
2021	**74**	**59**	**50**	**36**	**40**	**74**							**333**
Airline						2							2
Airline - Lost Baggage						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights		2	6	1	1	3							13
Civil Rights - Racial Profiling or Discrimination		1	3	1	1	2							8
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	3										4
Claims			1										1
Claims - General			1										1
Customer Service	6	9	13	10	11	4							53
Customer Service - Others		1		1									2
Customer Service - TCC				1									1
Customer Service - TSO	6	8	13	8	11	4							50
DHS TRIP			1										1
DHS TRIP - General			1										1
Expedited Passenger Screening Program			2	3	7	17							29
Expedited Passenger Screening Program - DoD						1							1
Expedited Passenger Screening Program - TSA Application Program						2							2
Expedited Passenger Screening Program - TSA PreCheck			2	3	7	14							26
General Aviation				1									1
General Aviation - General				1									1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Identification (ID) Requirements	1	1	1			1							4
Identification (ID) Requirements - Domest	1	1	1			1							4
Locks	3	4	2		2	2							13
Locks - Missing or Damaged Lock	3	4	2		2	2							13
Lost and Found	2		2		1	1							6
Lost and Found - Airport/TSA	2		2		1	1							6
Mishandling of Passenger Property	12	15	13	10	6	9							65
Mishandling of Passenger Property - Damaged/Missi		1	6	4		4							15
Mishandling of Passenger Property - Dam	10	12	7	6	5	4							44
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	2	2				1							5
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
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							8
Patdown - Children						1							1
Patdown - Flyer	1	2	2			2							7
Persons w/ Disabilities (PWD)	7	2	1	3		4							17
Persons w/ Disabilities (PWD) - Cognitive	1	1	1										3
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medically	3	1				1							5
Persons w/ Disabilities (PWD) - Mobility D	3			1									4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						2							2
Prohibited & Permitted Items		1	1			1							3
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - Food/Beverages						1							1
Property - Special Handling	29	18	2	4	6	15							74
Property - Special Handling - Damaged Ite	4	2		1									7
Property - Special Handling - Damaged Ite	7	1	1	2	3	5							19

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	5	3		1		3							12
Property - Special Handling - Missing Item	13	12	1		3	7							36
Screening	13	5	3	2	5	11							39
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency		1	1	1		3							6
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	12	4	2	1	4	7							30
Screening - Security Breach	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBB	**10**	**6**	**13**	**7**	**6**	**2**	**5**	**13**	**8**	**8**	**6**	**12**	**96**
2018				**1**	**3**	**2**	**1**	**5**	**6**	**3**	**2**	**1**	**24**
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights								2		1			3
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				1		1	1			1	1	1	6
Customer Service - TSO				1		1	1			1	1	1	6
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)					1				1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling					1	1		2		1			5
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked					1	1		1		1			4
Screening					1				4				5
Screening - Inconsistency									1				1
Screening - Procedures/Process					1				3				4
2019	**4**	**2**	**7**	**3**			**4**	**5**	**2**	**5**	**2**	**8**	**42**
Customer Service			2	1			1	3	1	1		4	13
Customer Service - Others								2					2
Customer Service - TSO			2	1			1	1	1	1		4	11
Mishandling of Passenger Property			1					2		1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								2				1	3
Patdown	1									2			3
Patdown - Flyer	1									1			2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling			1	1			2				1	1	6
Property - Special Handling - Damaged Items - Checked			1				2						3
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				1								1	2
Screening	2	2	3	1			1		1	1	1	2	14
Screening - Inconsistency	1												1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	2	1	1			1		1	1		2	10
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach			1										1
2020	**4**	**4**	**4**	**2**	**2**			**3**			**2**	**3**	**24**
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
Civil Rights											1	1	2
Civil Rights - Racial Profiling or Discrimination											1	1	2
Customer Service	2	2		1				1				2	8
Customer Service - TSO	2	2		1				1				2	8
Mishandling of Passenger Property	1	1						1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missi		1									1		2
Mishandling of Passenger Property - Disa	1												1
Patdown		1		1									2
Patdown - Flyer				1									1
Patdown - Non-Flyer		1											1
Property - Special Handling			2										2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1		1		2			1					5
Screening - Procedures/Process	1		1		2			1					5
2021	**2**		**2**	**1**	**1**								**6**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1												1
Customer Service - TSO	1												1
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Screening			2										2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBE			**2**	**3**	**3**	**3**	**3**		**2**	**1**			**17**
2018				**2**	**1**	**1**	**3**		**1**				**8**
Customer Service					1		1		1				3
Customer Service - TSO					1		1		1				3
Mishandling of Passenger Property				1		1	1						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1	1						3
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1									1
Screening - Procedures/Process				1									1
2019			**2**		**1**	**2**				**1**			**6**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service						1							1
Customer Service - TSO						1							1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening			1		1								2
Screening - Inconsistency			1										1
Screening - Retrieving Abandoned/Confiscated Items					1								1
2020				**1**	**1**				**1**				**3**
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening				1									1
Screening - Procedures/Process				1									1

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCH	**2**	**1**		**3**	**1**		**2**	**5**	**2**	**3**	**2**		**21**
2018				**1**					**2**		**2**		**5**
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown				1							1		2
Patdown - Flyer				1							1		2
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening									1				1
Screening - Procedures/Process									1				1
2019		**1**					**2**	**4**		**2**			**9**
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1						1
Property - Special Handling								2					2
Property - Special Handling - Missing Items - Checked								2					2
Screening		1						2		2			5
Screening - Lengthy Lines								1		1			2
Screening - Procedures/Process		1						1		1			3
2020								**1**		**1**			**2**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Screening								1					1
Screening - Procedures/Process								1					1
2021	**2**			**2**	**1**								**5**
Customer Service				1									1
Customer Service - TSO				1									1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Food/Beverages				1									1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening	1				1								2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LCK		**3**	**2**	**3**	**1**	**2**	**4**	**4**	**3**	**3**	**6**	**2**	**33**
2018				**1**			**3**	**1**	**2**	**1**	**5**		**13**
Civil Rights							1						1
Civil Rights - Age							1						1
Customer Service				1			1		2				4
Customer Service - TSO				1			1		2				4
Mishandling of Passenger Property								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1					1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling											3		3
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Checked											1		1
Screening							1				1		2
Screening - Procedures/Process							1				1		2
2019		**2**	**1**				**1**	**3**	**1**	**2**	**1**	**1**	**12**
Civil Rights								1	1				2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service								1		1			2
Customer Service - TSO								1		1			2
Mishandling of Passenger Property			1								1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling		1					1	1		1			4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Carry-C		1								1			2
Property - Special Handling - Missing Items - Checked							1						1
2020		**1**	**1**	**1**		**1**						**1**	**5**
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Property - Special Handling		1	1			1							3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-C		1	1										2
Screening				1									1
Screening - Procedures/Process				1									1
2021				**1**	**1**	**1**							**3**
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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			**2**	**1**									**3**
2018				**1**									**1**
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
2019			**1**										**1**
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
2020			**1**										**1**
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	**5**	**6**	**5**	**9**	**5**	**6**	**12**	**6**	**14**	**5**	**10**	**9**	**92**
2018				**4**	**3**	**5**	**4**	**3**	**7**	**2**	**4**	**2**	**34**
Customer Service					2		2	2	3	2	1		12
Customer Service - Others							1	1	2				4
Customer Service - TSO					2		1	1	1	2	1		8
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1		2			1		1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		2			1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown				1		1	1	1				1	5
Patdown - Flyer				1		1	1	1				1	5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling						2	1		1		1	1	6
Property - Special Handling - Damaged Items - Checked						1	1					1	3
Property - Special Handling - Missing Items - Checked						1			1		1		3
Screening				2	1						1		4
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency											1		1
Screening - Procedures/Process				1									1
Screening - Retrieving Abandoned/Confiscated Items				1									1
2019	**4**	**3**	**4**	**2**	**1**	**1**	**8**	**3**	**6**	**3**	**3**	**7**	**45**
Civil Rights	1			1									2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	2		1		1		4	1	2		1	2	14
Customer Service - Others			1				1		1				3
Customer Service - TSO	2				1		3	1	1		1	2	11
Locks		1		1									2
Locks - Missing or Damaged Lock		1		1									2
Mishandling of Passenger Property	1		1				1		2			3	8
Mishandling of Passenger Property - Dam	1		1				1		2			3	8
Patdown									1		1	2	4
Patdown - Flyer									1		1	2	4
Property - Special Handling		1	1				1	1		2			6
Property - Special Handling - Damaged Items - Checl		1											1
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked			1					1		2			4
Request for Assistance						1							1
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening		1	1				2	1	1	1	1		8
Screening - Inconsistency							1						1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process		1					1	1	1	1	1		6
2020		**3**	**1**	**3**	**1**				**1**		**3**		**12**
Customer Service		2									2		4
Customer Service - TSO		2									2		4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening				2	1						1		4
Screening - Procedures/Process				2	1						1		4
2021	**1**												**1**
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LFT	**8**	**8**	**5**	**4**	**6**	**7**	**5**	**12**	**9**	**5**	**7**	**4**	**80**
2018				**4**	**1**	**5**	**3**	**11**	**6**	**3**	**6**	**2**	**41**
Customer Service				1	1	1					2	1	6
Customer Service - TSO				1	1	1					2	1	6
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling				1		1							2
Property - Special Handling - Missing Items - Checked				1		1							2
Screening				1		2	3	11	6	3	4	1	31
Screening - Inconsistency										1			1
Screening - Lengthy Lines							3	4	2	1	4	1	15
Screening - Procedures/Process				1		2		7	3	1			14
Screening - Security Breach									1				1
2019	**8**	**4**	**3**		**3**	**1**	**2**	**1**	**3**	**2**	**1**	**2**	**30**
Customer Service	1		2			1	1		1	1			7
Customer Service - TSO	1		2			1	1		1	1			7
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening	7	4	1		3		1	1	1		1		19
Screening - Inconsistency					1								1
Screening - Lengthy Lines	6	3	1		2			1	1				14
Screening - Procedures/Process	1	1					1				1		4
2020		**4**	**1**		**1**								**6**
Customer Service		2			1								3
Customer Service - TSO		2			1								3
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2021			**1**		**1**	**1**							**3**
Customer Service			1		1								2
Customer Service - Others					1								1
Customer Service - TSO			1										1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGA	**191**	**167**	**190**	**203**	**179**	**217**	**191**	**177**	**201**	**217**	**213**	**161**	**2,307**
2018				**79**	**46**	**84**	**94**	**83**	**82**	**92**	**88**	**47**	**695**
Advanced Imaging Technology (AIT)						1				1			2
Advanced Imaging Technology (AIT) - Flyer						1				1			2
Civil Rights				2	1	3	3	9	2	3	5	3	31
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns						1		1					2
Civil Rights - Headwear								1	1	1			3
Civil Rights - National Origin							1				1		2
Civil Rights - Racial Profiling or Discrimination				1		2	2	4	1	2	3	1	16
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1			2				2	6
Civil Rights - Transgender Screening								1					1
Customer Service				24	15	18	34	29	28	27	28	22	225
Customer Service - Others				1	2	8	9	2	7	2	3	1	35
Customer Service - TSO				23	13	10	25	27	21	25	25	21	190
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks					1	3		4	3	8	4	1	24
Locks - Missing or Damaged Lock					1	3		4	3	8	4	1	24
Lost and Found				1	1	5	3	2	4	4	9	1	30
Lost and Found - Airport/TSA				1	1	5	3	2	4	4	9	1	30
Mishandling of Passenger Property				19	8	15	14	6	12	16	13	8	111
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				5	1	2	3	1		2			14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				12	7	12	9	4	11	10	11	8	84
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1			1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2		1	1	1	1	3	2		11
Patdown				5	2	5	6	4	8	7	1		38
Patdown - Flyer				4	2	5	6	3	7	7	1		35
Patdown - Flyer as Observer								1	1				2
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				5	3	1	10	5	3	2	7	3	39
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1							1		2
Persons w/ Disabilities (PWD) - Diabetes				1				1					2
Persons w/ Disabilities (PWD) - General				1							1		2
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		1	1		1			4
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1			3		1	1	2	1	9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1		1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1		1	4	1	2		1	1	11
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Property - Special Handling				13	13	13	11	13	10	17	11	4	105
Property - Special Handling - Damaged Items - Carry-On				3	2	1	3				2		11
Property - Special Handling - Damaged Items - Checked				1	2	3		4	2	3	3	1	19
Property - Special Handling - Missing Items - Carry-On				2	4	3	6	4	3	6	2	1	31
Property - Special Handling - Missing Items - Checked				7	5	6	2	5	5	8	4	2	44
Screening				10	2	19	13	11	12	7	10	5	89
Screening - Inconsistency						1	1	1	1				4
Screening - Lengthy Lines				2	1	6	3	2	2	1	2		19
Screening - Procedures/Process				8	1	9	9	8	9	6	8	4	62
Screening - Retrieving Abandoned/Confiscated Items						3							3
Screening - Security Breach												1	1
2019	**80**	**75**	**80**	**52**	**52**	**75**	**95**	**89**	**97**	**97**	**97**	**86**	**975**
Civil Rights	6	5	6	2	4	3	1	2	3	5	7	6	50
Civil Rights - Age		1	1										2
Civil Rights - Constitutional Rights			2		1			1			1		5
Civil Rights - Headwear		1											1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimina	3	3	2	1	2	3	1	1		3	5	3	27
Civil Rights - Sex/Gender/Gender Identity-	2			1	1				3	1	1	3	12
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening			1										1
Customer Service	23	20	26	14	10	21	28	23	28	32	30	26	281
Customer Service - Others	1	3	4	1		2		2	1	4	4	3	25
Customer Service - TSO	22	17	22	13	10	19	28	21	27	28	26	23	256
Locks	1	1	3	5	1	2	7	3	3	2	5	5	38
Locks - Missing or Damaged Lock	1	1	3	5	1	2	7	3	3	2	5	5	38
Lost and Found	4	5	1	4	5	6	10	3	7	7	8	9	69
Lost and Found - Airport/TSA	4	5	1	4	5	6	10	3	7	7	8	9	69
Mishandling of Passenger Property	11	14	14	5	6	10	11	11	14	13	8	14	131
Mishandling of Passenger Property - Dam	1	4	2	1	3	3	1		1	2		2	20
Mishandling of Passenger Property - Dam	8	8	11	3	2	6	9	8	10	10	8	8	91
Mishandling of Passenger Property - Disa	2	2	1	1	1	1	1	3	3	1		4	20
Patdown	4	6		1	2	7	6	4	5	5	5	2	47
Patdown - Children					1				1	1			3
Patdown - Flyer	3	6		1		6	6	4	3	4	5	2	40
Patdown - Flyer as Observer	1					1							2
Patdown - Non-Flyer					1				1				2
Persons w/ Disabilities (PWD)	5	6	6	3	3	5	7	7	8	8	8	5	71
Persons w/ Disabilities (PWD) - Autism Spectrum									2			1	3
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (g	2												2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General	1		2		1		1			1			6
Persons w/ Disabilities (PWD) - Hearing Impairment			1		1			1	1				4
Persons w/ Disabilities (PWD) - Internal Medical Devices										1	1		2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1	1						2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1		1	1		2	3	9
Persons w/ Disabilities (PWD) - Metal Imp	1	1		1			2				1		6
Persons w/ Disabilities (PWD) - Mobility Disability (N		2		1		2	1		1	3	3		13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			2	1									3
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Visual Impairment		1								1			2
Persons w/ Disabilities (PWD) - Wheelcha	1	2						4	2	1	1	1	12
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Chemical/Household Products												1	1
Property - Special Handling	13	9	11	12	9	10	16	20	11	9	15	12	147
Property - Special Handling - Damaged Ite	3	3		1	1	2	4	3	2	2		1	22
Property - Special Handling - Damaged Ite	2	3	2		2	4	2	4	4	2	3	2	30
Property - Special Handling - Missing Item	4	1	2	6	2	2	7	5	3	3	8	6	49
Property - Special Handling - Missing Item	4	2	7	5	4	2	3	8	2	2	4	3	46
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	13	9	13	6	12	11	9	16	18	15	11	6	139
Screening - Crew Member or Airline Employee											1	1	2
Screening - Inconsistency	1	1		1		1			1			1	6
Screening - Lengthy Lines	1	2	5		1	1	2	3	2	3	3	1	24
Screening - Procedures/Process	11	6	8	5	10	8	7	13	14	10	7	3	102
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach					1	1				2			4
2020	**76**	**76**	**82**	**51**	**60**	**34**	**2**	**5**	**22**	**28**	**28**	**28**	**492**
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	4	3	4	3	1	4			2	1	1	1	24
Civil Rights - Headwear	1												1
Civil Rights - National Origin		1				1							2
Civil Rights - Perceived Religion			1							1			2
Civil Rights - Racial Profiling or Discrimina	1	1	1	1		3			1		1		9
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1	1	1	1	1				1			1	7
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening	1												1
Customer Service	26	24	25	10	18	9	2	3	1	3	9	6	136
Customer Service - Others	5	1	4		1								11
Customer Service - TSO	21	23	21	10	17	9	2	3	1	3	9	6	125
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	6	2	8			1		1	1	1			20
Locks - Missing or Damaged Lock	6	2	8			1		1	1	1			20
Lost and Found	2	4	4	3	2					2	2	1	20
Lost and Found - Airport/TSA	2	4	4	3	2					2	2	1	20
Mishandling of Passenger Property	7	17	11	5	16				4	7	5	6	78
Mishandling of Passenger Property - Damaged/Missi		2	1		1					1	1	3	9
Mishandling of Passenger Property - Dam	4	13	9	4	13				4	3	3	3	56
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	3	2	1	1	1					3	1		12
Patdown	2	2	1	3	2	2							12
Patdown - Flyer	2	2	1	3	1	2							11
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	6	6	4	5	8	3				2		2	36
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Cancer (g	1			1									2
Persons w/ Disabilities (PWD) - Cognitive	1				1								2
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Diapers/C	1				1								2
Persons w/ Disabilities (PWD) - General			2							1			3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Imp	1			1	1								3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					4	1				1			6
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inha		1		1									2
Persons w/ Disabilities (PWD) - Service Animals		1										2	3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelcha	2	1	1			1							5
Property - Special Handling	12	10	13	11	5	6			5	6	9	9	86
Property - Special Handling - Damaged Items - Carry		1	4	2	2							1	10
Property - Special Handling - Damaged Ite	3		3	1	1				2	2	6	1	19
Property - Special Handling - Missing Item	4	6	3	2	1	3			1	1	1	1	23
Property - Special Handling - Missing Item	5	3	3	6	1	3			2	3	2	6	34
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	11	7	12	10	8	9		1	9	6	2	2	77

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency					1	1							2
Screening - Lengthy Lines	1	1		1	1								4
Screening - Procedures/Process	9	6	10	7	5	8		1	9	5	2	2	64
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach	1		1	2	1								5
2021	**35**	**16**	**28**	**21**	**21**	**24**							**145**
Additional Information Required/Insufficient Information				1									1
Additional Information Required/Insufficient Information - EMAIL ONLY				1									1
Civil Rights		1	1		1	4							7
Civil Rights - Civil Rights Violation (TSA Employee)					1								1
Civil Rights - Racial Profiling or Discrimination			1			2							3
Civil Rights - Sex/Gender/Gender Identity- Not Trans(		1				2							3
Customer Service	9	3	12	6	3								33
Customer Service - CSM			1										1
Customer Service - Others	2		1										3
Customer Service - TSO	7	3	10	6	3								29
Expedited Passenger Screening Program			5		1	7							13
Expedited Passenger Screening Program - TSA PreCheck			5		1	7							13
General Aviation				1									1
General Aviation - General				1									1
Hazardous Materials Safety				1									1
Hazardous Materials Safety - General				1									1
Lost and Found		1		1		1							3
Lost and Found - Airport/TSA		1		1		1							3
Mishandling of Passenger Property	11	2	1	1	3								18
Mishandling of Passenger Property - Dam	2	1	1										4
Mishandling of Passenger Property - Dam	8	1		1	3								13
Mishandling of Passenger Property - Disa	1												1
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)	1		2	1	1	1							6
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1	1							2
Persons w/ Disabilities (PWD) - Service A	1			1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Prohibited & Permitted Items			1	2									3
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary				1									1
Property - Special Handling	13	7	1	2	8	7							38
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Ite	5	2		1	4	2							14
Property - Special Handling - Missing Item	3	2			1	3							9
Property - Special Handling - Missing Item	5	3	1	1	2	2							14
Screening	1	2	4	4	4	4							19
Screening - Inconsistency					2								2
Screening - Lengthy Lines		1	1		1								3
Screening - Procedures/Process	1	1	2	4	1	4							13
Screening - Retrieving Abandoned/Confiscated Items			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGB	**11**	**15**	**21**	**10**	**22**	**25**	**14**	**14**	**13**	**20**	**12**	**16**	**193**
2018				**3**	**9**	**12**	**9**	**8**	**10**	**12**	**6**	**9**	**78**
Civil Rights					1			1			1		3
Civil Rights - Racial Profiling or Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service				1	2	3	5	1	1	2		2	17
Customer Service - TSO				1	2	3	5	1	1	2		2	17
Locks										3			3
Locks - Missing or Damaged Lock										3			3
Lost and Found					1	1			1	1		1	5
Lost and Found - Airport/TSA					1	1			1	1		1	5
Mishandling of Passenger Property					2	4	1	1	3	2		3	16
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	4	1	1	2	1		3	13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown				1	1		2	2	2	2			10
Patdown - Flyer				1			2	2	2	2			9
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)					1	1	1				2		5
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling				1	1	2		2	2	1	2	2	13
Property - Special Handling - Damaged Items - Carry-On						1		1					2
Property - Special Handling - Damaged Items - Checked						1		1	1			1	4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked				1	1					1	2	1	6
Screening						1		1	1	1	1	1	6
Screening - Inconsistency											1		1
Screening - Procedures/Process								1	1	1		1	4
Screening - Security Breach						1							1
2019	**9**	**7**	**10**	**3**	**5**	**6**	**5**	**6**	**3**	**6**	**5**	**6**	**71**
Civil Rights	1			1			1			1	2	2	8
Civil Rights - Headwear											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimina	1			1			1				1	1	5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1		5		2		1		1	3	2		15
Customer Service - TSO	1		5		2		1		1	3	2		15
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Lost and Found								1				2	3
Lost and Found - Airport/TSA								1				2	3
Mishandling of Passenger Property		4		1	2		1	1		1			10
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Damaged/Missi		3		1	2		1			1			8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown	1	2			1	1							5
Patdown - Flyer	1	1			1	1							4
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	2	1	2					3				1	9
Persons w/ Disabilities (PWD) - Cognitive /Developm		1						1					2
Persons w/ Disabilities (PWD) - Diabetes	1		1										2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling			2	1		2		1			1	1	8
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Checked			1			2						1	4
Screening	4		1			3	2		2				12
Screening - Inconsistency							1						1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	3		1			3	1		1				9
Screening - Retrieving Abandoned/Confiscated Items									1				1
2020	**2**	**7**	**9**	**4**	**5**	**4**				**2**	**1**	**1**	**35**
Customer Service	1	2	4	2						1		1	11
Customer Service - TSO	1	2	4	2						1		1	11
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1	2						1			4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2						1			4
Patdown		3				1							4
Patdown - Flyer		3				1							4
Persons w/ Disabilities (PWD)	1	1	2		1	1							6
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment		1	1										2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Service A	1												1
Property - Special Handling		1	1		2	1					1		6
Property - Special Handling - Damaged Items - Checked					1						1		2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checke		1			1	1							3
Screening			1		1	1							3
Screening - Inconsistency					1								1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process						1							1
2021		**1**	**2**		**3**	**3**							**9**
Customer Service			1		2	1							4
Customer Service - TSO			1		2	1							4
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
No Subject			1										1
No Subject - General			1										1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Firearm/Ammunition					1								1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening						1							1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIH	**26**	**24**	**15**	**31**	**41**	**33**	**23**	**24**	**19**	**31**	**12**	**18**	**297**
2018				**11**	**12**	**12**	**12**	**12**	**8**	**9**	**6**	**7**	**89**
Customer Service				2	3	1	1	1	1	1	3		13
Customer Service - Others											1		1
Customer Service - TSO				2	3	1	1	1	1	1	2		12
Locks					1	1	1		2			1	6
Locks - Missing or Damaged Lock					1	1	1		2			1	6
Mishandling of Passenger Property				3	1	4	6	5	1	5	2	1	28
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	1	3	6	2	1	5	2		23
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		3					4
Patdown						2	1	2	1			1	7
Patdown - Flyer						2	1	1	1			1	6
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)				1	1			1	1			1	5
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1				1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	1				1				3
Property - Special Handling				2	3	2	1		1	2	1	2	14
Property - Special Handling - Damaged Items - Carry-On					1							1	2
Property - Special Handling - Damaged Items - Checked				1	1		1						3
Property - Special Handling - Missing Items - Carry-On				1	1					2		1	5
Property - Special Handling - Missing Items - Checked						2			1		1		4
Screening				3	3	2	2	3	1	1		1	16
Screening - Inconsistency					1							1	2
Screening - Lengthy Lines					2	1		1					4
Screening - Procedures/Process				3		1	2	2	1				9
Screening - Retrieving Abandoned/Confiscated Items										1			1
2019	**12**	**12**	**6**	**7**	**10**	**11**	**10**	**12**	**9**	**17**	**6**	**10**	**122**
Civil Rights				1	1			1		1		1	5
Civil Rights - Constitutional Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination				1	1							1	3
Customer Service	4	3	2		3	4	1		3	2	2	3	27
Customer Service - Others		2			1	1						1	5
Customer Service - TSO	4	1	2		2	3	1		3	2	2	2	22
Locks	1		1	1			1	4		1	1		10
Locks - Missing or Damaged Lock	1		1	1			1	4		1	1		10
Mishandling of Passenger Property	1	1		4	3	3	2	4	2	4		3	27
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Damaged/Missi		1		4	2	2		2	2	4		2	19
Mishandling of Passenger Property - Disa	1				1	1	1	2					6
Patdown	1	1				1	1	1		1			6
Patdown - Flyer	1	1					1	1					4
Patdown - Flyer as Observer						1				1			2
Persons w/ Disabilities (PWD)		1	1						1	2			5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	2	4			2	1	3	1	1	3	3		20
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checl		1				1	1			1	1		5
Property - Special Handling - Missing Items - Carry-On					2			1	1		1		5
Property - Special Handling - Missing Iten	2	2					2			2	1		9
Screening	3	2	2	1	1	2	2	1	2	3		3	22
Screening - Lengthy Lines	2	1											3
Screening - Procedures/Process	1	1	2	1	1	2	2	1	2	3		3	19
2020	**13**	**9**	**6**	**13**	**19**	**7**	**1**		**2**	**5**		**1**	**76**
Civil Rights			1			1				1			3
Civil Rights - Racial Profiling or Discrimination						1				1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	4	4	1	4	2	1							16
Customer Service - TSO	4	4	1	4	2	1							16
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2	2	1	4	3	1				2			15
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Dam	2	1	1	3	3	1				2			13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Patdown	1	2				1						1	5
Patdown - Flyer	1	2				1						1	5
Persons w/ Disabilities (PWD)	2			1	1				1				5
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Mobility D	2								1				3
Property - Special Handling			2	2	3	1	1			2			11
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On			2		1	1	1						5
Property - Special Handling - Missing Items - Checked				1	2					1			4
Screening	4	1	1	2	10	1			1				20
Screening - Lengthy Lines				1	7	1							9
Screening - Procedures/Process	4	1	1	1	3				1				11
2021	**1**	**3**	**3**			**3**							**10**
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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										2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Carry		1											1
Screening	1	1				2							4
Screening - Inconsistency						1							1
Screening - Procedures/Process	1	1				1							3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIT	**21**	**12**	**18**	**21**	**18**	**21**	**9**	**8**	**13**	**22**	**13**	**21**	**197**
2018				**9**	**7**		**5**	**2**	**6**	**9**	**6**	**10**	**54**
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights				1			1		1	1	1		5
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination				1			1		1				3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				1	1				2		1	1	6
Customer Service - TSO				1	1				2		1	1	6
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Mishandling of Passenger Property				3	1		2			3	1	3	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1		1				1	2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1			1			3		1	6
Patdown				1			1	1	1	1		1	6
Patdown - Flyer				1			1	1	1			1	5
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				1	1				1	1			4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling				2	2			1		3		3	11
Property - Special Handling - Damaged Items - Checked				1						3		1	5
Property - Special Handling - Missing Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked					1			1				2	4
Screening					2				1		2	1	6
Screening - Procedures/Process					2				1		2	1	6
2019	**8**	**7**	**8**	**6**	**3**	**6**	**3**	**6**	**6**	**8**	**5**	**8**	**74**
Civil Rights			1						1				2
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1	1	1		1			2			6
Customer Service - TSO			1	1	1		1			2			6
Locks		1		1							1		3
Locks - Missing or Damaged Lock		1		1							1		3
Mishandling of Passenger Property	2	1	2	2		3	1	2	2	3		5	23
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Dam	2	1	2	2		3	1	2	1	1		5	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	1			2
Patdown		2	1					1	3	2		1	10
Patdown - Flyer		1	1					1	3	2		1	9
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	2			2		1		1			1	1	8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility D	2							1					3
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1	1	2
Property - Special Handling	2	1	1		2	2	1	1		1	2	1	14
Property - Special Handling - Damaged Items - Carry-On					1	1		1					3
Property - Special Handling - Damaged It	2		1		1	1	1						6
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checke		1								1	2		4
Screening	2	2	2					1			1		8
Screening - Inconsistency	1												1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	1	2					1			1		6
2020	**7**	**3**	**5**	**5**	**5**	**8**	**1**		**1**	**5**	**2**	**3**	**45**
Customer Service			2		1	2							5
Customer Service - Others			1										1
Customer Service - TSO			1		1	2							4
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1	1	1			4				3	1	1	12
Mishandling of Passenger Property - Damaged/Missi		1				1							2
Mishandling of Passenger Property - Dam	1		1			2				3	1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1						1	2
Patdown				1		1							2
Patdown - Flyer				1		1							2
Persons w/ Disabilities (PWD)			1	1									2
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling	3	1	1	2	2				1	1	1	1	13
Property - Special Handling - Damaged Items - Carry-On					1							1	2
Property - Special Handling - Damaged It	1		1	1	1						1		5
Property - Special Handling - Missing Item	1								1				2
Property - Special Handling - Missing Item	1	1		1						1			4
Screening	3	1			2	1	1			1		1	10
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process	2	1			1	1	1			1		1	8
2021	**6**	**2**	**5**	**1**	**3**	**7**							**24**
Civil Rights						2							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						2							2
Customer Service	2		3		1	1							7
Customer Service - TSO	2		3		1	1							7

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program				1	1								2
Expedited Passenger Screening Program - TSA PreCheck				1	1								2
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	2												2
No Subject			1										1
No Subject - General			1										1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		2	1			1							4
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checl		1				1							2
Property - Special Handling - Missing Items - Carry-On			1										1
Screening	2				1	2							5
Screening - Inconsistency						1							1
Screening - Procedures/Process	2				1	1							4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNK		**2**	**3**	**3**	**3**	**3**	**4**	**1**	**2**	**2**	**4**		**27**
2018				**1**	**1**	**2**	**3**		**1**		**2**		**10**
Customer Service				1							1		2
Customer Service - TSO				1							1		2
Mishandling of Passenger Property					1	1	1		1				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1		1				3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling						1	2						3
Property - Special Handling - Damaged Items - Checked						1	1						2
Property - Special Handling - Missing Items - Checked							1						1
Screening											1		1
Screening - Inconsistency											1		1
2019		**1**	**2**	**2**	**1**	**1**	**1**	**1**	**1**		**2**		**12**
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property				1		1		1			1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1		1			1		4
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Service Animals			1										1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening				1			1		1				3
Screening - Procedures/Process				1			1		1				3
2020		**1**	**1**		**1**					**2**			**5**
Customer Service		1			1					2			4
Customer Service - TSO		1			1					2			4
Screening			1										1
Screening - Procedures/Process			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNS	**1**							**1**			**1**		**3**
2019								**1**			**1**		**2**
Civil Rights								1					1
Civil Rights - Transgender Screening								1					1
Screening											1		1
Screening - Retrieving Abandoned/Confiscated Items											1		1
2021	**1**												**1**
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LSE	**1**	**1**	**2**	**1**	**1**	**2**	**1**	**2**	**1**	**5**	**3**	**3**	**23**
2018						**1**	**1**		**1**	**3**	**1**	**2**	**9**
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling							1					1	2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checked												1	1
Screening										2	1	1	4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process										2			2
Screening - Security Breach												1	1
2019		**1**		**1**				**2**		**1**	**2**	**1**	**8**
Customer Service		1											1
Customer Service - TSO		1											1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Screening											1	1	2
Screening - Procedures/Process											1	1	2
2020			**2**							**1**			**3**
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Screening			1										1
Screening - Lengthy Lines			1										1
2021	**1**				**1**	**1**							**3**
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LYH	**5**	**2**		**4**	**2**	**1**	**3**	**5**	**3**	**5**	**4**	**2**	**36**
2018				**3**	**2**		**1**	**3**	**3**	**1**	**2**	**2**	**17**
Customer Service											1		1
Customer Service - TSO											1		1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				2	2		1	2	3	1		1	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1	1	3	1		1	8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	2			1					4
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
Screening				1									1
Screening - Procedures/Process				1									1
2019	**3**	**2**					**2**	**2**		**3**	**1**		**13**
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Mishandling of Passenger Property	2						1	2			1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Dam	2						1	2					5
Property - Special Handling							1			1			2
Property - Special Handling - Missing Items - Checked							1			1			2
Screening		1								1			2
Screening - Procedures/Process		1								1			2
2020	**2**			**1**		**1**				**1**	**1**		**6**
Customer Service	2									1			3
Customer Service - Others	1												1
Customer Service - TSO	1									1			2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening											1		1
Screening - Procedures/Process											1		1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MAF	**7**	**8**	**7**	**8**	**6**	**10**	**4**	**7**	**7**	**10**	**7**	**7**	**88**
2018				**3**	**3**	**5**	**2**	**4**	**3**	**6**	**2**	**4**	**32**
Customer Service					1	2	2			1	2	1	9
Customer Service - Others					1	1	2						4
Customer Service - TSO						1				1	2	1	5
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				1	1					2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1					2			3
Patdown								1		2		1	4
Patdown - Flyer								1		2		1	4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Property - Special Handling				2									2
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening					1	3		2	3	1		1	11
Screening - Lengthy Lines					1			1					2
Screening - Procedures/Process						3		1	3	1		1	9
2019	**3**	**3**	**3**		**1**	**3**	**2**	**2**	**3**	**3**	**3**	**2**	**28**
Customer Service		1				1			2				4
Customer Service - TSO		1				1			2				4
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property	1							2		1	2	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Dam	1							1		1	1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1	1	2
Patdown					1	1							2
Patdown - Flyer					1	1							2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling	1	1	2				1			1	1		7
Property - Special Handling - Damaged Items - Checked							1			1			2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Item	1	1	1								1		4
Screening	1	1	1				1						4
Screening - Procedures/Process	1		1				1						3
Screening - Security Breach		1											1
2020	**3**	**5**	**4**	**5**	**2**	**1**		**1**	**1**	**1**	**2**	**1**	**26**
Civil Rights		1	1	1						1			4
Civil Rights - Racial Profiling or Discrimination			1							1			2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		1									2
Customer Service				1				1			1		3
Customer Service - TSO				1				1			1		3
Mishandling of Passenger Property	2	2	1		1	1			1		1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Dam	2	1	1		1	1						1	7
Mishandling of Passenger Property - Disarrayed Item		1									1		2
Patdown			1										1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)		1		2									3
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Property - Special Handling	1	1	1		1								4
Property - Special Handling - Damaged It	1		1										2
Property - Special Handling - Missing Items - Checke		1			1								2
Screening				1									1
Screening - Procedures/Process				1									1
2021	**1**					**1**							**2**
Customer Service	1												1
Customer Service - TSO	1												1
Screening						1							1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MBS	**2**	**2**	**1**	**3**	**3**	**2**		**1**			**5**	**2**	**21**
2018					**1**						**3**		**4**
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown											1		1
Patdown - Flyer											1		1
2019	**1**	**1**	**1**	**2**	**1**	**2**		**1**			**2**	**2**	**13**
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		1		1	1	1		1					5
Mishandling of Passenger Property - Damaged/Missi		1		1	1			1					4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling											1	1	2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked												1	1
Screening	1		1			1							3
Screening - Procedures/Process	1		1			1							3
2020	**1**	**1**			**1**								**3**
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Dam	1	1											2
2021				**1**									**1**
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCE		**1**						**1**					**2**
2019		**1**						**1**					**2**
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCI	**43**	**39**	**24**	**53**	**34**	**52**	**25**	**37**	**40**	**45**	**38**	**35**	**465**
2018				**19**	**12**	**19**	**17**	**18**	**23**	**22**	**18**	**12**	**160**
Civil Rights				1		1	2	1	1	1		2	9
Civil Rights - Age				1									1
Civil Rights - Hair Patdowns												1	1
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimination						1	1		1			1	4
Civil Rights - Transgender Screening								1		1			2
Customer Service				6	1	4	2	4	7	8	4	1	37
Customer Service - CSM								1					1
Customer Service - Others								1	1				2
Customer Service - TSO				6	1	4	2	2	6	8	4	1	34
Locks					1	1		2				2	6
Locks - Missing or Damaged Lock					1	1		2				2	6
Mishandling of Passenger Property				2	5	2		1	2	4	4	4	24
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor									1		2	1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	4	2		1	1	4	1	2	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1							1	2
Patdown				4	2	4	3	1	3		1	1	19
Patdown - Flyer				2	2	4	2	1	3		1		15
Patdown - Flyer as Observer							1					1	2
Patdown - Non-Flyer				2									2
Persons w/ Disabilities (PWD)				1		1	2	3	2		1	1	11
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1				1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Visual Impairment				1							1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2	2					4
Property - Special Handling				2	1	2	4	2	3	2	3		19
Property - Special Handling - Damaged Items - Carry-On									3		2		5
Property - Special Handling - Damaged Items - Checked							1	1		1			3
Property - Special Handling - Missing Items - Carry-On					1	1	1						3
Property - Special Handling - Missing Items - Checked				2		1	2	1		1	1		8
Screening				3	2	4	4	4	5	7	5	1	35
Screening - Children						1							1
Screening - Inconsistency						1				1	1	1	4
Screening - Lengthy Lines								1	3	2	2		8
Screening - Procedures/Process				3	2	1	4	3	2	3	2		20
Screening - Security Breach						1							1
Screening - Shoe Screening										1			1
2019	**20**	**17**	**6**	**17**	**6**	**15**	**8**	**19**	**16**	**18**	**16**	**15**	**173**
Civil Rights	2	3	2	2	1	1		1			1		13
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimina	1		1	1	1						1		5
Civil Rights - Sex/Gender/Gender Identity- Not Trans		3	1					1					5
Civil Rights - Sexual Orientation - Not Transgender				1									1
Civil Rights - Transgender Screening						1							1
Customer Service	5	5	1	3	1	5	1	5	3	3	5	4	41
Customer Service - Others								1			1	1	3
Customer Service - TSO	5	5	1	3	1	5	1	4	3	3	4	3	38
Locks						1		2		1		1	5
Locks - Missing or Damaged Lock						1		2		1		1	5
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	3	2	1	3	1		3	3	4		2	2	24
Mishandling of Passenger Property - Dam	2			2			1	1	1				7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1							1	2
Mishandling of Passenger Property - Damaged/Missi		2	1	1			1	2	3		1	1	12
Mishandling of Passenger Property - Disa	1						1				1		3
Patdown	3	1		4		1	2		3	3	3	2	22
Patdown - Flyer	2	1		4		1	2		3	3	3	2	21
Patdown - General	1												1
Persons w/ Disabilities (PWD)	2	2	1		1	1		2	1	4			14
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1					1
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										2			2
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1								2			3
Persons w/ Disabilities (PWD) - Wheelcha	1				1			1					3
Property - Special Handling	1	1	1	1	1	2	2	2	3	4	2	4	24
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Ite	1					1			1	1	1	2	7
Property - Special Handling - Missing Items - Carry-On							1	2		2		2	7
Property - Special Handling - Missing Items - Checke		1	1	1	1	1	1		1	1	1		9
Screening	4	3		4	1	3		4	2	3	3	2	29
Screening - Inconsistency		1				1				1			3
Screening - Lengthy Lines	1							1					2
Screening - Procedures/Process	3	2		4	1	2		3	2	1	2	2	22
Screening - Security Breach										1	1		2
2020	**16**	**17**	**16**	**9**	**11**	**11**			**1**	**5**	**4**	**8**	**98**
Civil Rights		4	1	1								1	7
Civil Rights - Constitutional Rights		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination		2		1								1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	4	1	3	1		1			1	2	1	1	15
Customer Service - Others			1									1	2
Customer Service - TSO	4	1	2	1		1			1	2	1		13
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property	3	2	5	1	2	1					1	2	17
Mishandling of Passenger Property - Dam	1	1	2	1		1						1	7
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missi		1	3		1						1	1	7
Mishandling of Passenger Property - Disa	1				1								2
Patdown	1	2		1	3							1	8
Patdown - Flyer	1	2		1	3								7
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)		2	1		1								4
Persons w/ Disabilities (PWD) - Mobility Disability (N		2			1								3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling	2	4	3	4	1	4				2	1	2	23
Property - Special Handling - Damaged It	1		1			1				1			4
Property - Special Handling - Missing Items - Carry-C		3	1	2	1						1		8
Property - Special Handling - Missing Item	1	1	1	2		3				1		2	11
Screening	6	2	2	1	3	5				1	1	1	22
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	4	1	2	1	1	5				1	1	1	17
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach	1				1								2
2021	**7**	**5**	**2**	**8**	**5**	**7**							**34**
Civil Rights		1		1		1							3
Civil Rights - Age				1									1
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service				1	2	1							4
Customer Service - TSO				1	2	1							4
Expedited Passenger Screening Program				1		3							4
Expedited Passenger Screening Program - TSA PreCheck				1		3							4
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	1	1	1	2									5
Mishandling of Passenger Property - Damaged/Missi		1	1	2									4
Mishandling of Passenger Property - Disa	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Property - Special Handling	2			2	1	2							7
Property - Special Handling - Damaged It	2			1	1								4
Property - Special Handling - Missing Items - Carry-On				1		1							2
Property - Special Handling - Missing Items - Checked						1							1
Screening		3	1		2								6
Screening - Inconsistency			1										1
Screening - Procedures/Process		3			2								5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCK	**2**		**1**		**1**								**4**
2020	**2**		**1**		**1**								**4**
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Patdown			1										1
Patdown - Flyer			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCN	**2**	**2**		**1**	**2**		**3**	**4**		**2**	**2**	**3**	**21**
2018				**1**			**2**	**2**		**2**	**1**	**1**	**9**
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property				1			1	1		1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1		1		1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Screening							1			1	1		3
Screening - Procedures/Process							1			1			2
Screening - Shoe Screening											1		1
2019	**1**	**1**					**1**	**2**			**1**		**6**
Mishandling of Passenger Property	1	1						1			1		4
Mishandling of Passenger Property - Dam	1	1						1					3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening							1						1
Screening - Procedures/Process							1						1
2020					**2**							**2**	**4**
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown												1	1
Patdown - Flyer												1	1
2021	**1**	**1**											**2**
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Screening	1												1
Screening - Inconsistency	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCO	**412**	**398**	**432**	**606**	**608**	**588**	**425**	**372**	**368**	**388**	**396**	**304**	**5,297**
2018				**224**	**197**	**206**	**200**	**181**	**182**	**182**	**172**	**123**	**1,667**
Advanced Imaging Technology (AIT)								2			2	1	5
Advanced Imaging Technology (AIT) - Flyer								2			2	1	5
Civil Rights				3	1	3	6	5	10	7	6	6	47
Civil Rights - Age							1						1
Civil Rights - Constitutional Rights									2	1	1	1	5
Civil Rights - Hair Patdowns							1	1	2		1	1	6
Civil Rights - Headwear									1				1
Civil Rights - National Origin				1		1		1	1	1			5
Civil Rights - Perceived Religion				1						1			2
Civil Rights - Racial Profiling or Discrimination				1	1	1	1	2	2	3	3	2	16
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1	1	1	2		1	2	8
Civil Rights - Sexual Orientation - Not Transgender							2						2
Customer Service				36	27	27	27	21	24	35	24	14	235
Customer Service - CSM											1	1	2
Customer Service - Others						3	2	1	2				8
Customer Service - TSO				36	27	24	25	20	22	35	23	13	225
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks				11	4	17	14	17	17	12	7	7	106
Locks - General					1	1				1	1	1	5
Locks - Missing or Damaged Lock				11	3	16	14	17	17	11	6	6	101
Lost and Found				6	6	3	8	3	4		2		32
Lost and Found - Airport/TSA				6	6	3	8	3	4		2		32
Mishandling of Passenger Property				74	59	53	63	45	47	41	53	36	471
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				4	2	5	6	2	2	4	6	1	32
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				65	45	35	48	29	39	33	41	30	365
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1				1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				5	12	13	8	14	6	4	5	5	72
Patdown				5	4	5	7	4	3	6	10	3	47
Patdown - Children											1		1
Patdown - Flyer				5	3	5	6	4	3	4	6	3	39
Patdown - Flyer as Observer					1		1			1	1		4
Patdown - Non-Flyer										1	2		3
Persons w/ Disabilities (PWD)				14	6	12	17	10	16	16	17	8	116
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1		2		1		5
Persons w/ Disabilities (PWD) - Breast Cancer							1		1				2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1			1		1	4
Persons w/ Disabilities (PWD) - Diabetes					1	1	2	2		1	3	1	11
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General				2	1	1	1			2	3	1	11
Persons w/ Disabilities (PWD) - Hearing Impairment								1	1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1		1		1	1	4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1		1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						4	3	1	1	3	2		14
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		3	2	2	1	1	3		13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1			1						2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	2		1						4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1				2		1		4
Persons w/ Disabilities (PWD) - Service Animals								1	1	1			3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1				1					2
Persons w/ Disabilities (PWD) - Visual Impairment						1			1	2			4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				7	1		2	1	4	4	2	3	24
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Property - Special Handling				45	53	51	30	46	39	39	24	34	361
Property - Special Handling - Damaged Items - Carry-On				5	5	6	2	4	3	4	2	2	33
Property - Special Handling - Damaged Items - Checked				10	7	18	8	13	12	8	5	8	89
Property - Special Handling - Missing Items - Carry-On				8	14	10	4	8	8	11	3	8	74
Property - Special Handling - Missing Items - Checked				22	27	17	16	21	16	16	14	16	165
Request for Assistance						1	1	2		2			6
Request for Assistance - Other						1	1	2		2			6
Screening				30	37	33	27	26	22	24	27	14	240
Screening - Children						1				1			2
Screening - Inconsistency				2	1	1	1	2	1		3		11
Screening - Lengthy Lines				8	11	8	9	6	3	3	2	2	52
Screening - Procedures/Process				19	24	23	16	16	16	20	20	10	164
Screening - Retrieving Abandoned/Confiscated Items				1	1		1	1	1		1		6
Screening - Security Breach								1	1		1	2	5
2019	**178**	**178**	**187**	**147**	**168**	**180**	**208**	**163**	**162**	**161**	**179**	**132**	**2,043**
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights	8	4	11	6		4	8	2	8	3	5	1	60
Civil Rights - Age											1		1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns	1		1				1						3
Civil Rights - National Origin	1									1	1		3
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimina	4	1	6	4		3	4	2	4	2	2	1	33
Civil Rights - Screening of Religious or Cultural Garm		1							1				2
Civil Rights - Sex/Gender/Gender Identity-	2	1	2	2			2		3		1		13
Civil Rights - Transgender Screening			2			1							3
Customer Service	27	23	30	20	29	35	37	29	23	20	18	12	303

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others	2	1	1	3	2	3	1	1	2	1			17
Customer Service - TSO	25	22	29	17	27	32	36	28	21	19	18	12	286
Locks	10	14	19	9	10	19	13	11	5	8	13	8	139
Locks - General						2				1	1	1	5
Locks - Missing or Damaged Lock	10	14	19	9	10	17	13	11	5	7	12	7	134
Lost and Found	3	2	2	1	7	6	3	4	1	3	1	4	37
Lost and Found - Airport/TSA	3	2	2	1	7	6	3	4	1	3	1	4	37
Mishandling of Passenger Property	52	49	46	48	47	34	49	36	44	43	53	37	538
Mishandling of Passenger Property - Dam	5	3	7	2	4	1	3	2	2	3	5	3	40
Mishandling of Passenger Property - Dam	41	40	36	42	38	31	39	29	29	37	44	31	437
Mishandling of Passenger Property - Dam	1			1				1			1	1	5
Mishandling of Passenger Property - Disa	5	6	3	3	5	2	7	4	13	3	3	2	56
Patdown	5	6	4	2	2	9	6	3	9	10	7	6	69
Patdown - Children		1											1
Patdown - Flyer	5	1	3	2	2	8	4	3	9	8	6	5	56
Patdown - Flyer as Observer		3	1			1	2			1	1	1	10
Patdown - General		1											1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	10	11	14	6	8	9	15	13	12	23	10	13	144
Persons w/ Disabilities (PWD) - Assistive Technology		1											1
Persons w/ Disabilities (PWD) - Autism Spectrum		3			1		1	2	1	1	2		11
Persons w/ Disabilities (PWD) - Breast Cancer						1	1					1	3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1	1			1			3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1		2	2			1		6
Persons w/ Disabilities (PWD) - Diabetes	2	3		1		1		2	2	5			16
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma			1				1					1	3
Persons w/ Disabilities (PWD) - General	1	1	1	1	1	2	1			2		1	11
Persons w/ Disabilities (PWD) - Hearing I	1		1	1	1								4
Persons w/ Disabilities (PWD) - Internal Medical Devices							1			1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1		1				2
Persons w/ Disabilities (PWD) - Medically Necessary		1	3		1	1	1	1	4	3	2	2	19
Persons w/ Disabilities (PWD) - Metal Imp	1	1	1										3
Persons w/ Disabilities (PWD) - Mobility D	1		2		1	1	1	2	1	5	1	2	17
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1								1	2
Persons w/ Disabilities (PWD) - Service A	1						1						2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Im	1						1	1					3
Persons w/ Disabilities (PWD) - Wheelcha	2	1	5	2	1	2	2	3	3	3	4	5	33
Prohibited & Permitted Items		1					1		1				3
Prohibited & Permitted Items - Alcohol and Tobacco		1							1				2
Prohibited & Permitted Items - Ice/Gel Packs							1						1
Property - Special Handling	35	43	37	35	43	43	46	41	39	34	47	34	477
Property - Special Handling - Damaged Ite	2	2	1	4	2	4	6	9	2	2	6	3	43
Property - Special Handling - Damaged Ite	6	10	9	9	12	9	6	10	10	6	9	7	103
Property - Special Handling - Missing Item	9	11	8	6	13	10	13	7	8	10	8	7	110
Property - Special Handling - Missing Item	18	20	19	16	16	20	21	15	19	16	24	17	221
Request for Assistance	1	1	1	1		2	2	1		1	1	1	12
Request for Assistance - Other	1	1	1	1		2	2	1		1	1		11
Request for Assistance - Wounded Warrior (MSIJSOC)												1	1
Screening	27	24	22	19	22	19	27	23	20	16	24	16	259
Screening - Children	1												1
Screening - Inconsistency	3	2	1	1		1		1		1	1		11
Screening - Lengthy Lines	2	3	4	2	1	6	11	7	1	1	3	1	42
Screening - Procedures/Process	20	18	16	16	18	12	16	15	18	13	18	15	195
Screening - Retrieving Abandoned/Confis	1	1	1		1				1	1	1		7
Screening - Security Breach					2						1		3
TSA Contact Information			1										1
TSA Contact Information - General			1										1
2020	**176**	**158**	**196**	**194**	**178**	**118**	**17**	**28**	**24**	**45**	**45**	**49**	**1,228**
Advanced Imaging Technology (AIT)	1			1									2
Advanced Imaging Technology (AIT) - Flyer				1									1
Advanced Imaging Technology (AIT) - Ge	1												1
Civil Rights	5	2	4	5	8	5	1	1		3	3	2	39
Civil Rights - Age				1							1		2
Civil Rights - Constitutional Rights				1									1
Civil Rights - Hair Patdowns	1										1		2
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	2	2	3	3	5	3		1		3		2	24
Civil Rights - Sex/Gender/Gender Identity	2				2								4
Civil Rights - Sexual Orientation - Not Transgender			1										1
Civil Rights - Transgender Screening						2	1				1		4
Customer Service	25	20	45	33	28	26	1	9	1	3	3	11	205
Customer Service - CSM								1					1
Customer Service - Others	7	4	6	3	3	4		4					31
Customer Service - TSO	18	16	39	30	25	22	1	4	1	3	3	11	173
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	19	10	9	9	14	5			2	4	2	2	76
Locks - Missing or Damaged Lock	19	10	9	9	14	5			2	4	2	2	76
Lost and Found	1	3	1	13	1	1							20
Lost and Found - Airport/TSA	1	3	1	13	1	1							20
Mishandling of Passenger Property	44	42	49	44	36	31	6	6	2	13	10	9	292
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				3	2	4	1			1	1	1	13
Mishandling of Passenger Property - Dam	40	39	43	32	29	23	3	6	2	8	9	6	240

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missi		1					1						2
Mishandling of Passenger Property - Disa	4	2	6	9	5	4	1			4		2	37
Patdown	12	6	4	3	5	3							33
Patdown - Flyer	12	5	4	3	4	2							30
Patdown - Flyer as Observer		1				1							2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	8	9	14	13	14	3		1		2	4	4	72
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1	1						1		1	5
Persons w/ Disabilities (PWD) - Cancer (general) Not		1	1		1								3
Persons w/ Disabilities (PWD) - Cognitive	1		3	1	1							1	7
Persons w/ Disabilities (PWD) - Diabetes	2	4	2	3	3								14
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General			2										2
Persons w/ Disabilities (PWD) - Hearing Impairment				1	1								2
Persons w/ Disabilities (PWD) - Internal Medical Devi		1											1
Persons w/ Disabilities (PWD) - Medically	2	1	1	1	4	2					1	1	13
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	2							2		5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1			1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					2			1					3
Persons w/ Disabilities (PWD) - Service Animals				2						1		1	4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			2	1									3
Persons w/ Disabilities (PWD) - Wheelcha	2		1	1	1	1							6
Property - Special Handling	46	43	50	46	41	24	4	4	14	10	16	15	313
Property - Special Handling - Damaged Ite	8	7	3	8	6				1		3		36
Property - Special Handling - Damaged Ite	6	6	14	10	6	7	1	1	4	4	4	9	72
Property - Special Handling - Missing Item	13	8	11	5	6	5	1		2		2	1	54
Property - Special Handling - Missing Item	19	22	22	23	23	12	2	3	7	6	7	5	151
Request for Assistance			3		1				1				5
Request for Assistance - Other			3		1				1				5
Screening	15	23	17	27	30	20	5	7	4	10	7	5	170
Screening - Children				1									1
Screening - Crew Member or Airline Employee								1	1		1		3
Screening - Inconsistency	1	1		1	2			1					6
Screening - Lengthy Lines	1	2	1	3	5	2							14
Screening - Procedures/Process	11	16	16	22	21	17	5	4	3	10	6	5	136
Screening - Retrieving Abandoned/Confiscated Items		2			2								4
Screening - Security Breach	2	2				1		1					6
2021	**58**	**62**	**49**	**41**	**65**	**84**							**359**
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Civil Rights	3	1	3	4	2	4							17
Civil Rights - Age			1										1
Civil Rights - Hostile Work Environment (TSA Employee)			1										1
Civil Rights - Racial Profiling or Discrimina	2	1	1	1	2	2							9
Civil Rights - Sex/Gender/Gender Identity	1			3		2							6
Claims			1	1									2
Claims - General			1	1									2
CSM/Stakeholder Follow-up						1							1
CSM/Stakeholder Follow-up - General						1							1
Customer Service	12	11	20	15	22	18							98
Customer Service - CSM					1								1
Customer Service - Others	1			1		1							3
Customer Service - TCC			2										2
Customer Service - TSO	11	11	18	14	21	17							92
Expedited Passenger Screening Program			6	2	6	11							25
Expedited Passenger Screening Program - TSA Application Proc			1										1
Expedited Passenger Screening Program - TSA PreCheck			5	2	6	11							24
General Aviation				2									2
General Aviation - General				2									2
Identification (ID) Requirements				1									1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks		3	1		1	2							7
Locks - Missing or Damaged Lock		3	1		1	2							7
Lost and Found	1			3									4
Lost and Found - Airport/TSA	1			3									4
Mishandling of Passenger Property	10	16	8	4	4	8							50
Mishandling of Passenger Property - Dam	2	2	2	1	2	2							11
Mishandling of Passenger Property - Dam	7	14	5	2	2	3							33
Mishandling of Passenger Property - Disa	1		1	1		3							6
No Jurisdiction				1									1
No Jurisdiction - No Referral				1									1
No Subject				1									1
No Subject - General				1									1
Patdown	2	4				1							7
Patdown - Flyer	1	2				1							4
Patdown - Flyer as Observer	1	1											2
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	5	2	3	3	3	2							18
Persons w/ Disabilities (PWD) - Autism Sp	1		1	1									3
Persons w/ Disabilities (PWD) - Diabetes			2	1									3
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					2								2
Persons w/ Disabilities (PWD) - Medically	2					1							3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelcha	1			1									2
Prohibited & Permitted Items	1			1		1							3
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Prohibited & Permitted Items - Ice/Gel Pa	1					1							2
Property - Special Handling	17	11	3	1	6	17							55
Property - Special Handling - Damaged Items - Carry-On						2							2
Property - Special Handling - Damaged It	3	3	1		4	5							16
Property - Special Handling - Missing Item	3	2		1		3							9
Property - Special Handling - Missing Item	11	6	2		2	7							28
Screening	7	14	4	2	21	18							66
Screening - Children		1				1							2
Screening - Crew Member or Airline Employee		1	1										2
Screening - Inconsistency		1			8	1							10
Screening - Procedures/Process	6	11	3	2	13	16							51
Screening - Retrieving Abandoned/Confis	1												1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDT	**17**	**13**	**20**	**14**	**26**	**16**	**15**	**18**	**12**	**17**	**16**	**23**	**207**
2018				**5**	**14**	**8**	**8**	**8**	**4**	**10**	**6**	**8**	**71**
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service				3	6	1	1	3		1	1	1	17
Customer Service - Others								1					1
Customer Service - TSO				3	6	1	1	2		1	1	1	16
Locks					1			1		1	1	1	5
Locks - Missing or Damaged Lock					1			1		1	1	1	5
Mishandling of Passenger Property							1	2	1	3	1	2	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	1	1	3	1	2	9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown							1	1	1				3
Patdown - Flyer							1	1	1				3
Persons w/ Disabilities (PWD)							1					2	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling				1	3	2	2	1	1	3		1	14
Property - Special Handling - Damaged Items - Carry-On					2		1	1					4
Property - Special Handling - Damaged Items - Checked				1	1	1	1			1			5
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked						1			1	1		1	4
Screening				1	4	5	2			2	2	1	17
Screening - Inconsistency											1		1
Screening - Lengthy Lines					2	2	1			1			6
Screening - Procedures/Process				1	2	3	1			1	1	1	10
2019	**9**	**6**	**10**	**3**	**6**	**2**	**7**	**9**	**7**	**6**	**6**	**8**	**79**
Civil Rights								2					2
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service	2	2	2		2	1		2	3	2	3	5	24
Customer Service - Others	2	1			1			1	1				6
Customer Service - TSO		1	2		1	1		1	2	2	3	5	18
Locks			1		1		1	1			1		5
Locks - Missing or Damaged Lock			1		1		1	1			1		5
Mishandling of Passenger Property		1	1	1			1		1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1			1	3
Mishandling of Passenger Property - Disarrayed Item		1	1				1						3
Patdown		1					2				1		4
Patdown - Flyer		1					2				1		4
Persons w/ Disabilities (PWD)	1							1					2
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Property - Special Handling	2	1	5	2	2		1		2	2		1	18
Property - Special Handling - Damaged Items - Carry-On			1		1					1			3
Property - Special Handling - Damaged Ite	2	1					1		1	1			6
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked			3	2	1				1			1	8
Screening	4	1	1		1	1	2	3	1	2	1	1	18
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency					1								1
Screening - Procedures/Process	4		1			1	2	3	1	1	1	1	15
Screening - Retrieving Abandoned/Confiscated Items										1			1
2020	**7**	**4**	**8**	**5**	**4**	**3**		**1**	**1**	**1**	**4**	**7**	**45**
Civil Rights		1	2									1	4
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimination		1										1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service	1		2	1		1						1	6
Customer Service - TSO	1		2	1		1						1	6
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property	1		1		1						2	2	7
Mishandling of Passenger Property - Dam	1		1		1						1	2	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown	1		1		1				1		1		5
Patdown - Flyer	1		1		1				1		1		5
Persons w/ Disabilities (PWD)	1		1									1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling				3	1						1		5
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked				2	1								3
Screening	3	3	1	1	1	2		1		1		1	14
Screening - Inconsistency	1				1			1					3
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2	3	1	1		1				1		1	10
2021	**1**	**3**	**2**	**1**	**2**	**3**							**12**
Civil Rights		1	1										2
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service				1	1								2
Customer Service - TSO				1	1								2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property			2	1	1								4
Mishandling of Passenger Property - Damaged/Missing Items--C				1	1								2
Mishandling of Passenger Property - Damaged/Missi			1										1
Mishandling of Passenger Property - Disarrayed Item			1										1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening						2							2
Screening - Inconsistency						1							1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDW	**97**	**96**	**111**	**106**	**96**	**107**	**99**	**90**	**92**	**117**	**87**	**71**	**1,169**
2018				**44**	**26**	**52**	**50**	**46**	**41**	**64**	**42**	**24**	**389**
Civil Rights				1	2		1	3		2	2	2	13
Civil Rights - Hair Patdowns										1	1		2
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination					2		1	3		1	1		8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service				7	6	11	15	7	12	11	10	3	82
Customer Service - Others				1		2	1			3			7
Customer Service - TSO				6	6	9	14	7	12	8	10	3	75
Identification (ID) Requirements				1						1			2
Identification (ID) Requirements - Domestic				1						1			2
Locks				2	1	3	3		1	2	1	1	14
Locks - Missing or Damaged Lock				2	1	3	3		1	2	1	1	14
Lost and Found				1		3			3	3	1	1	12
Lost and Found - Airport/TSA				1		3			3	3	1	1	12
Mishandling of Passenger Property				13	9	9	5	11	3	9	9	9	77
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	1	1	2	1		1	2	1	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				10	8	8	2	8	2	6	5	7	56
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1			1	2		1	2	1	8
Patdown					1	4	2	5	5	7	5		29
Patdown - Flyer					1	4	2	5	5	6	3		26
Patdown - Flyer as Observer											2		2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				1	2	4	6	2	5	2		1	23
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes					1	1	1						3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General							2		1				3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1	1					2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1				1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1			1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		1	2			1	5
Property - Special Handling				7	2	5	8	10	9	15	9	3	68
Property - Special Handling - Damaged Items - Carry-On						1				1			2
Property - Special Handling - Damaged Items - Checked				1		1		1	1	3	1	1	9
Property - Special Handling - Missing Items - Carry-On				3	1		2	5	4	8	2	1	26
Property - Special Handling - Missing Items - Checked				3	1	3	6	4	4	3	6	1	31
Request for Assistance				1				1					2
Request for Assistance - Other				1									1
Request for Assistance - Wounded Warrior (MSIJSOC)								1					1
Screening				10	3	13	10	7	3	12	5	4	67
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency							1	1		1	1	1	5
Screening - Lengthy Lines				2		5	1		2	3	3		16
Screening - Procedures/Process				7	3	6	8	5	1	6	1	3	40
Screening - Retrieving Abandoned/Confiscated Items						2				1			3
Screening - Security Breach				1				1					2
2019	**37**	**39**	**52**	**28**	**21**	**31**	**45**	**36**	**38**	**38**	**32**	**32**	**429**
Advanced Imaging Technology (AIT)	1										1		2
Advanced Imaging Technology (AIT) - Fly	1										1		2
Civil Rights	4	1	2				3	2	2	3		1	18
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights			1										1
Civil Rights - Hair Patdowns								2					2
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination		1	1				1		1	1			5
Civil Rights - Sex/Gender/Gender Identity	4						2		1			1	8
Customer Service	12	9	14	2	5	11	9	7	6	2	7	6	90
Customer Service - Others	2						3						5
Customer Service - TSO	10	9	14	2	5	11	6	7	6	2	7	6	85
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks	1				1	1			2	2		1	8
Locks - Missing or Damaged Lock	1				1	1			2	2		1	8
Lost and Found	1	1	1	3	1			1	2	1	1		12
Lost and Found - Airport/TSA	1	1	1	3	1			1	2	1	1		12
Mishandling of Passenger Property	6	3	7	7	4	4	10	6	5	6	7	5	70
Mishandling of Passenger Property - Dam	2	1		3		1	1			2	2		12
Mishandling of Passenger Property - Dam	4	2	5	4	4	2	7	6	5	4	5	5	53
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2			1	2						5
Patdown		1	1	1	2	2	1	1	2	1	2	2	16
Patdown - Flyer		1	1	1	2	2	1	1	2	1	2	2	16
Persons w/ Disabilities (PWD)	1	6	4	3	2	1	2	1	4	3	4	3	34
Persons w/ Disabilities (PWD) - Breast Cancer							1					1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											2		2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1	1					1		1			4

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		2	1				1		2	1		1	8
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals		1		1								1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1		1	1	2	1			1		1		8
Property - Special Handling	6	13	19	10	4	6	16	15	10	17	8	9	133
Property - Special Handling - Damaged Items - Carry-On			2	1	1		2	2	1			1	10
Property - Special Handling - Damaged It	1	1	2	2		1	2	4	3	5	1		22
Property - Special Handling - Missing Item	3	4	5	3	3	3	4	6	2	4	3	4	44
Property - Special Handling - Missing Item	2	8	10	4		2	8	3	4	8	4	4	57
Request for Assistance			2									1	3
Request for Assistance - Other			2									1	3
Screening	5	4	2	2	2	6	4	3	5	3	2	4	42
Screening - Lengthy Lines	2						1						3
Screening - Procedures/Process	2	4	1	1	1	6	3	3	5	2	2	4	34
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach	1		1	1						1			4
2020	**42**	**47**	**52**	**24**	**38**	**11**	**4**	**8**	**13**	**15**	**13**	**15**	**282**
Civil Rights	1		1	1							1	1	5
Civil Rights - Hair Patdowns			1								1		2
Civil Rights - Racial Profiling or Discrimina	1			1								1	3
Customer Service	9	8	12	3	12	4		4	2	2	2	2	60
Customer Service - Others	2	1			1			1	1				6
Customer Service - TSO	7	7	12	3	11	4		3	1	2	2	2	54
Locks		2	1	1	2	1				1	1		9
Locks - Missing or Damaged Lock		2	1	1	2	1				1	1		9
Lost and Found	3	3	1	2	1		1			1			12
Lost and Found - Airport/TSA	3	3	1	2	1		1			1			12
Mishandling of Passenger Property	9	10	10	5	8	2	1	2	3	1	5	5	61
Mishandling of Passenger Property - Dam	1	1	2		2				1			1	8
Mishandling of Passenger Property - Dam	8	9	8	5	4	1	1	2	1	1	5	3	48
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2	1			1			1	5
Patdown	3	2	2	2						1			10
Patdown - Flyer	3	2	2	2									9
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	3	4	1	1	1				1	2	1	1	15
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1											1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically	2				1							1	4
Persons w/ Disabilities (PWD) - Mobility D	1		1	1						1			4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	11	13	19	7	10	3	1	1	4	4	3	5	81
Property - Special Handling - Damaged It	1	1			1	1						1	5
Property - Special Handling - Damaged It	1	4	5	3	2	1			2	2	1	1	22
Property - Special Handling - Missing Item	6	8	7	2	1		1		1	1	2	2	31
Property - Special Handling - Missing Item	3		7	2	6	1		1	1	1		1	23
Screening	3	5	5	2	4	1	1	1	3	3		1	29
Screening - Inconsistency									1				1
Screening - Lengthy Lines		1			1					1			3
Screening - Procedures/Process	3	4	5		2	1	1	1	2	2		1	22
Screening - Security Breach				2	1								3
2021	**18**	**10**	**7**	**10**	**11**	**13**							**69**
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Claims			1										1
Claims - General			1										1
Current Topic					1								1
Current Topic - Current Topic					1								1
Customer Service		2	3	6	2	3							16
Customer Service - Others			1			1							2
Customer Service - TSO		2	2	6	2	2							14
Expedited Passenger Screening Program					2	6							8
Expedited Passenger Screening Program - TSA PreCheck					2	6							8
Locks	1	1											2
Locks - Missing or Damaged Lock	1	1											2
Lost and Found	2					1							3
Lost and Found - Airport/TSA	2					1							3
Mishandling of Passenger Property	5	4	2	2									13
Mishandling of Passenger Property - Dam	5	4	2	2									13
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) - General	1												1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Food/Beverages					1								1
Property - Special Handling	5	2		1	4	2							14
Property - Special Handling - Damaged Items - Carry		1				1							2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	1				3	1							5
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	3	1		1	1								6
Screening	2	1		1		1							5
Screening - Inconsistency				1									1
Screening - Procedures/Process	2	1				1							4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEI		**2**	**1**	**1**	**2**	**1**	**3**		**4**	**2**	**3**	**1**	**20**
2018					**1**		**3**		**2**		**1**		**7**
Mishandling of Passenger Property							1		2				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		2				3
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling							1				1		2
Property - Special Handling - Missing Items - Carry-On							1				1		2
Screening							1						1
Screening - Crew Member or Airline Employee							1						1
2019									**2**	**1**	**1**	**1**	**5**
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service											1		1
Customer Service - TSO											1		1
Property - Special Handling									2	1			3
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked									1				1
2020		**2**	**1**	**1**						**1**	**1**		**6**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening		1									1		2
Screening - Inconsistency											1		1
Screening - Procedures/Process		1											1
2021					**1**	**1**							**2**
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEM	**35**	**19**	**40**	**31**	**32**	**43**	**21**	**30**	**32**	**40**	**33**	**36**	**392**
2018				**11**	**11**	**9**	**5**	**18**	**12**	**11**	**13**	**11**	**101**
Civil Rights								1	1	2			4
Civil Rights - Racial Profiling or Discrimination								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Civil Rights - Transgender Screening										1			1
Customer Service				3	2	4	4	5	3		3	1	25
Customer Service - Others								1					1
Customer Service - TSO				3	2	4	4	4	3		3	1	24
Locks										1	1		2
Locks - Missing or Damaged Lock										1	1		2
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property				4	3	2		5	2	2	2	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2	1	1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	1	1		2	1	1	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2			1			1		4
Patdown				1								2	3
Patdown - Children												1	1
Patdown - Flyer				1								1	2
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Property - Special Handling				1	4	1	1	2	5	5	4	3	26
Property - Special Handling - Damaged Items - Carry-On					1	1				1			3
Property - Special Handling - Damaged Items - Checked								1	2		1	1	5
Property - Special Handling - Missing Items - Carry-On				1			1			2	1		5
Property - Special Handling - Missing Items - Checked					3			1	3	2	2	2	13
Screening				2	2	2		4	1	1	3	3	18
Screening - Inconsistency				1		1		1		1			4
Screening - Lengthy Lines						1		1			1		3
Screening - Procedures/Process				1	2			2	1		1	3	10
Screening - Security Breach											1		1
2019	**15**	**10**	**15**	**5**	**10**	**16**	**14**	**8**	**12**	**16**	**11**	**17**	**149**
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights					1	1	1			1		1	5
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimination					1	1	1					1	4
Customer Service	4	2	7	1	4	7	4	1	3	6	4	3	46
Customer Service - Others						1		1		1			3
Customer Service - TSO	4	2	7	1	4	6	4		3	5	4	3	43
Locks	1					1	1					2	5
Locks - Missing or Damaged Lock	1					1	1					2	5
Mishandling of Passenger Property	4		4	2	2	1	4	4	2	4		4	31
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Mishandling of Passenger Property - Dam	4		2	2	1		4	4	1	3		4	25
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1		1	1			1				4
Patdown	1	1	1			1		1	1		2	1	9
Patdown - Flyer	1	1	1			1		1	1		2		8
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	2						2	1		1	2		8
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											2		2
Property - Special Handling	1	4	3	1		1	1	1	3	3	2	3	23
Property - Special Handling - Damaged Items - Carry-On				1					2	1	1		5
Property - Special Handling - Damaged It	1	2	1									1	5
Property - Special Handling - Missing Items - Carry-C		1	1				1		1	1		1	6
Property - Special Handling - Missing Items - Checke		1	1			1		1		1	1	1	7
Screening	2	3		1	1	4	1		3	1	1	3	20
Screening - Inconsistency	1												1
Screening - Lengthy Lines		1				1	1						3
Screening - Procedures/Process	1	1		1		3			3	1	1	3	14
Screening - Retrieving Abandoned/Confiscated Items		1			1								2
TSA Contact Information					1								1
TSA Contact Information - General					1								1
2020	**7**	**8**	**21**	**7**	**7**	**7**	**2**	**4**	**8**	**13**	**9**	**8**	**101**
Civil Rights				1	1				1		1	1	5
Civil Rights - Hair Patdowns					1								1
Civil Rights - Racial Profiling or Discrimination									1		1	1	3
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Customer Service	3	1	5	2	3	1			1	3	1	2	22
Customer Service - Others												1	1
Customer Service - TSO	3	1	5	2	3	1			1	3	1	1	21
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	2	4	6	2		1			2	2	1	1	21
Mishandling of Passenger Property - Damaged/Missing Items--C			1								1		2
Mishandling of Passenger Property - Dam	1		3	2		1			2	1		1	11
Mishandling of Passenger Property - Disa	1	4	2							1			8
Patdown			1			1		2			1	1	6

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Categories	10-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			1	1	6
Persons w/ Disabilities (PWD)	1		1			1					1	1	5
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - General											1	1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Property - Special Handling		2	8	1	2	3	2	1	4	8	3	2	36
Property - Special Handling - Damaged Items - Carry-On			1			1			1				3
Property - Special Handling - Damaged Items - Checked			2	1	2	1	1	1	1	1		2	12
Property - Special Handling - Missing Items - Carry-C		1	1			1							3
Property - Special Handling - Missing Items - Checke		1	4				1		2	7	3		18
Screening	1	1		1				1			1		5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1	1		1							1		4
2021	**13**	**1**	**4**	**8**	**4**	**11**							**41**
Civil Rights						1							1
Civil Rights - Age						1							1
Customer Service	4		2	4	3								13
Customer Service - TSO	4		2	4	3								13
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - TSA PreCheck						2							2
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	3		1	1	1	2							8
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	3			1	1	1							6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Persons w/ Disabilities (PWD)	1			1		2							4
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	4	1	1										6
Property - Special Handling - Damaged It	2		1										3
Property - Special Handling - Missing Item	2	1											3
Screening				1		4							5
Screening - Inconsistency						1							1
Screening - Procedures/Process				1		3							4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFE	**5**	**6**	**3**	**2**	**3**	**3**	**3**	**1**	**5**	**4**	**2**	**3**	**40**
2018				**1**	**1**	**1**	**3**		**1**	**3**	**1**		**11**
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
Patdown						1				1	1		3
Patdown - Flyer						1				1	1		3
Property - Special Handling									1	1			2
Property - Special Handling - Missing Items - Checked									1	1			2
Screening							1			1			2
Screening - Procedures/Process							1			1			2
2019	**2**	**5**	**2**	**1**	**1**	**1**		**1**	**3**	**1**			**17**
Civil Rights		1							1				2
Civil Rights - Racial Profiling or Discrimination		1							1				2
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Mishandling of Passenger Property	1	1	1							1			4
Mishandling of Passenger Property - Dam	1	1	1							1			4
Patdown				1				1	1				3
Patdown - Flyer				1				1	1				3
Property - Special Handling		1	1		1								3
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Checke		1	1										2
Screening	1	1							1				3
Screening - Procedures/Process	1	1							1				3
2020	**2**		**1**		**1**	**1**			**1**		**1**	**3**	**10**
Customer Service	1												1
Customer Service - TSO	1												1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property			1									2	3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--C			1									1	2
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling					1				1			1	3
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked					1				1				2
Screening	1												1
Screening - Procedures/Process	1												1
2021	**1**	**1**											**2**
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening		1											1
Screening - Procedures/Process		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFR	**8**	**5**	**14**	**5**	**5**	**10**	**5**	**5**	**3**	**6**	**7**	**6**	**79**
2018				**2**	**1**	**5**	**3**	**2**	**2**	**2**	**6**	**2**	**25**
Civil Rights							1					1	2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Civil Rights - Transgender Screening							1						1
Customer Service						2				1	1		4
Customer Service - Others						1				1			2
Customer Service - TSO						1					1		2
Mishandling of Passenger Property									1		2		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling				1		1	1	1		1	2		7
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked				1			1	1			1		4
Screening				1	1	2	1	1	1		1		8
Screening - Lengthy Lines					1			1	1		1		4
Screening - Procedures/Process				1		2	1						4
2019	**1**	**2**	**9**		**1**	**3**	**2**	**3**	**1**			**3**	**25**
Civil Rights			1									1	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1				1						2
Customer Service - TSO			1				1						2
Locks			1					1					2
Locks - Missing or Damaged Lock			1					1					2
Mishandling of Passenger Property			1			1		1	1			1	5
Mishandling of Passenger Property - Damaged/Missing Items--C			1			1		1	1			1	5
Patdown			1					1					2
Patdown - Flyer			1					1					2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Property - Special Handling	1	2	2			1						1	7
Property - Special Handling - Damaged Items - Checked			1			1							2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Iten	1	1	1									1	4
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening			1			1	1						3
Screening - Inconsistency						1							1
Screening - Procedures/Process			1				1						2
2020	**6**	**2**	**2**	**3**	**2**	**1**				**4**	**1**	**1**	**22**
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service			1										1
Customer Service - TSO			1										1
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Mishandling of Passenger Property	2		1	1		1				1			6
Mishandling of Passenger Property - Dam	1		1	1		1				1			5
Mishandling of Passenger Property - Disa	1												1
Patdown	1				1								2
Patdown - Flyer					1								1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Property - Special Handling	1			1						2	1	1	6
Property - Special Handling - Damaged Ite	1			1							1		3
Property - Special Handling - Missing Items - Checked										2		1	3
Screening		1		1						1			3
Screening - Procedures/Process		1		1						1			3
2021	**1**	**1**	**3**		**1**	**1**							**7**
Customer Service			2										2
Customer Service - TSO			2										2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening			1										1
Screening - Procedures/Process			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	**1**		**2**	**5**	**1**	**3**		**2**	**3**	**3**	**2**	**3**	**25**
2018					**1**			**1**	**1**		**1**		**4**
Customer Service									1				1
Customer Service - TSO									1				1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening								1			1		2
Screening - Procedures/Process								1			1		2
2019			**1**	**3**		**3**		**1**	**2**	**2**	**1**	**2**	**15**
Civil Rights				1		1							2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service										1		1	2
Customer Service - Others												1	1
Customer Service - TSO										1			1
Mishandling of Passenger Property				2		1					1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2		1					1		4
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening			1					1	2	1			5
Screening - Lengthy Lines									2	1			3
Screening - Procedures/Process			1					1					2
2020				**2**						**1**		**1**	**4**
Mishandling of Passenger Property				1								1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1								1	2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2021	**1**		**1**										**2**
Customer Service			1										1
Customer Service - TSO			1										1
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-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				**2**									**2**
2020				**1**									**1**
Screening				1									1
Screening - Procedures/Process				1									1
2021				**1**									**1**
Screening				1									1
Screening - Procedures/Process				1									1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHK	**3**	**4**	**4**	**2**	**5**	**2**	**2**	**1**	**4**	**3**	**2**	**4**	**36**
2018				**1**	**3**		**2**	**1**	**3**	**1**	**2**	**1**	**14**
Locks					1						1		2
Locks - Missing or Damaged Lock					1						1		2
Mishandling of Passenger Property				1	1		1		1	1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1		1						3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	1			2
Property - Special Handling					1		1	1	1		1	1	6
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checked					1			1	1		1	1	5
Screening									1				1
Screening - Procedures/Process									1				1
2019	**1**	**2**	**1**	**1**	**1**				**1**	**1**		**3**	**11**
Mishandling of Passenger Property	1	1		1	1				1			1	6
Mishandling of Passenger Property - Damaged/Missi		1		1	1				1				4
Mishandling of Passenger Property - Disa	1											1	2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling			1							1			2
Property - Special Handling - Missing Items - Checked			1							1			2
Screening		1										1	2
Screening - Procedures/Process		1										1	2
2020	**1**	**2**	**3**			**1**				**1**			**8**
Mishandling of Passenger Property	1	1	1										3
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1	1											2
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling		1				1							2
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checke		1											1
Screening			2										2
Screening - Inconsistency			1										1
Screening - Procedures/Process			1										1
2021	**1**				**1**	**1**							**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 Av	1												1
Screening						1							1
Screening - Procedures/Process						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHT	**17**	**11**	**9**	**21**	**16**	**13**	**7**	**17**	**19**	**22**	**10**	**10**	**172**
2018				**11**	**7**	**3**	**3**	**8**	**8**	**8**	**5**	**3**	**56**
Civil Rights								1	1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Civil Rights - Transgender Screening									1				1
Customer Service				2		1	1	1		1			6
Customer Service - Others						1	1			1			3
Customer Service - TSO				2				1					3
Locks										2			2
Locks - Missing or Damaged Lock										2			2
Mishandling of Passenger Property				4	4	1	1	1	4	5	2	2	24
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	4			1	4	5	2	1	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1	1					1	4
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling				3	1			5					9
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked								2					2
Property - Special Handling - Missing Items - Checked				2	1			3					6
Screening				2	2	1			3		1	1	10
Screening - Inconsistency					1								1
Screening - Lengthy Lines				1					1				2
Screening - Procedures/Process				1	1	1			2		1	1	7
2019	**4**	**7**	**7**	**5**	**3**	**7**	**4**	**9**	**9**	**11**	**5**	**5**	**76**
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service	2					2			4		1	1	10
Customer Service - Others	1					1			2				4
Customer Service - TSO	1					1			2		1	1	6
Locks				1								1	2
Locks - Missing or Damaged Lock				1								1	2
Mishandling of Passenger Property	1	2	4	3	1	2		4	4	3	2	2	28
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missi		2	2	3		2		3	3	2	1	2	20
Mishandling of Passenger Property - Disa	1		1		1			1	1	1	1		7
Patdown			2			1	1			1			5
Patdown - Children										1			1
Patdown - Flyer			1			1	1						3
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)		1			1					1			3
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Property - Special Handling	1	3	1	1	1	2	2	3	1	5	2	1	23
Property - Special Handling - Damaged Ite	1	3				2	1			2			9
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked			1	1	1		1	3		3	2	1	13
Screening							1	2		1			4
Screening - Procedures/Process							1	2		1			4
2020	**9**	**3**	**2**	**4**	**5**	**1**			**2**	**3**		**2**	**31**
Customer Service	2	1		1		1							5
Customer Service - TSO	2	1		1		1							5
Locks	2			1									3
Locks - Missing or Damaged Lock	2			1									3
Mishandling of Passenger Property	1	1	2		3				1	2			10
Mishandling of Passenger Property - Dam	1	1	1		3				1	2			9
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	3								1	1		2	7
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked										1		1	2
Property - Special Handling - Missing Item	3											1	4
Screening	1			2	2								5
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1			2	1								4
2021	**4**	**1**		**1**	**1**	**2**							**9**
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/Missi		1		1									2
Patdown	2												2
Patdown - Flyer	1												1
Patdown - Flyer as Observer	1												1
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MIA	**267**	**292**	**316**	**491**	**439**	**455**	**290**	**312**	**259**	**287**	**303**	**240**	**3,951**
2018				**145**	**139**	**156**	**143**	**157**	**114**	**120**	**125**	**101**	**1,200**
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights				10	1	2	6	5	2	6	2	2	36
Civil Rights - Hair Patdowns								1					1
Civil Rights - Headwear										1			1
Civil Rights - National Origin				1			1			1	1		4
Civil Rights - Racial Profiling or Discrimination				7	1	2	4	2	1	4	1	2	24
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1				2					3
Civil Rights - Transgender Screening				1			1		1				3
Customer Service				21	22	29	31	34	17	17	18	13	202
Customer Service - Others				3	8	9	3	6	5	3	2		39
Customer Service - TSO				18	14	20	28	28	12	14	16	13	163
Locks				10	18	14	17	20	12	10	14	6	121
Locks - General					1								1
Locks - Missing or Damaged Lock				10	17	14	17	20	12	10	14	6	120
Lost and Found				1	1			1	1	2	1		7
Lost and Found - Airport/TSA				1	1			1	1	2	1		7
Mishandling of Passenger Property				66	52	62	49	53	43	48	41	48	462
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	4	2			3	3		3	16
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				59	41	49	45	49	40	41	39	40	403
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1			2	1	2	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				6	6	11	3	4		2	1	3	36
Patdown				2		1		2	5		4	2	16
Patdown - Flyer				2				2	4		3	2	13
Patdown - Flyer as Observer									1		1		2
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)				3	5	6	3	6		2	1	2	28
Persons w/ Disabilities (PWD) - Diabetes				1		1	2	1				1	6
Persons w/ Disabilities (PWD) - General					2			1		1		1	5
Persons w/ Disabilities (PWD) - Hearing Impairment						2					1		3
Persons w/ Disabilities (PWD) - Internal Medical Devices				1	1	1							3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	2	1	3		1			9
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Alcohol and Tobacco											1		1
Property - Special Handling				27	23	32	22	24	22	23	30	22	225
Property - Special Handling - Damaged Items - Carry-On				4	3	3	1		1	4		2	18
Property - Special Handling - Damaged Items - Checked				3	6	14	5	4	4	2	3	3	44
Property - Special Handling - Missing Items - Carry-On				2	2	3	3	4	2	4	1	3	24
Property - Special Handling - Missing Items - Checked				18	12	12	13	16	15	13	26	14	139
Request for Assistance						1					1		2
Request for Assistance - Other						1					1		2
Screening				5	17	9	15	12	12	12	11	6	99
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency					1	1				1			3
Screening - International Screening									1				1
Screening - Lengthy Lines					6	2	1	5	2	2	2	4	24
Screening - Procedures/Process				5	10	5	14	6	8	9	9	1	67
Screening - Retrieving Abandoned/Confiscated Items						1		1				1	3
2019	**121**	**143**	**129**	**148**	**113**	**137**	**132**	**137**	**122**	**136**	**158**	**99**	**1,575**
Civil Rights	6	8	2	2	1	4	1	3	9	3	3	2	44
Civil Rights - Age												1	1
Civil Rights - Constitutional Rights	1	1		1									3
Civil Rights - Hair Patdowns									2				2
Civil Rights - Headwear										1			1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimina	4	4	1		1	3	1	3	6	2	2		27
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity-	1	3	1	1					1			1	8
Customer Service	21	24	16	23	19	17	19	24	14	13	24	19	233
Customer Service - CSM											1		1
Customer Service - Others	4	2	2	1	3	2	3	5		1	3		26
Customer Service - TSO	17	22	14	22	16	15	16	19	14	12	20	19	206
Locks	11	17	7	14	7	19	14	17	10	12	15	4	147
Locks - General					1								1
Locks - Missing or Damaged Lock	11	17	7	14	6	19	14	17	10	12	15	4	146
Lost and Found	2	1	1	1		2			2	2		1	12
Lost and Found - Airport/TSA	2	1	1	1		2			2	2		1	12
Mishandling of Passenger Property	42	30	47	50	37	45	41	42	32	54	60	40	520
Mishandling of Passenger Property - Dam	1	1	4	2	2	2	2	1		4	2	3	24
Mishandling of Passenger Property - Dam	36	27	43	45	29	35	38	38	26	46	52	32	447
Mishandling of Passenger Property - Dam	2	1		1		1					3	1	9
Mishandling of Passenger Property - Disa	3	1		2	6	7	1	3	6	4	3	4	40
Patdown	4	5	5	1	2	2	1		2	5	3	4	34
Patdown - Flyer	4	5	4	1	2	1	1		2	5	3	4	32
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1	3	4	3	6	2	4	6	5	5	3	3	45
Persons w/ Disabilities (PWD) - Autism Spectrum							1			1			2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1	1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes	1						1		2	1		1	6
Persons w/ Disabilities (PWD) - General					2						1		3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Internal Medical Devices			1									1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1			1		1	1		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (N		2		1	1		1		2			1	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1		1								2
Persons w/ Disabilities (PWD) - Service Animals								2					2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2		1	1	1	3	1				10
Property - Special Handling	23	42	30	41	30	30	44	30	30	38	37	20	395
Property - Special Handling - Damaged Ite	2	2	5	1	2	2	2	4	3	4	4	4	35
Property - Special Handling - Damaged Ite	6	8	6	9	4	9	7	5	8	10	7	6	85
Property - Special Handling - Missing Item	1	8	6	3	10	3	8	5	10	1	2	5	62
Property - Special Handling - Missing Item	14	24	13	28	14	16	27	16	9	23	24	5	213
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	11	13	17	13	11	16	8	15	17	4	13	6	144
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency	2												2
Screening - International Screening									1	1			2
Screening - Lengthy Lines	2	3	3		4	4	1	4	2	1	2	1	27
Screening - Procedures/Process	7	8	12	13	6	11	6	10	14	2	9	5	103
Screening - Retrieving Abandoned/Confiscated Items			2			1		1			1		5
Screening - Security Breach		1					1				1		3
Screening - Shoe Screening					1								1
2020	**116**	**116**	**157**	**155**	**149**	**98**	**15**	**18**	**23**	**31**	**20**	**40**	**938**
Civil Rights	4	1	7	2	1	6			1		2		24
Civil Rights - Age			2										2
Civil Rights - National Origin				1									1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimina	2	1	2	1		5			1		2		14
Civil Rights - Sex/Gender/Gender Identity-	2		2		1	1							6
Customer Service	13	15	29	14	22	17	2	4	3	4	2	6	131
Customer Service - Others		1	1	2	1			1	1				7
Customer Service - TSO	13	14	28	12	21	17	2	3	2	4	2	6	124
Locks	10	14	21	14	16	10		1	2	1		3	92
Locks - General		1			1								2
Locks - Missing or Damaged Lock	10	13	21	14	15	10		1	2	1		3	90
Lost and Found	2		1		1	1				1			6
Lost and Found - Airport/TSA	2		1		1	1				1			6
Mishandling of Passenger Property	41	39	41	52	47	30	8	4	7	10	3	12	294
Mishandling of Passenger Property - Dam	1			2	2				1				6
Mishandling of Passenger Property - Dam	37	34	35	41	38	26	5	2	5	9	3	11	246
Mishandling of Passenger Property - Dam	1	1		1				2					5
Mishandling of Passenger Property - Disa	2	4	6	8	7	4	3		1	1		1	37
Patdown	4	4	2	4									14
Patdown - Flyer	4	4	1	4									13
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	1	10	8	7	5	3			1	3			38
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes		4			1								5
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1				1							2
Persons w/ Disabilities (PWD) - General		1	1						1				3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1	1								2
Persons w/ Disabilities (PWD) - Medically Necessary		2	1										3
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2										2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1	1								3
Persons w/ Disabilities (PWD) - Ostomy/C	1				1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Service Animals				1		1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment			1	1									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	2	1		1				1			6
Property - Special Handling	29	24	31	43	41	24	4	7	9	7	9	14	242
Property - Special Handling - Damaged Ite	1	2	7	6	3	1		1	1		2		24
Property - Special Handling - Damaged Ite	6	11	7	6	6	7	1	2	2	1		3	52
Property - Special Handling - Missing Item	6	2	3	5	5	5	1	1	1	1	3	2	35
Property - Special Handling - Missing Item	16	9	14	26	27	11	2	3	5	5	4	9	131
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	12	9	17	19	15	7	1	2		5	4	5	96
Screening - Lengthy Lines	3	1	2	2	1	1						1	11
Screening - Procedures/Process	7	8	15	17	10	5		2		5	4	4	77
Screening - Retrieving Abandoned/Confis	1				2		1						4
Screening - Security Breach	1				2	1							4
2021	**30**	**33**	**30**	**43**	**38**	**64**							**238**
Airline						1							1
Airline - Policy/Regulations/Service						1							1
Animals						1							1
Animals - Carry-On						1							1
Civil Rights			1	2		3							6
Civil Rights - Racial Profiling or Discrimination				1		2							3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1									2
Civil Rights - Sexual Orientation - Not Transgender						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Claims			1		1	1							3
Claims - General			1		1	1							3
Customer Service		1	13	11	9	12							46
Customer Service - CSM			1										1
Customer Service - TCC			1										1
Customer Service - TSO		1	11	11	9	12							44
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program				2	2	11							15
Expedited Passenger Screening Program - Active Duty Military						1							1
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck				2	2	9							13
Hazardous Materials Safety			2			1							3
Hazardous Materials Safety - General			2			1							3
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks	2	2		2	1	2							9
Locks - Missing or Damaged Lock	2	2		2	1	2							9
Lost and Found		1		1									2
Lost and Found - Airport/TSA		1		1									2
Mishandling of Passenger Property	11	9	5	11	10	4							50
Mishandling of Passenger Property - Dam	1	1	1	1	2	1							7
Mishandling of Passenger Property - Dam	8	8	3	10	7	3							39
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1		1		1								3
No Jurisdiction			1			2							3
No Jurisdiction - Refer to CBP			1			1							2
No Jurisdiction - Refer to Other						1							1
Patdown	1					1							2
Patdown - Flyer	1					1							2
Persons w/ Disabilities (PWD)	1	1				2							4
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medically	1	1				1							3
Prohibited & Permitted Items			1	3									4
Prohibited & Permitted Items - Alcohol and Tobacco				3									3
Prohibited & Permitted Items - General			1										1
Property - Special Handling	11	14	5	7	11	15							63
Property - Special Handling - Damaged Items - Carry		2			2								4
Property - Special Handling - Damaged It	1	1		1	4	8							15
Property - Special Handling - Missing Item	1				1	1							3
Property - Special Handling - Missing Item	9	11	5	6	4	6							41
Screening	4	5	1	3	4	7							24
Screening - Inconsistency					1	1							2
Screening - Lengthy Lines		1			1	2							4
Screening - Procedures/Process	4	4	1	3	2	4							18

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKE	**29**	**37**	**42**	**45**	**34**	**38**	**29**	**29**	**38**	**43**	**49**	**54**	**467**
2018				**21**	**17**	**17**	**12**	**12**	**19**	**23**	**16**	**18**	**155**
Civil Rights				1					1				2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service				4	2	2	2	1	1	4	2	4	22
Customer Service - Others												1	1
Customer Service - TSO				4	2	2	2	1	1	4	2	3	21
Locks					1				1			1	3
Locks - General												1	1
Locks - Missing or Damaged Lock					1				1				2
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property				6	5	1	2	4	6	8	4	7	43
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1		2	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	5		2	3	5	5	3	6	35
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1	1		1	4
Patdown				2	2	3			3	3	3	1	17
Patdown - Children					1								1
Patdown - Flyer				2	1	3			3	3	3	1	16
Persons w/ Disabilities (PWD)							1	1	1		2		5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1		1				2
Property - Special Handling				6	5	10	4	4	3	7	4	4	47
Property - Special Handling - Damaged Items - Carry-On						2				1			3
Property - Special Handling - Damaged Items - Checked				2	2	2	1		1	1	1		10
Property - Special Handling - Missing Items - Carry-On				1	1	2			1	1	1	1	8
Property - Special Handling - Missing Items - Checked				3	2	4	3	4	1	4	2	3	26
Request for Assistance									1	1	1		3
Request for Assistance - Other										1	1		2
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1
Screening				1	2	1	3	2	2			1	12
Screening - Children						1							1
Screening - Inconsistency					1								1
Screening - Procedures/Process					1		3	2	2			1	9
Screening - Security Breach				1									1
2019	**12**	**21**	**21**	**8**	**9**	**12**	**14**	**15**	**14**	**14**	**23**	**26**	**189**
Civil Rights		1	1	1				3	1		1	3	11
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination								3	1		1	1	6
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1		1								1	3
Civil Rights - Sexual Orientation - Not Transgender												1	1
Customer Service		3	3	1			1	4	1	1	1	2	17
Customer Service - TSO		3	3	1			1	4	1	1	1	2	17
Locks		1	1						1	1	5	3	12
Locks - Missing or Damaged Lock		1	1						1	1	5	3	12
Lost and Found	1				1				1			2	5
Lost and Found - Airport/TSA	1				1				1			2	5
Mishandling of Passenger Property	7	7	7	1	1	4	6	4	9	5	5	7	63
Mishandling of Passenger Property - Damaged/Missi		1						1				2	4
Mishandling of Passenger Property - Dam	6	4	7	1		3	4	3	9	5	5	5	52
Mishandling of Passenger Property - Disa	1	2			1	1	2						7
Patdown				1	2	1				1			5
Patdown - Flyer				1	1	1				1			4
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	2	3							1	1	1	1	9
Persons w/ Disabilities (PWD) - Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medical Devices - At		1											1
Persons w/ Disabilities (PWD) - Medically Necessary		2											2
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)												1	1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Property - Special Handling	1	5	5	4	3	5	4	2		3	5	5	42
Property - Special Handling - Damaged Items - Carry		1	1		1								3
Property - Special Handling - Damaged Items - Checl		1	1	1	1	1					2	4	11
Property - Special Handling - Missing Items - Carry-On			2			1	1	1		1			6
Property - Special Handling - Missing Item	1	3	1	3	1	3	3	1		2	3	1	22
Screening	1	1	4		2	2	3	2		2	5	3	25
Screening - Inconsistency	1				1						1		3
Screening - Procedures/Process		1	3		1	1	2	2		2	4	3	19
Screening - Retrieving Abandoned/Confiscated Items			1										1
Screening - Security Breach						1	1						2
2020	**13**	**13**	**14**	**14**	**7**	**5**	**3**	**2**	**5**	**6**	**10**	**10**	**102**
Civil Rights	1				1						1	1	4
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity-	1				1							1	3
Customer Service	1		1	1		1	1	2	1		1	1	10
Customer Service - TSO	1		1	1		1	1	2	1		1	1	10
Locks	1									1	1	2	5
Locks - Missing or Damaged Lock	1									1	1	2	5
Lost and Found	1						1						2
Lost and Found - Airport/TSA	1						1						2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	5	6	9	4	2	1	1			2	6	3	39
Mishandling of Passenger Property - Damaged/Missi		1	1										2
Mishandling of Passenger Property - Dam	4	5	6	3	2	1	1			2	5	3	32
Mishandling of Passenger Property - Disa	1		2	1							1		5
Patdown				1								1	2
Patdown - Flyer				1								1	2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Property - Special Handling	2	4	3	7	1	2			3	3	1	2	28
Property - Special Handling - Damaged Items - Carry-On									2				2
Property - Special Handling - Damaged Items - Checl		3		2					1	1		1	8
Property - Special Handling - Missing Items - Carry-C		1	1			2							4
Property - Special Handling - Missing Item	2		2	5	1					2	1	1	14
Screening	2	3	1	1	2	1			1				11
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2	2	1	1	1	1							8
Screening - Retrieving Abandoned/Confiscated Items		1							1				2
2021	**4**	**3**	**7**	**2**	**1**	**4**							**21**
Airline			1										1
Airline - Policy/Regulations/Service			1										1
Civil Rights	1		2										3
Civil Rights - Racial Profiling or Discrimina	1		1										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program			1			1							2
Expedited Passenger Screening Program - TSA PreCheck			1			1							2
Mishandling of Passenger Property		1	1			1							3
Mishandling of Passenger Property - Damaged/Missi		1	1			1							3
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Property - Special Handling	3	1		1		1							6
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	1	1		1									3
Screening			2		1								3
Screening - Procedures/Process			2		1								3

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLB	**4**	**2**	**4**	**6**	**4**	**5**	**4**	**9**	**8**	**8**	**7**	**6**	**67**
2018				**3**	**2**		**2**	**4**	**4**	**3**	**4**	**3**	**25**
Civil Rights					1								1
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1
Customer Service									1	2	1		4
Customer Service - Others											1		1
Customer Service - TSO									1	2			3
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Mishandling of Passenger Property				3	1		2	2	1			2	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	1		2	2	1			1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Property - Special Handling								1	1	1	1		4
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Checked									1	1	1		3
Screening								1	1		1		3
Screening - Procedures/Process								1	1				2
Screening - Retrieving Abandoned/Confiscated Items											1		1
2019	**3**	**1**		**1**	**1**	**4**	**2**	**4**	**4**	**3**	**2**	**3**	**28**
Civil Rights							1	1		1			3
Civil Rights - Racial Profiling or Discrimination								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service		1			1			1	1				4
Customer Service - Others		1						1					2
Customer Service - TSO					1				1				2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				1		2		1		1	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		2				1		1	5
Patdown						1			1				2
Patdown - Flyer						1			1				2
Property - Special Handling	2						1	1	2		1	2	9
Property - Special Handling - Damaged Ite	1								1		1		3
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Item	1							1	1			2	5
Screening	1									1			2
Screening - Procedures/Process	1									1			2
2020	**1**	**1**	**4**	**2**		**1**		**1**		**2**	**1**		**13**
Customer Service			2	1									3
Customer Service - Others			1										1
Customer Service - TSO			1	1									2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown	1												1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling			1	1				1			1		4
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked				1				1					2
Screening		1	1							1			3
Screening - Inconsistency			1										1
Screening - Procedures/Process		1								1			2
2021					**1**								**1**
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Carry-On					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLI		**4**	**3**	**7**	**6**	**3**	**4**	**4**	**6**	**4**	**3**	**4**	**48**
2018				**4**	**4**	**2**	**4**	**1**	**2**	**2**	**1**		**20**
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination							1			1			2
Customer Service							1		1				2
Customer Service - TSO							1		1				2
Locks					2								2
Locks - Missing or Damaged Lock					2								2
Mishandling of Passenger Property				1					1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1		1		3
Patdown				1			1			1			3
Patdown - Flyer				1			1			1			3
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Carry-On						1							1
Screening				2	2		1	1					6
Screening - Inconsistency								1					1
Screening - Lengthy Lines				1	1		1						3
Screening - Procedures/Process				1	1								2
2019						**1**		**3**	**3**	**1**		**3**	**11**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service									1			1	2
Customer Service - TSO									1			1	2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property								1	1			1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1			1	3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening						1		1					2
Screening - Procedures/Process						1		1					2
2020		**1**	**2**	**2**	**1**				**1**	**1**	**2**	**1**	**11**
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Mishandling of Passenger Property			1							1			2
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1			2
Patdown		1			1								2
Patdown - Flyer		1			1								2
Property - Special Handling				2					1		1	1	5
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked				2					1				3
Screening			1										1
Screening - Inconsistency			1										1
2021		**3**	**1**	**1**	**1**								**6**
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								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Disarrayed Item		1											1
Screening		1											1
Screening - Procedures/Process		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLU	**2**	**7**		**7**	**1**	**4**	**3**	**3**	**12**		**4**	**2**	**45**
2018						**2**	**3**	**3**	**7**		**1**	**1**	**17**
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Mishandling of Passenger Property									1			1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown								1	1				2
Patdown - Flyer								1	1				2
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening						1	3	2	4		1		11
Screening - Lengthy Lines								2	2				4
Screening - Procedures/Process						1	3		2		1		7
2019		**5**		**2**	**1**				**4**		**2**	**1**	**15**
Civil Rights		1											1
Civil Rights - National Origin		1											1
Customer Service		2			1				1				4
Customer Service - TSO		2			1				1				4
Mishandling of Passenger Property		1							2		1		4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missi		1							2				3
Property - Special Handling				2								1	3
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing Items - Checked												1	1
Screening		1							1		1		3
Screening - Lengthy Lines		1									1		2
Screening - Procedures/Process									1				1
2020	**2**	**2**		**3**					**1**		**1**		**9**
Customer Service		1											1
Customer Service - TSO		1											1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling				1					1		1		3
Property - Special Handling - Damaged Items - Checked									1		1		2
Property - Special Handling - Missing Items - Checked				1									1
Screening	1	1		2									4
Screening - Children				1									1
Screening - Inconsistency				1									1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		1											1
2021				**2**		**2**							**4**
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening				1									1
Screening - Procedures/Process				1									1

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Categories	10-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**			**2**			**2**					**1**	**6**
2018				**1**			**1**					**1**	**3**
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
2019							**1**						**1**
Patdown							1						1
Patdown - Flyer							1						1
2020	**1**			**1**									**2**
Customer Service				1									1
Customer Service - TSO				1									1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOT	**2**	**4**	**2**	**4**	**3**	**5**	**1**		**2**	**3**	**3**	**3**	**32**
2018					**2**	**1**	**1**			**2**	**1**		**7**
Customer Service					1								1
Customer Service - TSO					1								1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property					1		1			1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1		1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening						1							1
Screening - Procedures/Process						1							1
2019		**3**	**1**	**3**					**1**	**1**	**1**	**2**	**12**
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Mishandling of Passenger Property				1					1			1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1					1			1	3
Property - Special Handling		1								1	1	1	4
Property - Special Handling - Damaged Items - Checl		1									1		2
Property - Special Handling - Missing Items - Checked										1		1	2
Screening		1	1	1									3
Screening - Inconsistency				1									1
Screening - Procedures/Process			1										1
Screening - Retrieving Abandoned/Confiscated Items		1											1
2020	**1**		**1**	**1**	**1**	**3**			**1**		**1**	**1**	**10**
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property	1			1		1					1		4
Mishandling of Passenger Property - Dam	1			1		1					1		4
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling			1			1							2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked						1							1
Screening									1				1
Screening - Procedures/Process									1				1
2021	**1**	**1**				**1**							**3**
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MRY	**4**	**2**	**3**	**2**	**2**	**2**	**2**	**1**	**4**	**2**	**2**	**3**	**29**
2018					**1**				**2**	**2**	**2**		**7**
Mishandling of Passenger Property									1	1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1	1			2
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Carry-On											1		1
Screening					1					1			2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process					1								1
2019	**1**	**1**	**1**	**1**			**2**	**1**	**2**			**3**	**12**
Customer Service							1						1
Customer Service - TSO							1						1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1		1									1	3
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Disa	1											1	2
Screening		1		1			1		2			2	7
Screening - Lengthy Lines												2	2
Screening - Procedures/Process		1		1			1		2				5
2020	**2**		**1**										**3**
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1												1
Screening - Procedures/Process	1												1
2021	**1**	**1**	**1**	**1**	**1**	**2**							**7**
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening						1							1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSL								**1**				**1**	**2**
2018												**1**	**1**
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
2019								**1**					**1**
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSN	**12**	**11**	**11**	**19**	**12**	**14**	**10**	**9**	**12**	**11**	**19**	**12**	**152**
2018				**4**	**5**	**5**	**5**	**4**	**6**	**1**	**7**	**6**	**43**
Civil Rights						1	1	1	1			1	5
Civil Rights - Age												1	1
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1			1				2
Customer Service					1	1					3		5
Customer Service - TSO					1	1					3		5
Locks					1			1			1		3
Locks - Missing or Damaged Lock					1			1			1		3
Mishandling of Passenger Property				3	2	2	1	1	1				10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1	1	1	1	1				7
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1							2
Patdown						1	2	1	1		2	2	9
Patdown - Flyer						1	2	1	1		2	2	9
Persons w/ Disabilities (PWD)				1								1	2
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Property - Special Handling					1		1		2	1	1	1	7
Property - Special Handling - Damaged Items - Checked					1		1			1	1		4
Property - Special Handling - Missing Items - Checked									2			1	3
Screening									1			1	2
Screening - Procedures/Process									1			1	2
2019	**5**	**5**	**4**	**6**	**4**	**1**	**5**	**4**	**6**	**9**	**10**	**5**	**64**
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights		1		1					1			1	4
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service				1	2					2	1	1	7
Customer Service - Others					1								1
Customer Service - TSO				1	1					2	1	1	6
Locks	1						1	1			1		4
Locks - Missing or Damaged Lock	1						1	1			1		4
Mishandling of Passenger Property	2	4	1			1	1	2	2	2	1	1	17
Mishandling of Passenger Property - Dam	2	3	1			1	1	2	1	2			13
Mishandling of Passenger Property - Disarrayed Item		1							1		1	1	4
Patdown	1			1	1		1			1	2	1	8
Patdown - Flyer	1			1	1		1			1	2	1	8
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling	1		1	1	1		2	1	2	1	2	1	13
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Ite	1		1	1	1		2	1		1	1	1	10
Property - Special Handling - Missing Items - Checked									1		1		2
Screening			2	2					1	2	1		8
Screening - Procedures/Process			2	2					1	2	1		8
2020	**4**	**5**	**5**	**6**	**3**	**4**		**1**		**1**	**2**	**1**	**32**
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		2	1	1								1	5
Customer Service - TSO		2	1	1								1	5
Locks	1				1								2
Locks - Missing or Damaged Lock	1				1								2
Mishandling of Passenger Property		1	1	1		2					1		6
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1		2					1		5
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown	1	1			1								3
Patdown - Flyer	1	1			1								3
Persons w/ Disabilities (PWD)			1		1								2
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	1		1	1		1				1	1		6
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items - Checked			1			1				1			3
Screening	1	1	1	1		1		1					6
Screening - Procedures/Process	1		1	1		1		1					5
Screening - Security Breach		1											1
2021	**3**	**1**	**2**	**3**		**4**							**13**
Civil Rights	2	1	1			1							5
Civil Rights - Racial Profiling or Discrimina	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							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						2							2
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSO	**5**	**1**	**3**	**6**	**2**	**4**	**3**		**3**	**11**	**6**	**2**	**46**
2018				**1**			**1**		**2**	**5**	**1**	**1**	**11**
Mishandling of Passenger Property							1			1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1	1		2
Patdown										2		1	3
Patdown - Flyer										1		1	2
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)									1	1			2
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening				1						1			2
Screening - Inconsistency				1									1
Screening - Procedures/Process										1			1
2019	**1**		**1**	**1**	**1**		**2**		**1**	**5**	**4**	**1**	**17**
Civil Rights										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service					1							1	2
Customer Service - TSO					1							1	2
Locks										1	1		2
Locks - Missing or Damaged Lock										1	1		2
Mishandling of Passenger Property	1						2		1		2		6
Mishandling of Passenger Property - Dam	1						1		1		2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1	1		2
Patdown - Flyer										1	1		2
Property - Special Handling			1	1						1			3
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked				1						1			2
Screening										1			1
Screening - Crew Member or Airline Employee										1			1
2020	**2**		**1**	**3**	**1**	**2**				**1**	**1**		**11**
Customer Service											1		1
Customer Service - TSO											1		1
Locks				1		1				1			3
Locks - Missing or Damaged Lock				1		1				1			3
Mishandling of Passenger Property	2				1								3
Mishandling of Passenger Property - Dam	2				1								3
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening				1		1							2
Screening - Procedures/Process				1		1							2
2021	**2**	**1**	**1**	**1**		**2**							**7**
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - TSA PreCheck						2							2
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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	**146**	**129**	**120**	**179**	**181**	**171**	**100**	**115**	**132**	**143**	**191**	**148**	**1,755**
2018				**61**	**64**	**59**	**47**	**52**	**55**	**64**	**81**	**44**	**527**
Advanced Imaging Technology (AIT)									1	1			2
Advanced Imaging Technology (AIT) - Flyer									1	1			2
Civil Rights				1	4	1	1	3		1	4	2	17
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns								2			1		3
Civil Rights - Racial Profiling or Discrimination				1	2	1	1	1		1	2	1	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					2							1	3
Customer Service				13	14	9	8	15	19	13	15	6	112
Customer Service - Others						2	1			1		1	5
Customer Service - TSO				13	14	7	7	15	19	12	15	5	107
Locks				4	2		2	4	2	3	5	3	25
Locks - Missing or Damaged Lock				4	2		2	4	2	3	5	3	25
Lost and Found				3	2	2			2	3	3	2	17
Lost and Found - Airport/TSA				3	2	2			2	3	3	2	17
Mishandling of Passenger Property				21	18	12	12	8	7	16	14	10	118
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	1	2	2		1	1		2	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				17	11	8	9	5	5	11	11	7	84
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1					1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2	5	2	1	3	1	3	3	1	21
Patdown				4	1	3	6	7	5	3	7	3	39
Patdown - Children										1			1
Patdown - Flyer				3	1	2	4	7	5	2	7	3	34
Patdown - Flyer as Observer				1			2						3
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)				2	3	2	2	1	2	3	8	3	26
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes									1	1			2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Hearing Impairment					1					1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1				1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1	1					2		5
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1		1		2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1						1	1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2			1	1		4
Property - Special Handling				9	11	14	9	10	11	9	10	8	91
Property - Special Handling - Damaged Items - Carry-On					2	1	3	2	1				9
Property - Special Handling - Damaged Items - Checked					2	3	3	3	3	3	3	1	21
Property - Special Handling - Missing Items - Carry-On				3	3	4	2	2	3	2	2	1	22
Property - Special Handling - Missing Items - Checked				6	4	6	1	3	4	4	5	6	39
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening				4	9	15	7	4	6	12	15	7	79
Screening - Inconsistency							2						2
Screening - Lengthy Lines					2	1			1	3	2	1	10
Screening - Procedures/Process				4	6	11	5	3	4	8	12	5	58
Screening - Retrieving Abandoned/Confiscated Items					1	2		1		1	1	1	7
Screening - Security Breach						1			1				2
2019	**50**	**56**	**52**	**43**	**36**	**55**	**50**	**54**	**69**	**62**	**82**	**88**	**697**
Civil Rights	5	3	3	2	2			4	3	4	5	3	34
Civil Rights - Age									1		1		2
Civil Rights - Constitutional Rights	1												1
Civil Rights - Hair Patdowns					1							1	2
Civil Rights - National Origin								2					2
Civil Rights - Perceived Religion								1		1			2
Civil Rights - Racial Profiling or Discrimina	3	2	1	1	1				2	1		2	13
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Screening of Religious or Cultural Garments								1		1			2
Civil Rights - Sex/Gender/Gender Identity-	1	1	2	1							4		9
Customer Service	7	10	10	8	8	10	14	9	7	12	15	12	122
Customer Service - CSM		1											1
Customer Service - Others									1				1
Customer Service - TSO	7	9	10	8	8	10	14	9	6	12	15	12	120
Locks	1	2	1		4	1	2	1	5	1	2	3	23
Locks - Missing or Damaged Lock	1	2	1		4	1	2	1	5	1	2	3	23
Lost and Found	4	2	1	2				2		1	1		13
Lost and Found - Airport/TSA	4	2	1	2				2		1	1		13
Mishandling of Passenger Property	7	13	12	11	4	8	6	8	14	10	14	16	123
Mishandling of Passenger Property - Damaged/Missi		3	1					1			3	2	10
Mishandling of Passenger Property - Dam	5	9	11	7	4	5	5	6	12	5	11	10	90
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1							1
Mishandling of Passenger Property - Disa	2	1		4		2	1	1	2	5		4	22
Patdown	2	3	3		2	3	4	2	6	2	3	5	35
Patdown - Children							1		1			1	3
Patdown - Flyer	1	3	3		2	3	3	2	5	1	2	3	28
Patdown - Flyer as Observer	1										1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	6	4	2	2	3	4	4	6	2	6	8	5	52
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive	1	1					1						3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diabetes								3	1	2		1	7
Persons w/ Disabilities (PWD) - General		1									1		2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal M	1									1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1				3	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1		1					2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	1	1				1		2	2	8
Persons w/ Disabilities (PWD) - Ostomy/C	1	1											2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Service A	1	1											2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1			1		1	3
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelcha	2		1	1	1	2		1			1		9
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects										1			1
Property - Special Handling	14	15	13	13	5	17	10	14	21	16	18	15	171
Property - Special Handling - Damaged Ite	1		2	2					1	2	2		10
Property - Special Handling - Damaged Ite	2	2	2	4		6		3	4	4	6	5	38
Property - Special Handling - Missing Item	2	7	1	5	3	4	3	5	4	2		2	38
Property - Special Handling - Missing Item	9	6	8	2	2	7	7	6	12	8	10	8	85
Request for Assistance			1				1			1			3
Request for Assistance - Other			1				1						2
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening	3	4	6	5	8	12	9	8	11	8	16	29	119
Screening - Children									1				1
Screening - Crew Member or Airline Employee											1		1
Screening - Inconsistency		1				1			1			1	4
Screening - Lengthy Lines				2	2	3		5	2	1	4	9	28
Screening - Procedures/Process	3	3	5	3	6	8	8	3	7	6	10	19	81
Screening - Retrieving Abandoned/Confiscated Items			1							1	1		3
Screening - Security Breach							1						1
TSA Contact Information	1												1
TSA Contact Information - General	1												1
2020	**75**	**58**	**55**	**63**	**63**	**25**	**3**	**9**	**8**	**17**	**28**	**16**	**420**
Civil Rights	5	4	2	3	4	1		1	1	2	3	3	29
Civil Rights - Age					1								1
Civil Rights - Hair Patdowns				1						1		1	3
Civil Rights - National Origin	1					1					2		4
Civil Rights - Racial Profiling or Discrimina	2	4	2	1				1	1	1	1	2	15
Civil Rights - Sex/Gender/Gender Identity	2			1	2								5
Civil Rights - Transgender Screening					1								1
Customer Service	14	7	14	12	12	5		3		3	4	1	75
Customer Service - Others		2			1			1					4
Customer Service - TSO	14	5	14	12	11	5		2		3	4	1	71
Locks	3	2	1	3	3	1	1	1	1		1		17
Locks - Missing or Damaged Lock	3	2	1	3	3	1	1	1	1		1		17
Lost and Found	4	6	2	4	1	2				1			20
Lost and Found - Airport/TSA	4	6	2	4	1	2				1			20
Mishandling of Passenger Property	14	8	14	13	16	8		1	2	1	8	2	87
Mishandling of Passenger Property - Dam	1	1	3	3	2				1				11
Mishandling of Passenger Property - Dam	13	7	9	9	10	5		1		1	8	1	64
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2	1	4	3			1			1	12
Patdown	3	4	4	5	2		1						19
Patdown - Flyer	3	3	3	5	2		1						17
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	2	6	1	1	3	2				1	1	2	19
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Cognitive	1	1											2
Persons w/ Disabilities (PWD) - Diabetes						2						1	3
Persons w/ Disabilities (PWD) - Internal Medical Devices			1	1							1		3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically	1				1					1		1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	12	14	9	14	11	2		2	3	4	7	4	82
Property - Special Handling - Damaged Items - Carry		5		3							2		10
Property - Special Handling - Damaged Ite	1	2	1	3	1				2	2	1	1	14
Property - Special Handling - Missing Item	4	3	1	3	2							2	15
Property - Special Handling - Missing Item	7	4	7	5	8	2		2	1	2	4	1	43
Request for Assistance	2									1			3
Request for Assistance - Other	2									1			3
Screening	16	7	8	8	11	4	1	1	1	4	4	4	69
Screening - Inconsistency				1						1	1	1	4
Screening - Lengthy Lines	4	1	1	2	2								10
Screening - Procedures/Process	11	6	6	4	9	4	1	1	1	3	3	3	52
Screening - Retrieving Abandoned/Confis	1		1										2
Screening - Security Breach				1									1
2021	**21**	**15**	**13**	**12**	**18**	**32**							**111**
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	2	1			1								4
Civil Rights - Racial Profiling or Discrimina	2												2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1			1								2
Customer Service	6	1	5	3	7	4							26
Customer Service - TCC					1								1
Customer Service - TSO	6	1	5	3	6	4							25
DHS TRIP						1							1
DHS TRIP - General						1							1
Expedited Passenger Screening Program			3		3	15							21
Expedited Passenger Screening Program - TSA Application Prog			1			1							2
Expedited Passenger Screening Program - TSA PreCheck			2		3	14							19
General Aviation				1									1
General Aviation - General				1									1
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
Locks	2												2
Locks - Missing or Damaged Lock	2												2
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	3	5		4	1								13
Mishandling of Passenger Property - Dam	1			2									3
Mishandling of Passenger Property - Dam	1	5		2	1								9
Mishandling of Passenger Property - Disa	1												1
Notice of Violation/Civil Penalties		1											1
Notice of Violation/Civil Penalties - General		1											1
Patdown		1	1		1	1							4
Patdown - Flyer		1			1	1							3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	4	1			1	1							7
Persons w/ Disabilities (PWD) - General					1	1							2
Persons w/ Disabilities (PWD) - Medical D	2												2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Prohibited & Permitted Items			1			1							2
Prohibited & Permitted Items - Liquids/Gels/Aerosols			1										1
Prohibited & Permitted Items - Remains						1							1
Property - Special Handling	2	3	1	1		4							11
Property - Special Handling - Damaged Items - Checl		1		1									2
Property - Special Handling - Missing Items - Carry-C		1				1							2
Property - Special Handling - Missing Item	2	1	1			3							7
Screening	2	2	1	2	3	5							15
Screening - Inconsistency					2								2
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	2	2	1	2	1	3							11

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSY	**114**	**103**	**87**	**133**	**122**	**120**	**111**	**131**	**110**	**117**	**113**	**81**	**1,342**
2018				**46**	**40**	**34**	**49**	**51**	**47**	**53**	**52**	**33**	**405**
Civil Rights				1			1	2		4	1	1	10
Civil Rights - Hair Patdowns							1			1			2
Civil Rights - Racial Profiling or Discrimination				1						2	1		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								2		1		1	4
Customer Service				15	9	8	12	16	14	13	3	5	95
Customer Service - Others				1	1	2		1		1			6
Customer Service - TSO				14	8	6	12	15	14	12	3	5	89
Locks				2	2	1	2	2	1	5	4	2	21
Locks - Missing or Damaged Lock				2	2	1	2	2	1	5	4	2	21
Lost and Found							1				1	1	3
Lost and Found - Airport/TSA							1				1	1	3
Mishandling of Passenger Property				15	12	11	14	8	9	10	16	6	101
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1	2	2			1	1		8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				13	11	9	12	7	6	9	13	5	85
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1			1	2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1				1	2		2		6
Patdown				2	2		3	4	4	2	2		19
Patdown - Flyer				2	1		3	3	4	2	2		17
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				2	1		5	2	2	3	5	2	22
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - General							1			1	1		3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1					1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1				1			1		3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1						1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1							1		2
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1			1	1	2		1	6
Property - Special Handling				5	10	7	7	8	11	6	9	12	75
Property - Special Handling - Damaged Items - Carry-On				1	2		1	1	3			3	11
Property - Special Handling - Damaged Items - Checked				1	3	2	1	3	3	2	3	1	19
Property - Special Handling - Missing Items - Carry-On				1	2	2	3	2	1	1	1	3	16
Property - Special Handling - Missing Items - Checked				2	3	3	2	2	4	3	5	5	29
Screening				4	4	7	4	9	6	10	11	4	59
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency				1				1		2	1		5
Screening - Lengthy Lines						3		1	2	4	1		11
Screening - Procedures/Process				2	4	4	4	5	4	3	7	4	37
Screening - Retrieving Abandoned/Confiscated Items				1				1		1			3
Screening - Security Breach											1		1
Screening - Shoe Screening											1		1
2019	**49**	**42**	**39**	**39**	**32**	**44**	**57**	**73**	**51**	**46**	**45**	**38**	**555**
Civil Rights	1	3	5	1	1	2	2	3	2	1		5	26
Civil Rights - Constitutional Rights												2	2
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination		1	2			1	2	2	1			3	12
Civil Rights - Sex/Gender/Gender Identity- Not Trans(		2	3	1	1			1	1	1			10
Civil Rights - Transgender Screening	1												1
Customer Service	14	10	15	11	7	11	19	24	15	5	10	7	148
Customer Service - Others	2		2			1							5
Customer Service - TSO	12	10	13	11	7	10	19	24	15	5	10	7	143
Locks	3	2		2		4	4	2	5	4	1	1	28
Locks - Missing or Damaged Lock	3	2		2		4	4	2	5	4	1	1	28
Lost and Found						3			2		1	1	7
Lost and Found - Airport/TSA						3			2		1	1	7
Mishandling of Passenger Property	12	13	9	8	12	6	13	14	8	14	11	7	127
Mishandling of Passenger Property - Damaged/Missi		1					1		1	2	2	1	8
Mishandling of Passenger Property - Dam	10	12	9	8	9	5	11	11	6	9	8	5	103
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1		1						2
Mishandling of Passenger Property - Disa	2				2	1		3	1	3	1	1	14
Patdown	3	5	1		2		2	2	4	3	2	1	25
Patdown - Flyer	3	5	1		2		2	1	4	3	2	1	24
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1	2	2	3	1	9	5	7	2	2	4	2	40
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1		2
Persons w/ Disabilities (PWD) - Diabetes				1		1					1	1	4
Persons w/ Disabilities (PWD) - General				1		1	2						4
Persons w/ Disabilities (PWD) - Hearing Impairment			1					1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1				3	1				1		6
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1				1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1		2					4
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service A	1					1		1					3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1		1					1	1	4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							2	2		1			5
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Remains									1				1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	11	5	3	14	7	5	7	9	6	13	10	11	101
Property - Special Handling - Damaged Ite	2	1		3	1	1	1	2	1				12
Property - Special Handling - Damaged Ite	2	1		4	2		3	2		2	2	3	21
Property - Special Handling - Missing Item	1	2	1	5		2	1	2	1	2	3	4	24
Property - Special Handling - Missing Item	6	1	2	2	4	2	2	3	4	9	5	4	44
Screening	4	2	4		2	4	5	12	6	4	6	3	52
Screening - Inconsistency						1		1					2
Screening - Lengthy Lines	1	1	1			1		4			1		9
Screening - Procedures/Process	3		3		2	2	5	7	6	4	3	2	37
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach		1									1	1	3
2020	**54**	**50**	**42**	**36**	**39**	**32**	**5**	**7**	**12**	**18**	**16**	**10**	**321**
Civil Rights	5	2	2	1	1					2			13
Civil Rights - Age		1											1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimina	1	1	1	1	1					2			7
Civil Rights - Sex/Gender/Gender Identity-	3		1										4
Customer Service	11	10	10	5	9	1	1		1	7		2	57
Customer Service - Others			1										1
Customer Service - TSO	11	10	9	5	9	1	1		1	7		2	56
Locks	6	2	1	1	1			1			1		13
Locks - Missing or Damaged Lock	6	2	1	1	1			1			1		13
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	9	10	10	13	14	9	1	2	4	2	3	1	78
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1				1				2
Mishandling of Passenger Property - Dam	7	9	8	12	13	7		2	3	2	2	1	66
Mishandling of Passenger Property - Disa	2	1	2	1		2	1				1		10
Patdown	1		2	2	1					1			7
Patdown - Flyer	1		2	2	1					1			7
Persons w/ Disabilities (PWD)	3	5	1	1	1	1			1	1	1	2	17
Persons w/ Disabilities (PWD) - Autism Spectrum			1							1			2
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility D	1	1											2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Persons w/ Disabilities (PWD) - Service Animals									1		1	1	3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1			1								2
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Medication/Prescriptio		1											1
Property - Special Handling	6	8	10	8	8	16	3	2	6	1	8	3	79
Property - Special Handling - Damaged Items - Carry		1	1	1	1	1					2	1	8
Property - Special Handling - Damaged Ite	1	3	2	2					1				9
Property - Special Handling - Missing Item	1	1	2	4	2	4		1	2		1		18
Property - Special Handling - Missing Item	4	3	5	1	5	11	3	1	3	1	5	2	44
Screening	13	11	6	5	4	5		2		4	3	2	55
Screening - Inconsistency		1	1										2
Screening - Lengthy Lines	1	3	1										5
Screening - Procedures/Process	12	6	4	5	4	5		2		4	3	2	47
Screening - Security Breach		1											1
2021	**11**	**11**	**6**	**12**	**11**	**10**							**61**
Civil Rights						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service	2	2	3	3	2	4							16
Customer Service - TSO	2	2	3	3	2	4							16
Expedited Passenger Screening Program			1	2	3	3							9
Expedited Passenger Screening Program - TSA Application Program				1	2	1							4
Expedited Passenger Screening Program - TSA PreCheck			1	1	1	2							5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	2	3	2	4	1								12
Mishandling of Passenger Property - Damaged/Missi		1	1	1	1								4
Mishandling of Passenger Property - Dam	2	1	1	3									7
Mishandling of Passenger Property - Disarrayed Item		1											1
Persons w/ Disabilities (PWD)		1		1									2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Prohibited & Permitted Items				1	1								2
Prohibited & Permitted Items - Electronic Devices				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1								1
Property - Special Handling	6	3			1	1							11
Property - Special Handling - Damaged Ite	1	1											2
Property - Special Handling - Damaged Ite	2	2			1								5
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item	2					1							3
Screening	1	2		1	2	1							7
Screening - Inconsistency					2								2
Screening - Procedures/Process	1	2		1		1							5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MTJ	**4**	**5**	**3**	**10**	**9**	**2**	**2**	**1**		**1**	**1**	**3**	**41**
2018				**6**	**2**		**2**			**1**	**1**	**1**	**13**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service				3	1						1	1	6
Customer Service - Others				1									1
Customer Service - TSO				2	1						1	1	5
Mishandling of Passenger Property					1		1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1		1						2
Patdown							1						1
Patdown - Flyer as Observer							1						1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening				2									2
Screening - Procedures/Process				2									2
2019		**1**	**2**	**1**		**1**		**1**				**1**	**7**
Civil Rights												1	1
Civil Rights - Headwear												1	1
Customer Service			2	1		1							4
Customer Service - TSO			2	1		1							4
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
2020	**2**	**3**	**1**	**2**	**2**							**1**	**11**
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Patdown			1		1								2
Patdown - Flyer			1		1								2
Property - Special Handling				1								1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Carry-On				1									1
Screening	1	2											3
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	1											2
2021	**2**	**1**		**1**	**5**	**1**							**10**
Customer Service	2				2								4
Customer Service - TSO	2				2								4
Mishandling of Passenger Property					2								2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening					1	1							2
Screening - Inconsistency					1								1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MVY									**1**	**2**	**2**	**3**	**8**
2018										**1**	**2**	**1**	**4**
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											2		2
2019									**1**	**1**			**2**
Civil Rights										1			1
Civil Rights - Hair Patdowns										1			1
Screening									1				1
Screening - Procedures/Process									1				1
2020												**2**	**2**
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Screening												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MWA		**1**	**1**	**2**				**2**			**1**		**7**
2018				**2**				**1**			**1**		**4**
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
2019			**1**					**1**					**2**
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Screening			1										1
Screening - Procedures/Process			1										1
2020		**1**											**1**
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MYR	**22**	**12**	**13**	**9**	**12**	**21**	**18**	**23**	**31**	**31**	**23**	**15**	**230**
2018				**1**	**3**	**8**	**10**	**7**	**12**	**17**	**7**	**5**	**70**
Civil Rights							1	1					2
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service					1	3		2	2	6	1		15
Customer Service - Others										1	1		2
Customer Service - TSO					1	3		2	2	5			13
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1	2	2	2	1	2	1	2	3	16
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	2	2		2	1	2	3	14
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1			1					2
Patdown							3		3	2		1	9
Patdown - Flyer							3		2	2		1	8
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)							1		3	1	1		6
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1		1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Lighters/Matches										1			1
Property - Special Handling						3	1	1	2	3	3		13
Property - Special Handling - Damaged Items - Carry-On						1		1		1	1		4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On									1		1		2
Property - Special Handling - Missing Items - Checked						2	1		1	1	1		6
Screening							1	2		3		1	7
Screening - Children										1			1
Screening - Lengthy Lines							1			1			2
Screening - Procedures/Process								2		1		1	4
2019	**9**	**2**	**5**	**5**	**4**	**9**	**7**	**16**	**17**	**11**	**11**	**7**	**103**
Civil Rights		1			1	2							4
Civil Rights - Hair Patdowns					1	1							2
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service	1		1	2	1	1	1	1	3	3			14
Customer Service - TSO	1		1	2	1	1	1	1	3	3			14
Locks	1			2				1				2	6
Locks - Missing or Damaged Lock	1			2				1				2	6
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	2		1		1	2	5	5	3	2	2	2	25
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1					1	2
Mishandling of Passenger Property - Dam	2		1		1	2	3	5	2	2	2	1	21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown							1	3	1		3		8
Patdown - Flyer							1	3	1		2		7
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1		1					1	3	2	1	1	10
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1	1				2
Persons w/ Disabilities (PWD) - Mobility D	1		1						1		1		4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1	1			2
Property - Special Handling	1	1	2		1	3		3	3	2	4	2	22
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged It	1		1			2		1	2		1		8
Property - Special Handling - Missing Items - Checke		1	1		1	1		2	1	1	3	2	13
Screening	3			1		1		2	3	2	1		13
Screening - Crew Member or Airline Employee									1				1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	3			1				1	2	2	1		10
Screening - Security Breach								1					1
2020	**8**	**7**	**8**		**4**	**1**	**1**		**2**	**3**	**5**	**3**	**42**
Customer Service	3	1	2								2		8
Customer Service - Others			1										1
Customer Service - TSO	3	1	1								2		7
Locks			2										2
Locks - Missing or Damaged Lock			2										2
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	2		1		2				1		2	2	10
Mishandling of Passenger Property - Dam	2		1		2				1		2	2	10
Patdown		2			1				1	1			5
Patdown - Flyer		2			1				1	1			5
Property - Special Handling	1	1	3		1		1				1	1	9
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged Items - Checked							1						1
Property - Special Handling - Missing Items - Checke		1	3		1						1	1	7
Screening	2	3								2			7
Screening - Crew Member or Airline Employee										1			1
Screening - Procedures/Process	2	3								1			6
2021	**5**	**3**		**3**	**1**	**3**							**15**

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2			1	1								4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1								2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Property - Special Handling	2			1									3
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Items - Checked				1									1
Screening		1				1							2
Screening - Procedures/Process		1				1							2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NYL	**3**	**2**	**4**	**4**	**4**	**3**	**2**	**2**	**3**	**5**	**2**	**1**	**35**
2018				**1**	**1**	**1**			**2**	**2**	**1**		**8**
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Mishandling of Passenger Property					1	1			1	2	1		6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1			1	2	1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
2019	**1**	**2**	**3**	**1**	**3**	**2**	**1**	**2**	**1**	**3**	**1**	**1**	**21**
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1	2	2		1		1						7
Mishandling of Passenger Property - Damaged/Missi		2	1		1		1						5
Mishandling of Passenger Property - Disa	1		1										2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling			1		2	1				1			5
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked					1					1			2
Property - Special Handling - Missing Items - Checked			1		1								2
Screening				1				1	1	1	1		5
Screening - Procedures/Process				1					1	1	1		4
Screening - Retrieving Abandoned/Confiscated Items								1					1
2020	**1**		**1**	**1**			**1**						**4**
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Property - Special Handling	1						1						2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked							1						1
2021	**1**			**1**									**2**
Customer Service				1									1
Customer Service - TSO				1									1
Screening	1												1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAJ	**10**	**3**	**3**	**9**	**6**	**9**	**5**	**1**	**2**	**6**	**5**	**4**	**63**
2018				**2**	**5**	**2**	**4**			**2**			**15**
Civil Rights				1	1	1							3
Civil Rights - Racial Profiling or Discrimination				1	1	1							3
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1	2					1			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2					1			4
Persons w/ Disabilities (PWD)					1	1							2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Screening					1		4						5
Screening - Crew Member or Airline Employee							1						1
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					1		2						3
2019	**3**	**2**				**2**	**1**	**1**	**1**	**3**	**2**	**3**	**18**
Civil Rights											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property		1									1		2
Mishandling of Passenger Property - Damaged/Missi		1									1		2
Patdown								1	1			1	3
Patdown - Flyer								1	1			1	3
Property - Special Handling		1										2	3
Property - Special Handling - Damaged Items - Checked												2	2
Property - Special Handling - Missing Items - Checke		1											1
Screening	3					2	1			2			8
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	2					2	1			2			7
2020	**6**		**3**	**7**	**1**	**4**			**1**	**1**	**3**	**1**	**27**
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service				2	1								3
Customer Service - TSO				2	1								3
Locks			1	1									2
Locks - Missing or Damaged Lock			1	1									2
Mishandling of Passenger Property	2					1					2		5
Mishandling of Passenger Property - Dam	2					1					1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)				2		1			1				4
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling	1		1			1				1	1		5
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Item	1		1			1				1			4
Screening	3		1	1		1						1	7
Screening - Crew Member or Airline Empl	1												1
Screening - Inconsistency												1	1
Screening - Procedures/Process	2		1	1		1							5
2021	**1**	**1**				**1**							**3**
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAK	**55**	**48**	**64**	**69**	**54**	**66**	**60**	**64**	**66**	**82**	**59**	**68**	**755**
2018				**16**	**17**	**24**	**31**	**36**	**32**	**33**	**20**	**19**	**228**
Civil Rights							2	2		1	1		6
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimination							2	1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1		1			2
Customer Service				4	3	3	6	6	2	6	6	5	41
Customer Service - Others				1				1				2	4
Customer Service - TSO				3	3	3	6	5	2	6	6	3	37
Locks				1	1			2	4			1	9
Locks - Missing or Damaged Lock				1	1			2	4			1	9
Lost and Found						2	1	1		2			6
Lost and Found - Airport/TSA						2	1	1		2			6
Mishandling of Passenger Property				7	3	9	10	13	6	6	2	5	61
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1				1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	3	7	8	11	6	4	2	3	50
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		2	2	1		2		1	9
Patdown					1		3	3	1	3	1	1	13
Patdown - Flyer					1		3	2	1	2	1	1	11
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				1		1	3	1	3	2	1	1	13
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General									2				2
Persons w/ Disabilities (PWD) - Internal Medical Devices							1			1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1				1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		1		1			3
Property - Special Handling				2	6	2	4	2	9	8	7	4	44
Property - Special Handling - Damaged Items - Carry-On					1	1			2		2	2	8
Property - Special Handling - Damaged Items - Checked				1	2		2		3	4	4	1	17
Property - Special Handling - Missing Items - Carry-On					1				1				2
Property - Special Handling - Missing Items - Checked				1	2	1	2	2	3	4	1	1	17
Request for Assistance							1		1			1	3
Request for Assistance - Other							1					1	2
Request for Assistance - Wounded Warrior (MSIJSOC)									1				1
Screening				1	3	7	1	6	6	5	2	1	32
Screening - Inconsistency						1		2		1	1		5
Screening - Lengthy Lines					1		1						2
Screening - Procedures/Process				1	2	6		3	6	4	1	1	24
Screening - Security Breach								1					1
2019	**27**	**26**	**20**	**18**	**10**	**22**	**27**	**22**	**27**	**31**	**31**	**30**	**291**
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights		5		1	1	2	1		3	1			14
Civil Rights - Age				1									1
Civil Rights - Perceived Religion									2				2
Civil Rights - Racial Profiling or Discrimination		1			1	1	1		1	1			6
Civil Rights - Sex/Gender/Gender Identity- Not Trans		4				1							5
Customer Service	8	4	5	1	1	3	7	2	2	5	5	1	44
Customer Service - Others	2						1				1		4
Customer Service - TSO	6	4	5	1	1	3	6	2	2	5	4	1	40
Locks	2	1	1		1	2	1	1	3	1	2	1	16
Locks - Missing or Damaged Lock	2	1	1		1	2	1	1	3	1	2	1	16
Lost and Found										1		1	2
Lost and Found - Airport/TSA										1		1	2
Mishandling of Passenger Property	7	8	2	8	2	6	4	3	4	5	8	11	68
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											3	2	5
Mishandling of Passenger Property - Dam	5	8	1	8	2	3	4	2	4	3	4	7	51
Mishandling of Passenger Property - Disa	2		1			3		1		2	1	2	12
Patdown	1			1				3	2	2	2	1	12
Patdown - Flyer	1			1				3	2	2	2	1	12
Persons w/ Disabilities (PWD)	3	3	3		1		1	1	1		1	3	17
Persons w/ Disabilities (PWD) - Breast Cancer		2											2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically	2		1								1		4
Persons w/ Disabilities (PWD) - Mobility D	1				1		1		1			1	5
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1									1	2
Property - Special Handling	4	4	7	6	3	6	6	5	9	9	12	10	81
Property - Special Handling - Damaged Items - Carry-On			1	1							2	1	5
Property - Special Handling - Damaged It	2		3	1	2	3		2	3	3	3	1	23
Property - Special Handling - Missing Items - Carry-C		1			1	1	2	1	2		2	1	11
Property - Special Handling - Missing Item	2	3	3	4		2	4	2	4	6	5	7	42
Screening	2	1	2	1	1	3	6	7	3	7	1	2	36
Screening - Inconsistency								1			1		2
Screening - Lengthy Lines						1	1			1			3
Screening - Procedures/Process	2	1	2		1	1	4	6	3	6		2	28
Screening - Security Breach				1		1	1						3
2020	**22**	**17**	**39**	**35**	**18**	**12**	**2**	**6**	**7**	**18**	**8**	**19**	**203**
Civil Rights			1	2	2						1		6
Civil Rights - National Origin			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimination				1	1						1		3
Civil Rights - Transgender Screening					1								1
Customer Service	1	2	5	3	1	3	1			2	1	4	23
Customer Service - TSO	1	2	5	3	1	3	1			2	1	4	23
Locks	1	1	2	3					2		1	1	11
Locks - General	1											1	2
Locks - Missing or Damaged Lock		1	2	3					2		1		9
Lost and Found		1		1	1	1		1	1			1	7
Lost and Found - Airport/TSA		1		1	1	1		1	1			1	7
Mishandling of Passenger Property	9	1	15	13	5	1		1	1	7	1	5	59
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	4		13	7	5	1		1	1	6	1	4	43
Mishandling of Passenger Property - Disa	5	1	2	5						1		1	15
Patdown		1		2	3					1			7
Patdown - Flyer				2	3					1			6
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	3	2		1		1			1		1	10
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1					1						2
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1		1	2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	8	7	12	7	4	4		2	3	4	4	6	61
Property - Special Handling - Damaged Items - Carry-On			1		1								2
Property - Special Handling - Damaged It	2	4	2	3	1	2		1		1	1	2	19
Property - Special Handling - Missing Items - Carry-C		1	1	1				1	1				5
Property - Special Handling - Missing Iten	6	2	8	3	2	2			2	3	3	4	35
Screening	2	1	1	4	1	3		2		3		1	18
Screening - Inconsistency	1												1
Screening - Procedures/Process		1	1	4	1	3		1		3		1	15
Screening - Security Breach	1							1					2
2021	**6**	**5**	**5**		**9**	**8**							**33**
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service		1	1		1	1							4
Customer Service - TSO		1	1		1	1							4
Expedited Passenger Screening Program			1		2	4							7
Expedited Passenger Screening Program - TSA PreCheck			1		2	4							7
Hazardous Materials Safety			1										1
Hazardous Materials Safety - General			1										1
Mishandling of Passenger Property	5	1	1										7
Mishandling of Passenger Property - Dam	5	1	1										7
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Food/Beverages					1								1
Property - Special Handling	1	3	1		3	1							9
Property - Special Handling - Damaged Items - Checl		1			1								2
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Iten	1	2	1		1	1							6
Screening					1	1							2
Screening - Inconsistency					1								1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGD					**1**		**1**			**1**			**3**
2019							**1**			**1**			**2**
Customer Service							1						1
Customer Service - Others							1						1
Screening										1			1
Screening - Procedures/Process										1			1
2021					**1**								**1**
Customer Service					1								1
Customer Service - TCC					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGG	**31**	**30**	**28**	**44**	**45**	**58**	**39**	**38**	**41**	**41**	**31**	**35**	**461**
2018				**13**	**22**	**19**	**22**	**20**	**29**	**23**	**18**	**12**	**178**
Civil Rights								1		2		1	4
Civil Rights - Constitutional Rights												1	1
Civil Rights - Racial Profiling or Discrimination								1		1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service				2	4	3	2	5	5	9	10	1	41
Customer Service - Others											1		1
Customer Service - TSO				2	4	3	2	5	5	9	9	1	40
Locks				2			2		2				6
Locks - Missing or Damaged Lock				2			2		2				6
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property				7	11	6	7	7	8	5	5	5	61
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1						2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	11	5	6	6	6	5	4	4	51
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				3				1	1		1	1	7
Patdown					1	2	1		2	1			7
Patdown - Flyer					1		1		2	1			5
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)						2	3	1	1	2		1	10
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1			1			2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1						1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1				1			2
Property - Special Handling				1	3	5	2	2	7	3	2	2	27
Property - Special Handling - Damaged Items - Carry-On								1	1			2	4
Property - Special Handling - Damaged Items - Checked				1		2		1	1		1		6
Property - Special Handling - Missing Items - Carry-On					1				2	1			4
Property - Special Handling - Missing Items - Checked					2	3	2		3	2	1		13
Screening				1	2	1	5	4	4	1		2	20
Screening - Inconsistency								1					1
Screening - Lengthy Lines							3		3	1			7
Screening - Procedures/Process				1	2	1	2	2	1			2	11
Screening - Security Breach								1					1
2019	**15**	**13**	**11**	**11**	**8**	**19**	**14**	**18**	**10**	**17**	**12**	**21**	**169**
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights		2						2		1	1		6
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1								1	1		3
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening								1					1
Customer Service	1	2		2	1		1	4	3	4	1	1	20
Customer Service - TSO	1	2		2	1		1	4	3	4	1	1	20
Locks			1	2	1		1	1		1		2	9
Locks - Missing or Damaged Lock			1	2	1		1	1		1		2	9
Lost and Found	1	1						1		2			5
Lost and Found - Airport/TSA	1	1						1		2			5
Mishandling of Passenger Property	8	2	5	3	1	10	5	3	3	2	5	4	51
Mishandling of Passenger Property - Dam	7	2	4	3	1	8	4	2	3	2	5	3	44
Mishandling of Passenger Property - Disa	1		1			2	1	1				1	7
Patdown		1		1	1	1	1	1	1	1	1	4	13
Patdown - Children									1				1
Patdown - Flyer		1		1	1	1	1	1		1	1	4	12
Persons w/ Disabilities (PWD)	1	2	1			1		1		2	2	2	12
Persons w/ Disabilities (PWD) - Autism Spectrum											1	1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2						1					3
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Property - Special Handling	3	2	3	2	3	3	4	2	1	3		4	30
Property - Special Handling - Damaged It	1									1			2
Property - Special Handling - Damaged It	1		1				2					2	6
Property - Special Handling - Missing Items - Carry-C		1			1	1	1			1			5
Property - Special Handling - Missing Item	1	1	2	2	2	2	1	2	1	1		2	17
Screening	1	1	1	1	1	4	2	3	2	1	1	4	22
Screening - Children								1					1
Screening - Inconsistency						1							1
Screening - Lengthy Lines						1		1	1				3
Screening - Procedures/Process	1	1	1	1	1	2	2	1	1	1	1	3	16
Screening - Retrieving Abandoned/Confiscated Items												1	1
2020	**14**	**12**	**17**	**17**	**13**	**13**	**3**		**2**	**1**	**1**	**2**	**95**
Civil Rights	2			1									3
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity-	2												2
Customer Service			1	5	1	2	2			1		1	13

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO			1	5	1	2	2			1		1	13
Locks		1	2	1									4
Locks - Missing or Damaged Lock		1	2	1									4
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	6	4	7	3	6	3			1		1		31
Mishandling of Passenger Property - Dam	6	3	7	3	5	3			1		1		29
Mishandling of Passenger Property - Disarrayed Item		1			1								2
Patdown				1	1	1							3
Patdown - Flyer				1	1	1							3
Persons w/ Disabilities (PWD)	3	1		1	1	1							7
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wounded	1												1
Property - Special Handling	1	2	5	2	3	1			1			1	16
Property - Special Handling - Damaged Items - Checl		1	3		1							1	6
Property - Special Handling - Missing Items - Carry-On					2								2
Property - Special Handling - Missing Item	1	1	2	2		1			1				8
Request for Assistance	1			1									2
Request for Assistance - Other	1			1									2
Screening	1	4	2	1	1	5	1						15
Screening - Inconsistency		1											1
Screening - Lengthy Lines					1	2							3
Screening - Procedures/Process	1	3	2	1		3	1						11
2021	**2**	**5**		**3**	**2**	**7**							**19**
Customer Service		1		3		1							5
Customer Service - Others				1									1
Customer Service - TSO		1		2		1							4
Expedited Passenger Screening Program					1	1							2
Expedited Passenger Screening Program - Known Crew Member						1							1
Expedited Passenger Screening Program - TSA Application Program					1								1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2	2											4
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Dam	2	1											3
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		2											2
Property - Special Handling - Damaged Items - Checl		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening					1	3							4
Screening - Procedures/Process					1	3							4

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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OKC	**24**	**20**	**23**	**27**	**34**	**32**	**25**	**19**	**17**	**31**	**23**	**25**	**300**
2018				**9**	**15**	**10**	**10**	**13**	**8**	**11**	**11**	**11**	**98**
Civil Rights				1	2					1	1	1	6
Civil Rights - Age					1								1
Civil Rights - Hair Patdowns				1						1			2
Civil Rights - Racial Profiling or Discrimination					1						1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service						3	2		1	1	2	2	11
Customer Service - TSO						3	2		1	1	2	2	11
Locks								1		1	1		3
Locks - Missing or Damaged Lock								1		1	1		3
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				2	2	3	2	2	1	2	2	1	17
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1		1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	2	2	2	1		1	2		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1					2
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown				3			1	1	1	1			7
Patdown - Flyer				2			1		1	1			5
Patdown - Flyer as Observer								1					1
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)					2		1	1				2	6
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Service Animals												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Remains					1								1
Property - Special Handling				2	4			2	3	3	1	4	19
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked				1	1			2	1	1		1	7
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Items - Checked				1	3				2	1	1	2	10
Screening				1	4	4	4	5	2	2	4		26
Screening - Lengthy Lines					2		2						4
Screening - Procedures/Process				1	2	4	2	4	2	2	4		21
Screening - Security Breach								1					1
2019	**8**	**11**	**11**	**8**	**6**	**11**	**10**	**6**	**8**	**14**	**9**	**11**	**113**
Civil Rights		1				1	1				1		4
Civil Rights - Age							1						1
Civil Rights - Racial Profiling or Discrimination						1					1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1											1
Customer Service	1	2		1	1	2	3	3	4	2	1	2	22
Customer Service - Others								1					1
Customer Service - TSO	1	2		1	1	2	3	2	4	2	1	2	21
Locks		1	1		2		1			2	2	1	10
Locks - Missing or Damaged Lock		1	1		2		1			2	2	1	10
Mishandling of Passenger Property	1	2	5	3	2	1	1	1	2	4	1	1	24
Mishandling of Passenger Property - Dam	1	2	4	2	2	1	1	1	1	3		1	19
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1					1	1	1		5
Patdown		1								1			2
Patdown - Flyer		1								1			2
Persons w/ Disabilities (PWD)		1	1			2						1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1				1							2
Property - Special Handling	1		2	3	1	3	2		2		4	3	21
Property - Special Handling - Damaged Items - Checked			1	1		1	1		1		1	2	8
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Item	1		1	1	1	2	1		1		3	1	12
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	5	3	2	1		2	2	2		4		3	24
Screening - Crew Member or Airline Employee								1					1
Screening - Inconsistency			1										1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	4	2	1	1		2	2	1		4		2	19
Screening - Retrieving Abandoned/Confis	1											1	2
2020	**14**	**5**	**7**	**7**	**10**	**4**	**5**		**1**	**6**	**3**	**3**	**65**
Civil Rights					1								1
Civil Rights - Hair Patdowns					1								1
Customer Service		1	1	1								2	5
Customer Service - Others												2	2
Customer Service - TSO		1	1	1									3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	5	2	2		2		2			1	1		15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Dam	5	2	2		1		2				1		13
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown				1	1						1		3
Patdown - Flyer				1	1						1		3
Persons w/ Disabilities (PWD)	1			1		1							3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically	1			1									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling	6	1	2	3	2	3	2			3	1		23
Property - Special Handling - Damaged Ite	1										1		2
Property - Special Handling - Damaged Ite	4	1	1	2	1	3	1						13
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Item	1		1		1		1			3			7
Screening	2		2	1	4		1		1	2		1	14
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	2		2	1	3		1		1	2		1	13
2021	**2**	**4**	**5**	**3**	**3**	**7**							**24**
Customer Service	1	1	3	1	1	1							8
Customer Service - CSM			1										1
Customer Service - TSO	1	1	2	1	1	1							7
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										2
Mishandling of Passenger Property - Dam	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 Items - Checke		1											1
Screening		1	1	2		1							5
Screening - Inconsistency			1										1
Screening - Procedures/Process		1		2		1							4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OMA	**46**	**36**	**43**	**33**	**38**	**33**	**24**	**44**	**45**	**39**	**40**	**36**	**457**
2018				**12**	**11**	**8**	**11**	**24**	**17**	**11**	**18**	**11**	**123**
Civil Rights					2		1				1		4
Civil Rights - Racial Profiling or Discrimination					2		1						3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				3	2	1	1	6	1	1	1	2	18
Customer Service - Others							1						1
Customer Service - TSO				3	2	1		6	1	1	1	2	17
Locks				2	3			1	1	1	1	1	10
Locks - Missing or Damaged Lock				2	3			1	1	1	1	1	10
Mishandling of Passenger Property				2		3	3	7	6	3	6	3	33
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		2	2	5	5	3	3	3	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	1	1	1		3		7
Patdown				1		2	2	3	2	3	2	1	16
Patdown - Flyer						2	2	3	2	1	2	1	13
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer				1						1			2
Persons w/ Disabilities (PWD)				1				1	2				4
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling				1	1		1	2		1	5	1	12
Property - Special Handling - Damaged Items - Checked				1							1	1	3
Property - Special Handling - Missing Items - Carry-On										1	1		2
Property - Special Handling - Missing Items - Checked					1		1	2			3		7
Screening				2	3	2	3	4	5	2	2	3	26
Screening - Inconsistency				1									1
Screening - Lengthy Lines					2		1	1	1				5
Screening - Procedures/Process				1		2	2	3	4	2	2	2	18
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach												1	1
2019	**16**	**20**	**13**	**6**	**11**	**12**	**12**	**16**	**25**	**20**	**18**	**15**	**184**
Civil Rights	1		1	2				2	2	5	1	1	15
Civil Rights - Age				1					1			1	3
Civil Rights - Constitutional Rights											1		1
Civil Rights - Racial Profiling or Discrimina	1								1	3			5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1				1		2			5
Civil Rights - Transgender Screening								1					1
Customer Service		3	1			4	1	1	4	3	1	2	20
Customer Service - Others										1			1
Customer Service - TSO		3	1			4	1	1	4	2	1	2	19
Locks	1	1					1		4	2	1	1	11
Locks - Missing or Damaged Lock	1	1					1		4	2	1	1	11
Lost and Found		1							1				2
Lost and Found - Airport/TSA		1							1				2
Mishandling of Passenger Property	7	5	2	2	2		3	4	4	7	6	5	47
Mishandling of Passenger Property - Dam	3	4	2	2	2		3	2	3	4	5	3	33
Mishandling of Passenger Property - Disa	4	1						2	1	3	1	2	14
Patdown	2	1	1		1	2	2	4	2		2	3	20
Patdown - Flyer	2	1	1		1	2	2	4	2		1	3	19
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	1	4			1	1			1		1	1	10
Persons w/ Disabilities (PWD) - Autism Spectrum		1										1	2
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1			1	1							3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1									1		2
Property - Special Handling	1	4	6	1	3	2	4	4	4	2	1	1	33
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checl		1	1	1	2	1		1	2				9
Property - Special Handling - Missing Items - Carry-On						1	1	1			1	1	5
Property - Special Handling - Missing Item	1	2	5		1		3	2	2	2			18
Request for Assistance			1										1
Request for Assistance - Other			1										1
Screening	3	1	1	1	4	3	1	1	3	1	5	1	25
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process	2	1	1	1	3	1		1	3	1	3	1	18
Screening - Retrieving Abandoned/Confiscated Items							1						1
Screening - Security Breach	1										1		2
2020	**21**	**10**	**25**	**10**	**9**	**7**	**1**	**4**	**3**	**8**	**4**	**10**	**112**
Advanced Imaging Technology (AIT)		1	1										2
Advanced Imaging Technology (AIT) - Flyer		1	1										2
Civil Rights			1	2	1	1							5
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimination					1	1							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening				1									1
Customer Service			3	1	1	1				1	1		8
Customer Service - TSO			3	1	1	1				1	1		8
Locks	6	1	1		1	1				1		1	12
Locks - Missing or Damaged Lock	6	1	1		1	1				1		1	12
Mishandling of Passenger Property	3	2	7	1	3	2	1	1	1	1	2	1	25

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	1	1	5	1	1	2	1	1	1	1	2	1	18
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disa	2	1	1		2								6
Patdown	1	1	1	2	1								6
Patdown - Flyer	1	1		2	1								5
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	2	1	2	1									6
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Wheelcha	1	1											2
Property - Special Handling	6	3	4	2	1	1		2	1	2		2	24
Property - Special Handling - Damaged It	4		1					1	1	2			9
Property - Special Handling - Missing Item	1	2		1				1					5
Property - Special Handling - Missing Item	1	1	3	1	1	1						2	10
Screening	3	1	5	1	1	1		1	1	3	1	6	24
Screening - Inconsistency			1										1
Screening - Procedures/Process	2	1	3	1	1	1		1	1	2	1	6	20
Screening - Retrieving Abandoned/Confis	1		1							1			3
2021	**9**	**6**	**5**	**5**	**7**	**6**							**38**
Civil Rights			1		1								2
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service	1	3	2	2	1								9
Customer Service - TCC				2									2
Customer Service - TSO	1	3	2		1								7
Duplicate E-mail			1										1
Duplicate E-mail - General			1										1
Mishandling of Passenger Property	3			3		2							8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disa	3			2									5
Patdown	2				1								3
Patdown - Flyer	2												2
Patdown - Flyer as Observer					1								1
Prohibited & Permitted Items			1			1							2
Prohibited & Permitted Items - General			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1							1
Property - Special Handling	1	2			1	2							6
Property - Special Handling - Damaged Items - Checl		2			1	1							4
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked						1							1
Screening	2	1			3	1							7
Screening - Procedures/Process	1				2	1							4
Screening - Security Breach	1				1								2
Screening - Shoe Screening		1											1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ONT	**54**	**38**	**44**	**47**	**45**	**47**	**27**	**38**	**42**	**29**	**46**	**32**	**489**
2018				**10**	**14**	**11**	**18**	**15**	**16**	**10**	**15**	**12**	**121**
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Civil Rights						1		2					3
Civil Rights - Racial Profiling or Discrimination								1					1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening								1					1
Customer Service				4	2	1	4	2	5	3	6	6	33
Customer Service - Others									1		1	1	3
Customer Service - TSO				4	2	1	4	2	4	3	5	5	30
Locks				2	1		1		1		1		6
Locks - Missing or Damaged Lock				2	1		1		1		1		6
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property				3	6	5	7	4	3	5	4	2	39
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	3	4	5	4	3	4	3	1	29
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	3	1	1			1		1	8
Patdown								1	2			1	4
Patdown - Flyer								1	2			1	4
Persons w/ Disabilities (PWD)					1	1	1	1	2		1		7
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1	1		2				4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling				1	1	2	3	2	3		1	2	15
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked					1			1	1		1	1	5
Property - Special Handling - Missing Items - Carry-On				1		1			1				3
Property - Special Handling - Missing Items - Checked						1	2	1	1			1	6
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening					3	1	2	3		1	1		11
Screening - Inconsistency							1	1					2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process					2	1	1	2			1		7
Screening - Security Breach					1								1
2019	**22**	**15**	**22**	**11**	**13**	**16**	**7**	**21**	**23**	**14**	**26**	**10**	**200**
Civil Rights	1	2	3					2	1	2	1	1	13
Civil Rights - Hair Patdowns										1		1	2
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimina	1	2	2					1			1		7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1						1				2
Civil Rights - Transgender Screening										1			1
Customer Service	4	1	3	2	6	2	5	2	1	3	6		35
Customer Service - Others	1		1								1		3
Customer Service - TSO	3	1	2	2	6	2	5	2	1	3	5		32
Locks						2			1		2		5
Locks - Missing or Damaged Lock						2			1		2		5
Lost and Found											2		2
Lost and Found - Airport/TSA											2		2
Mishandling of Passenger Property	9	2	7	6	1	4		8	5	6	8	4	60
Mishandling of Passenger Property - Dam	1					1				2	1		5
Mishandling of Passenger Property - Dam	4	2	6	5	1			7	4	4	5	4	42
Mishandling of Passenger Property - Dam	1							1					2
Mishandling of Passenger Property - Disa	3		1	1		3			1		2		11
Patdown		1	2			1	1	2			2	1	10
Patdown - Flyer		1	2			1	1	2			2	1	10
Persons w/ Disabilities (PWD)	2	1	1				1	2	4	1	1	1	14
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1						1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General								1	1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary		1									1	1	3
Persons w/ Disabilities (PWD) - Metal Imp	1								1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Property - Special Handling	3	4	6		3	2		2	6	2	3	2	33
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked			3		1				1		2	1	8
Property - Special Handling - Missing Item	1		1		1			1	2			1	7
Property - Special Handling - Missing Item	2	4	2		1	2		1	2	2	1		17
Screening	3	4		3	3	5		3	5		1	1	28
Screening - Inconsistency					1								1
Screening - Procedures/Process	3	3		3	2	5		3	5			1	25
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach		1											1
2020	**22**	**16**	**13**	**19**	**13**	**8**	**2**	**2**	**3**	**5**	**5**	**10**	**118**
Civil Rights	1	1	1									3	6
Civil Rights - Age	1												1
Civil Rights - Racial Profiling or Discrimination		1	1									2	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	2	4	1	3	3	1	2	1	2	1	1		21

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others		1											1
Customer Service - TSO	2	3	1	3	3	1	2	1	2	1	1		20
Locks	1	1		1									3
Locks - Missing or Damaged Lock	1	1		1									3
Lost and Found	1				1								2
Lost and Found - Airport/TSA	1				1								2
Mishandling of Passenger Property	6	5	4	7	4	1		1		1	3	2	34
Mishandling of Passenger Property - Dam	1	1	1										3
Mishandling of Passenger Property - Dam	5	3	2	6	4			1		1	3	1	26
Mishandling of Passenger Property - Disarrayed Item		1	1	1		1						1	5
Patdown	1	1	2	1	2	1							8
Patdown - Flyer	1	1	2	1	2	1							8
Persons w/ Disabilities (PWD)	2	2	1	1	1					1			8
Persons w/ Disabilities (PWD) - Diabetes			1		1								2
Persons w/ Disabilities (PWD) - Medically	1	1		1									3
Persons w/ Disabilities (PWD) - Mobility D	1									1			2
Persons w/ Disabilities (PWD) - Respiratory and Inha		1											1
Property - Special Handling	5	2	4	5		3				1	1	2	23
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Ite	2			1		1					1	2	7
Property - Special Handling - Missing Item	1			1									2
Property - Special Handling - Missing Item	2	2	3	3		2				1			13
Screening	3			1	2	2			1	1		3	13
Screening - Procedures/Process	3			1	2	2			1	1		3	13
2021	**10**	**7**	**9**	**7**	**5**	**12**							**50**
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Claims			1										1
Claims - General			1										1
Customer Service	1	1	3	2	1	4							12
Customer Service - TSO	1	1	3	2	1	4							12
Duplicate E-mail				1									1
Duplicate E-mail - General				1									1
Expedited Passenger Screening Program			1		1	1							3
Expedited Passenger Screening Program - TSA PreCheck			1		1	1							3
Mishandling of Passenger Property	3	5	1	1		1							11
Mishandling of Passenger Property - Damaged/Missi		1		1									2
Mishandling of Passenger Property - Dam	3	4	1			1							9
Persons w/ Disabilities (PWD)		1				1							2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Prohibited & Permitted Items			1	1									2
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling	4		1	1		2							8
Property - Special Handling - Damaged Ite	1		1	1									3
Property - Special Handling - Missing Item	1					1							2
Property - Special Handling - Missing Item	2					1							3
Screening	2			1	3	3							9
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	2				3								5
Screening - Retrieving Abandoned/Confiscated Items						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORD	**302**	**221**	**266**	**311**	**295**	**309**	**227**	**248**	**240**	**309**	**302**	**230**	**3,260**
2018				**114**	**100**	**107**	**116**	**115**	**118**	**127**	**132**	**89**	**1,018**
Advanced Imaging Technology (AIT)									1	1		1	3
Advanced Imaging Technology (AIT) - Flyer									1	1		1	3
Civil Rights				5	3	1	6	2	6	9	4	5	41
Civil Rights - Constitutional Rights					1					1			2
Civil Rights - Hair Patdowns									1		2		3
Civil Rights - Headwear										1			1
Civil Rights - National Origin				2			1			1		1	5
Civil Rights - Racial Profiling or Discrimination				1	1	1	5	1	5	5	2	2	23
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2	1			1		1		2	7
Customer Service				20	27	30	30	39	31	35	41	20	273
Customer Service - CSM						1							1
Customer Service - Others					1	1	1	2	1		2	1	9
Customer Service - TSO				20	26	28	29	37	30	35	39	19	263
Locks				8	3	10	8	7	2	5	3	8	54
Locks - General				1	1	2	2						6
Locks - Missing or Damaged Lock				7	2	8	6	7	2	5	3	8	48
Lost and Found				3	1	3	2	3	1	2	1	2	18
Lost and Found - Airport/TSA				3	1	3	2	3	1	2	1	2	18
Mishandling of Passenger Property				34	19	19	26	33	25	22	27	23	228
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	4	1		3			1	3	13
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				28	14	16	23	26	22	16	24	14	183
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				5	1	2	3	3	3	6	2	6	31
Patdown				3	2	2	6	5	10	2	7	3	40
Patdown - Flyer				3	2	1	6	5	8	1	6	3	35
Patdown - Non-Flyer						1			2	1	1		5
Persons w/ Disabilities (PWD)				8	7	5	9	3	8	4	5	5	54
Persons w/ Disabilities (PWD) - Autism Spectrum				1			1			1			3
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1						1		2
Persons w/ Disabilities (PWD) - Diabetes						1		1		1		2	5
Persons w/ Disabilities (PWD) - General							1				1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2				1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1			1				2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1			1	2	3		1	2	10
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	2		2						5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1	1							2
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1	2				1	1			5
Persons w/ Disabilities (PWD) - Visual Impairment									1		1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				3	1	1			1	1		1	8
Property - Special Handling				23	23	20	12	13	23	31	22	8	175
Property - Special Handling - Damaged Items - Carry-On				1	4		2		3	3	1		14
Property - Special Handling - Damaged Items - Checked				2	2	3	2	5	4	7	10	4	39
Property - Special Handling - Missing Items - Carry-On				7	6	7	2	2	1	8	4	2	39
Property - Special Handling - Missing Items - Checked				13	11	10	6	6	15	13	7	2	83
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening				10	15	17	17	10	11	16	22	13	131
Screening - Inconsistency				1	1	2	2		1		2		9
Screening - Lengthy Lines				1	1			2	4	2		3	13
Screening - Procedures/Process				8	12	13	15	7	6	14	18	8	101
Screening - Retrieving Abandoned/Confiscated Items					1	1		1			1		4
Screening - Security Breach						1					1	2	4
2019	**129**	**97**	**116**	**78**	**69**	**92**	**101**	**118**	**103**	**136**	**126**	**107**	**1,272**
Advanced Imaging Technology (AIT)									1		1		2
Advanced Imaging Technology (AIT) - Flyer									1		1		2
Civil Rights	15	9	3	7	6	2	9	6	10	9	10	8	94
Civil Rights - Age		1								1			2
Civil Rights - Constitutional Rights							1						1
Civil Rights - Hair Patdowns	1					1				1	2	2	7
Civil Rights - Headwear	1												1
Civil Rights - National Origin	2	1							1	1	1		6
Civil Rights - Perceived Religion	1		1				1	2	1		1		7
Civil Rights - Racial Profiling or Discrimina	6	5	1	2	4	1	4	2	3	5	5	2	40
Civil Rights - Sex/Gender/Gender Identity-	3	2	1	3	1		3			1	1	3	18
Civil Rights - Sexual Orientation - Not Transgender				2	1			2	5			1	11
Civil Rights - Transgender Screening	1												1
Customer Service	25	22	40	18	18	23	24	33	27	31	27	25	313
Customer Service - Others	1	1	1	1		1	2	1	2	3			13
Customer Service - TSO	24	21	39	17	18	22	22	32	25	28	27	25	300
Human Capital				1									1
Human Capital - Prospective Employment with TSA				1									1
Locks	4	5	5	1	3	6	9	7	5	9	5	9	68
Locks - General	1												1
Locks - Missing or Damaged Lock	3	5	5	1	3	6	9	7	5	9	5	9	67
Lost and Found	3		4	4	1		1	2	1	3	2	1	22
Lost and Found - Airport/TSA	3		4	4	1		1	2	1	3	2	1	22
Mishandling of Passenger Property	23	20	16	19	9	18	15	25	16	23	27	26	237
Mishandling of Passenger Property - Dam	2	1		3	1	1	1	1		2	1	4	17
Mishandling of Passenger Property - Dam	17	16	13	13	8	13	11	19	12	17	22	19	180

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	1			1		1	1					1	5
Mishandling of Passenger Property - Disa	3	3	3	2		3	2	5	4	4	4	2	35
Patdown	6	1	6	2	3	3	8	2	5	8	2	6	52
Patdown - Flyer	5	1	5	2	2	3	8	2	5	7	2	5	47
Patdown - Flyer as Observer	1				1							1	3
Patdown - Non-Flyer			1							1			2
Persons w/ Disabilities (PWD)	7	6	6	6	3	3	4	3	3	2	8	4	55
Persons w/ Disabilities (PWD) - Autism S	1										1		2
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1				2
Persons w/ Disabilities (PWD) - Cognitive /Developm		1			1					1	2		5
Persons w/ Disabilities (PWD) - Diabetes	1	1	2								1		5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1					1				2
Persons w/ Disabilities (PWD) - Hearing Impairment					1			1					2
Persons w/ Disabilities (PWD) - Internal M	1		1										2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			2			1	1			1	1	1	7
Persons w/ Disabilities (PWD) - Metal Implants (joint)				2								1	3
Persons w/ Disabilities (PWD) - Mobility D	2	2				1							5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesi	1			1			1						3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							2				1	1	4
Persons w/ Disabilities (PWD) - Visual Impairment					1								1
Persons w/ Disabilities (PWD) - Wheelcha	1	1	1	1				1			2	1	8
Property - Special Handling	23	18	18	13	13	25	22	19	21	32	26	19	249
Property - Special Handling - Damaged Ite	2	1		1	2		1	2	1	6		1	17
Property - Special Handling - Damaged Ite	4	1	1	1		5	6	5	2	8	8	3	44
Property - Special Handling - Missing Item	4	10	5	5	4	4	5	1	6	6	6	4	60
Property - Special Handling - Missing Item	13	6	12	6	7	16	10	11	12	12	12	11	128
Request for Assistance		1	1										2
Request for Assistance - Other		1	1										2
Screening	23	15	17	7	13	12	9	21	14	19	18	9	177
Screening - Children							1				1		2
Screening - Gate Pass								1					1
Screening - Inconsistency	2		1		1	2		1			1		8
Screening - Lengthy Lines	1	2	2	1	3		3	2	3	1	2		20
Screening - Procedures/Process	17	12	14	6	9	10	5	14	10	17	13	8	135
Screening - Retrieving Abandoned/Confis	1									1		1	3
Screening - Security Breach	2	1						3	1		1		8
2020	**115**	**96**	**114**	**96**	**92**	**60**	**10**	**15**	**19**	**46**	**44**	**34**	**741**
Civil Rights	7	7	5	6	3	4	2	2		4	3		43
Civil Rights - Age		1											1
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimina	5	5	3	3	1	3	2	1		2	2		27
Civil Rights - Sex/Gender/Gender Identity	1		1	2	1	1					1		7
Civil Rights - Sexual Orientation - Not Transgender					1					1			2
Civil Rights - Transgender Screening	1		1					1					3
Customer Service	22	21	16	23	23	10	2	2	2	10	4	3	138
Customer Service - Others	2	2			3		1			1		1	10
Customer Service - TSO	20	19	16	23	20	10	1	2	2	9	4	2	128
Identification (ID) Requirements	1											1	2
Identification (ID) Requirements - Domest	1											1	2
Locks	6	7	10	3	3	4		1	1	1		1	37
Locks - Missing or Damaged Lock	6	7	10	3	3	4		1	1	1		1	37
Lost and Found	2	2	2	2	3	1	1		1	1		2	17
Lost and Found - Airport/TSA	2	2	2	2	3	1	1		1	1		2	17
Mishandling of Passenger Property	22	22	27	24	22	15		2	4	11	12	8	169
Mishandling of Passenger Property - Dam	2	3	4	2	3	1							15
Mishandling of Passenger Property - Dam	18	14	22	19	16	14		2	2	9	11	7	134
Mishandling of Passenger Property - Disa	2	5	1	3	3				2	2	1	1	20
Patdown	3	1	6	3	2	2				1	2		20
Patdown - Flyer	3	1	5	3	2	2				1	2		19
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)	5	4	10	3	5	2	1			5	1	1	37
Persons w/ Disabilities (PWD) - Breast Cancer		1											1
Persons w/ Disabilities (PWD) - Cancer (g	1									1			2
Persons w/ Disabilities (PWD) - Cognitive	1		2										3
Persons w/ Disabilities (PWD) - General										1		1	2
Persons w/ Disabilities (PWD) - Internal Medical Dev		1	1										2
Persons w/ Disabilities (PWD) - Medically	1	1	1		2	2	1						8
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1	1	1								3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1		2	1					1			5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipme			1							1			2
Persons w/ Disabilities (PWD) - Service Animals			1							1			2
Persons w/ Disabilities (PWD) - Wheelcha	2		2								1		5
Property - Special Handling	29	20	19	25	21	19	1	5	5	11	15	14	184
Property - Special Handling - Damaged Ite	4	2	1	2							1	2	12
Property - Special Handling - Damaged Ite	7	3	2	2	3	4		1	1	4	4	3	34
Property - Special Handling - Missing Item	9	5	5	3	5	4	1	2	2		3	3	42
Property - Special Handling - Missing Item	9	10	11	18	13	11		2	2	7	7	6	96
Screening	18	12	19	7	10	3	3	2	6	2	7	4	93
Screening - Inconsistency	1										1		2
Screening - International Screening	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines	2	1	5		1								9
Screening - Procedures/Process	13	10	14	6	9	3	3	2	6	2	6	4	78
Screening - Retrieving Abandoned/Confiscated Items		1											1
Screening - Security Breach	1			1									2
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2021	**58**	**28**	**36**	**23**	**34**	**50**							**229**
Animals			1										1
Animals - Checked			1										1
Civil Rights	2	1	1		2	2							8
Civil Rights - Racial Profiling or Discrimina	1	1	1		1	2							6
Civil Rights - Sex/Gender/Gender Identity-	1												1
Civil Rights - Transgender Screening					1								1
Claims					1								1
Claims - General					1								1
Customer Service	13	8	13	8	9	9							60
Customer Service - Others						1							1
Customer Service - TSO	13	8	13	8	9	8							59
Expedited Passenger Screening Program			2	1	5	12							20
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck			2	1	5	11							19
Locks	1		1		1								3
Locks - Missing or Damaged Lock	1		1		1								3
Lost and Found	3			1		1							5
Lost and Found - Airport/TSA	3			1		1							5
Mishandling of Passenger Property	10	10	7	8	6	1							42
Mishandling of Passenger Property - Dam	2	4		2									8
Mishandling of Passenger Property - Dam	6	4	7	5	5	1							28
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1	2		1	1								5
No Jurisdiction			2	2									4
No Jurisdiction - Refer to CBP			1	2									3
No Jurisdiction - Refer to Other			1										1
No Subject						1							1
No Subject - General						1							1
Patdown			2		1	2							5
Patdown - Flyer			1		1	2							4
Patdown - General			1										1
Persons w/ Disabilities (PWD)	1					4							5
Persons w/ Disabilities (PWD) - General						2							2
Persons w/ Disabilities (PWD) - Service A	1					1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Prohibited & Permitted Items			1		1								2
Prohibited & Permitted Items - Food/Beverages					1								1
Prohibited & Permitted Items - General			1										1
Property - Special Handling	20	7	1	3	5	13							49
Property - Special Handling - Damaged It	1	1			1								3
Property - Special Handling - Damaged It	4	1		1	2	7							15
Property - Special Handling - Missing Iten	3	1	1			2							7
Property - Special Handling - Missing Iten	12	4		2	2	4							24
Screening	8	2	5		3	5							23
Screening - Crew Member or Airline Employee			1										1
Screening - Inconsistency	1				1								2
Screening - Procedures/Process	7	2	3		2	5							19
Screening - Retrieving Abandoned/Confiscated Items			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORF	**19**	**23**	**33**	**40**	**28**	**41**	**23**	**32**	**41**	**32**	**25**	**26**	**363**
2018				**17**	**8**	**13**	**16**	**16**	**17**	**14**	**12**	**10**	**123**
Civil Rights				2			1		1		1	1	6
Civil Rights - Hair Patdowns												1	1
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination				1			1		1		1		4
Customer Service				5		2	1	3	3	6			20
Customer Service - Others										1			1
Customer Service - TSO				5		2	1	3	3	5			19
Locks				1			4	1					6
Locks - Missing or Damaged Lock				1			4	1					6
Lost and Found							1	1					2
Lost and Found - Airport/TSA							1	1					2
Mishandling of Passenger Property				4	3	4	3	2	5	3	4	2	30
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1					1	1	2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	4	3	1	3	1	2	1	18
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2	1			1	1	1		1	7
Patdown				1	2	1		4	2	1	2	2	15
Patdown - Flyer				1	2			4	2	1	2	1	13
Patdown - Non-Flyer						1						1	2
Persons w/ Disabilities (PWD)				1	2					2	3	1	9
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General				1							1		2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1					1	1		3
Property - Special Handling				2	1	5	4	3	2		1	4	22
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checked						1		2	2		1		6
Property - Special Handling - Missing Items - Carry-On						1	2					1	4
Property - Special Handling - Missing Items - Checked				2	1	3	2	1				2	11
Screening				1		1	2	2	4	2	1		13
Screening - Inconsistency						1			1	1			3
Screening - Procedures/Process				1			2	2	3	1	1		10
2019	**9**	**8**	**14**	**8**	**4**	**14**	**6**	**13**	**18**	**14**	**11**	**16**	**135**
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Flyer										1			1
Civil Rights				1			1		1	1		2	6
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimination				1			1			1		1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service		1		1		3		1	4		1	4	15
Customer Service - Others								1	1				2
Customer Service - TSO		1		1		3			3		1	4	13
Locks	1		2				1	1	2				7
Locks - Missing or Damaged Lock	1		2				1	1	2				7
Mishandling of Passenger Property	3		6		2	3		1	3	3	3	4	28
Mishandling of Passenger Property - Dam	2		3		2	2		1	2	3	3	2	20
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disa	1		2			1			1			2	7
Patdown		1		2				1	1	2	2	1	10
Patdown - Flyer		1		2				1	1	2	2	1	10
Persons w/ Disabilities (PWD)		2				1			2	2	1	1	9
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1								1			2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling	4	2	5	2	1	6	3	6	2	4	1	2	38
Property - Special Handling - Damaged Items - Carry-On						1		1					2
Property - Special Handling - Damaged It	1	1	1			1		1	2	2			9
Property - Special Handling - Missing Item	1		1			1	1			1		2	7
Property - Special Handling - Missing Item	2	1	3	2	1	3	2	4		1	1		20
Screening	1	2	1	1	1	1	1	3	3	1	3	2	20
Screening - Inconsistency			1						1				2
Screening - Lengthy Lines		1					1						2
Screening - Procedures/Process	1	1		1	1	1		3	2	1	3	2	16
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2020	**7**	**11**	**15**	**10**	**9**	**5**	**1**	**3**	**6**	**4**	**2**		**73**
Civil Rights	1			1									2
Civil Rights - Constitutional Rights	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		1	3	1	1		1		1		1		9
Customer Service - TSO		1	3	1	1		1		1		1		9
Locks								1			1		2
Locks - Missing or Damaged Lock								1			1		2
Mishandling of Passenger Property	1	4	2	3	5	1		1	1	1			19
Mishandling of Passenger Property - Dam	1	3	1	3	4	1		1	1				15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1					1			2
Mishandling of Passenger Property - Disarrayed Item		1	1										2
Patdown	1	2	2			1							6

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	1	2	2			1							6
Persons w/ Disabilities (PWD)		1	2	1	1	1							6
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1	1								2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates			1										1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	1	1	5	2	1	1		1	4	3			19
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged It	1								1				2
Property - Special Handling - Missing Items - Carry-On			2	1	1	1			1				6
Property - Special Handling - Missing Items - Checke		1	3	1				1	1	3			10
Screening	3	2	1	2	1	1							10
Screening - Inconsistency		1											1
Screening - Military				1									1
Screening - Procedures/Process	2	1	1		1	1							6
Screening - Security Breach	1			1									2
2021	**3**	**4**	**4**	**5**	**7**	**9**							**32**
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Claims				1									1
Claims - General				1									1
Customer Service			1		2								3
Customer Service - TCC			1										1
Customer Service - TSO					2								2
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domestic					1								1
Mishandling of Passenger Property	1	1	2	3	1	1							9
Mishandling of Passenger Property - Dam	1	1	2	1	1	1							7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2									2
Persons w/ Disabilities (PWD)			1			2							3
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling	2	1			1	3							7
Property - Special Handling - Damaged It	1	1			1	1							4
Property - Special Handling - Missing Item	1					2							3
Screening		2		1	1	2							6
Screening - Inconsistency					1								1
Screening - Procedures/Process		2		1		2							5

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OTH	**1**	**1**	**1**	**4**	**2**	**1**	**1**		**1**	**2**	**1**		**15**
2018				**1**		**1**	**1**						**3**
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
2019	**1**	**1**			**1**					**1**	**1**		**5**
Mishandling of Passenger Property	1				1					1	1		4
Mishandling of Passenger Property - Dam	1				1					1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
2020			**1**	**2**	**1**				**1**	**1**			**6**
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling			1	1						1			3
Property - Special Handling - Damaged Items - Checked			1	1									2
Property - Special Handling - Missing Items - Checked										1			1
2021				**1**									**1**
Customer Service				1									1
Customer Service - TSO				1									1

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAE	**2**	**3**	**4**	**3**	**3**	**2**	**3**	**1**	**5**	**5**	**9**	**3**	**43**
2019							**3**	**1**	**5**	**5**	**9**	**3**	**26**
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Customer Service								1	1		3	1	6
Customer Service - Others											1		1
Customer Service - TSO								1	1		2	1	5
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1		1	2
Patdown							1		1	1		1	4
Patdown - Flyer							1		1	1		1	4
Persons w/ Disabilities (PWD)									1	1	2		4
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling									2				2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening							2			2	3		7
Screening - Crew Member or Airline Employee							1						1
Screening - Procedures/Process							1			2	3		6
2020	**1**	**3**	**4**	**3**	**3**								**14**
Civil Rights		1		1									2
Civil Rights - Age		1		1									2
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property		1	1		1								3
Mishandling of Passenger Property - Damaged/Missi		1	1										2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling	1		2	1									4
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Missing Iten	1		2										3
Screening		1	1	1									3
Screening - Procedures/Process		1	1	1									3
2021	**1**					**2**							**3**
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAH	**1**			**2**							**2**		**5**
2018											**1**		**1**
Customer Service											1		1
Customer Service - TSO											1		1
2019	**1**										**1**		**2**
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening											1		1
Screening - Procedures/Process											1		1
2020				**2**									**2**
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Breast Cancer				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBG	**1**			**2**	**2**	**1**			**1**				**7**
2018				**1**	**1**	**1**							**3**
Customer Service					1								1
Customer Service - TSO					1								1
Patdown				1		1							2
Patdown - Flyer				1									1
Patdown - Non-Flyer						1							1
2019	**1**			**1**	**1**				**1**				**4**
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling	1			1					1				3
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked				1					1				2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBI	**37**	**47**	**65**	**81**	**87**	**85**	**43**	**48**	**54**	**58**	**40**	**23**	**668**
2018				**27**	**21**	**31**	**20**	**21**	**30**	**25**	**23**	**8**	**206**
Civil Rights						1	1	1			1		4
Civil Rights - Age								1					1
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination						1	1						2
Customer Service				5	5	5	4	2	4	3	1	1	30
Customer Service - Others					1	1				1			3
Customer Service - TSO				5	4	4	4	2	4	2	1	1	27
Locks				4	2		1	1	2				10
Locks - Missing or Damaged Lock				4	2		1	1	2				10
Lost and Found					1	1	2						4
Lost and Found - Airport/TSA					1	1	2						4
Mishandling of Passenger Property				4	7	15	2	6	11	6	12	3	66
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	2	1			1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	5	10	1	6	7	5	11	3	52
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						3			4		1		8
Patdown					1	1				2	2		6
Patdown - Flyer					1	1				2	1		5
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				4	1				2	1			8
Persons w/ Disabilities (PWD) - Diabetes					1				1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				2									2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling				4	3	6	7	7	9	10	6	3	55
Property - Special Handling - Damaged Items - Carry-On						2		1					3
Property - Special Handling - Damaged Items - Checked						3	1	2	5	3	4	3	21
Property - Special Handling - Missing Items - Carry-On				2		1	4	2	1	4	1		15
Property - Special Handling - Missing Items - Checked				2	3		2	2	3	3	1		16
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				6	1	2	3	4	2	2	1	1	22
Screening - Inconsistency				2									2
Screening - Lengthy Lines									1			1	2
Screening - Procedures/Process				4	1	2	3	4	1	2	1		18
2019	**18**	**19**	**27**	**16**	**21**	**26**	**22**	**23**	**17**	**26**	**15**	**7**	**237**
Civil Rights		1	1	1		2	1	2	1	2	1		12
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights								1					1
Civil Rights - Hair Patdowns		1						1					2
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination				1			1		1	1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1							2
Customer Service	3	4	8	2	4	7	5	1	1	3	2	1	41
Customer Service - TSO	3	4	8	2	4	7	5	1	1	3	2	1	41
Locks						4	1	1	1	1			8
Locks - Missing or Damaged Lock						4	1	1	1	1			8
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	6	5	4	5	8	3	4	4	9	5	1	1	55
Mishandling of Passenger Property - Dam	1			1						2		1	5
Mishandling of Passenger Property - Dam	5	4	3	4	7	3	4	4	7	2	1		44
Mishandling of Passenger Property - Disarrayed Item		1	1		1				2	1			6
Patdown			1	1			1			2			5
Patdown - Flyer			1	1			1			1			4
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	2		2	1		2	3	1		2	1	1	15
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - Hearing Impairment												1	1
Persons w/ Disabilities (PWD) - Medically	2												2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1			1			2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1		1	1	1					5
Property - Special Handling	6	6	5	6	4	6	6	8	3	6	6	4	66
Property - Special Handling - Damaged Items - Carry		1				1	1			1	2		6
Property - Special Handling - Damaged It	2	2	2	2		1			2	2		2	15
Property - Special Handling - Missing Items - Carry-C		1	1	1	2			2	1	1		1	10
Property - Special Handling - Missing Iten	4	2	2	3	2	4	5	6		2	4	1	35
Screening	1	3	6		5	2	1	6	2	4	4		34
Screening - Crew Member or Airline Employee						1							1
Screening - Inconsistency	1		1			1					1		4
Screening - Lengthy Lines									1				1
Screening - Procedures/Process		3	4		4		1	6	1	4	3		26
Screening - Security Breach			1		1								2
2020	**13**	**20**	**31**	**28**	**33**	**18**	**1**	**4**	**7**	**7**	**2**	**8**	**172**
Civil Rights					2	1			1				4
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination						1							1
Civil Rights - Screening of Religious Cultural and Ceremonial Items					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service	1	3	6	5	8	4		3	1			1	32
Customer Service - Others			1					1					2
Customer Service - TSO	1	3	5	5	8	4		2	1			1	30
Locks	1	1		1	1	1				1		1	7
Locks - Missing or Damaged Lock	1	1		1	1	1				1		1	7
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property	4	5	10	9	9	8			1	1		2	49
Mishandling of Passenger Property - Dam	3	4	10	9	8	7			1	1		2	45
Mishandling of Passenger Property - Disa	1	1			1	1							4
Patdown	2			1		1						1	5
Patdown - Flyer	1			1		1						1	4
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1	3	1	3	4								12
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	2								3
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2			1								3
Property - Special Handling	4	5	11	6	6	1	1		3	3	1	2	43
Property - Special Handling - Damaged Items - Carry-On			2	2									4
Property - Special Handling - Damaged Ite	2	3	2	2	2				1	1		2	15
Property - Special Handling - Missing Items - Carry-C		2	1		2		1			1			7
Property - Special Handling - Missing Item	2		6	2	2	1			2	1	1		17
Screening		3	3	3	2	2		1	1	2	1	1	19
Screening - Crew Member or Airline Employee						1							1
Screening - Procedures/Process		3	2	2	2	1		1	1	2	1		15
Screening - Security Breach			1	1								1	3
2021	**6**	**8**	**7**	**10**	**12**	**10**							**53**
Civil Rights				1		2							3
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination				1		1							2
Claims			1										1
Claims - General			1										1
Customer Service	1	1	2	7	2	3							16
Customer Service - TSO	1	1	2	7	2	3							16
Expedited Passenger Screening Program			1		3	4							8
Expedited Passenger Screening Program - TSA Application Program					1								1
Expedited Passenger Screening Program - TSA PreCheck			1		2	4							7
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		2	1										3
Mishandling of Passenger Property - Damaged/Missi		2	1										3
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
No Subject			1										1
No Subject - General			1										1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling	1	4		1	1	1							8
Property - Special Handling - Damaged Items - Checl		2			1								3
Property - Special Handling - Missing Item	1	2		1		1							5
Screening	1	1		1	4								7
Screening - Inconsistency					1								1
Screening - Procedures/Process	1	1		1	3								6

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PDX	**85**	**86**	**73**	**113**	**90**	**106**	**63**	**86**	**98**	**115**	**91**	**93**	**1,099**
2018				**39**	**36**	**34**	**32**	**45**	**41**	**45**	**45**	**27**	**344**
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights					1	2	1	5	1	6	2	2	20
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination					1	1	1	3	1	5	1		13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1					1	2	4
Civil Rights - Transgender Screening								1					1
Customer Service				2	10	8	7	9	6	8	15	6	71
Customer Service - Others						1		1	1	1		1	5
Customer Service - TSO				2	10	7	7	8	5	7	15	5	66
Locks				2	2	3	3		2			1	13
Locks - General							1						1
Locks - Missing or Damaged Lock				2	2	3	2		2			1	12
Mishandling of Passenger Property				12	9	5	17	12	18	8	14	6	101
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2				2	1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				10	8	4	13	8	13	7	14	3	80
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1	4	2	4	1		2	15
Patdown				1	3	1		2	2	4	1	1	15
Patdown - Flyer				1	3	1		2	2	4	1	1	15
Persons w/ Disabilities (PWD)				3	2	2		3	4	3	2	4	23
Persons w/ Disabilities (PWD) - Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1						1		2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1					2	2		2	7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1	1							3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1								1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1			1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		2		1			4
Property - Special Handling				11	3	5	2	7	5	15	9	5	62
Property - Special Handling - Damaged Items - Carry-On				1		1			1	1	1	1	6
Property - Special Handling - Damaged Items - Checked				3		2		1	2	6	1		15
Property - Special Handling - Missing Items - Carry-On				1	1			1		1	3	2	9
Property - Special Handling - Missing Items - Checked				6	2	2	2	5	2	7	4	2	32
Request for Assistance						1	1						2
Request for Assistance - Other							1						1
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening				8	6	7	1	6	3	1	2	2	36
Screening - Inconsistency					1			1			1		3
Screening - Lengthy Lines					2								2
Screening - Procedures/Process				8	3	7	1	5	3	1		2	30
Screening - Retrieving Abandoned/Confiscated Items											1		1
2019	**38**	**41**	**29**	**31**	**22**	**37**	**28**	**37**	**47**	**44**	**35**	**39**	**428**
Civil Rights	3	1	2	3	1	1		1	1	1	1	1	16
Civil Rights - Headwear								1					1
Civil Rights - Racial Profiling or Discrimination		1	1	1	1					1	1		6
Civil Rights - Sex/Gender/Gender Identity-	3		1	1					1				6
Civil Rights - Transgender Screening				1		1						1	3
Customer Service	3	9	2	6	2	4	8	11	4	10	8	8	75
Customer Service - Others		1								2	1		4
Customer Service - TSO	3	8	2	6	2	4	8	11	4	8	7	8	71
Locks	2		3	2			1		1		1	1	11
Locks - General	1												1
Locks - Missing or Damaged Lock	1		3	2			1		1		1	1	10
Lost and Found	1											1	2
Lost and Found - Airport/TSA	1											1	2
Mishandling of Passenger Property	14	10	12	6	6	4	3	8	15	12	11	13	114
Mishandling of Passenger Property - Dam	2				1				1			4	8
Mishandling of Passenger Property - Dam	9	7	9	5	5	4	2	8	10	11	9	6	85
Mishandling of Passenger Property - Disa	3	3	3	1			1		4	1	2	3	21
Patdown	1	1			2		1	3	4	1	1		14
Patdown - Flyer	1				2		1	3	4	1	1		13
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)		3		3	6	3	1	3	6	4	5	2	36
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Breast Cancer										1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes		1									1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General					1	1				1			3
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1			1					2
Persons w/ Disabilities (PWD) - Medically Necessary		1			1			2	2		3		9
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1			1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1	1			1	1		1	6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1				1			1				3
Property - Special Handling	8	16	9	10	3	15	9	8	10	6	5	10	109
Property - Special Handling - Damaged Ite	2	3		1	2	2			2	2	1		15
Property - Special Handling - Damaged Ite	1	2	5	1		3	1	1	1		1	1	17
Property - Special Handling - Missing Item	1	3		3		2	4	4	3			1	21

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	4	8	4	5	1	8	4	3	4	4	3	8	56
Screening	6	1	1	1	2	10	5	3	6	10	3	3	51
Screening - Inconsistency				1		2			1		1	1	6
Screening - Lengthy Lines									1	1			2
Screening - Procedures/Process	4	1	1		2	5	5	3	4	8	2	1	36
Screening - Retrieving Abandoned/Confis	1					1				1			3
Screening - Security Breach	1					2						1	4
2020	**31**	**31**	**36**	**32**	**22**	**23**	**3**	**4**	**10**	**26**	**11**	**27**	**256**
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights	1	4	2	1	1				3		1	1	14
Civil Rights - Age			1										1
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination		2							2			1	5
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1			1				1				3
Civil Rights - Transgender Screening	1	1	1	1									4
Customer Service	6	8	7	4		4	1				5	2	37
Customer Service - Others		1									2		3
Customer Service - TSO	6	7	7	4		4	1				3	2	34
Identification (ID) Requirements				1									1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				1									1
Locks			1	1								1	3
Locks - Missing or Damaged Lock			1	1								1	3
Lost and Found										2			2
Lost and Found - Airport/TSA										2			2
Mishandling of Passenger Property	8	4	12	9	8	11	1	1	1	5	3	9	72
Mishandling of Passenger Property - Damaged/Missi		1	1	2		1				2	1	1	9
Mishandling of Passenger Property - Dam	6	2	8	6	7	7	1	1	1	2	1	5	47
Mishandling of Passenger Property - Disa	2	1	3	1	1	3				1	1	3	16
Patdown		1	2	1	1					3			8
Patdown - Flyer		1	2	1	1					3			8
Persons w/ Disabilities (PWD)	2	2	2	4	5	1							16
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes				2									2
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1			3								4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Ostomy/C	1			1									2
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1		1								3
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Firearm/Ammunition				1									1
Property - Special Handling	9	7	7	5	2	4		2	3	13		7	59
Property - Special Handling - Damaged Items - Carry		1		1						3			5
Property - Special Handling - Damaged It	5	1		1		1		2	1	3		5	19
Property - Special Handling - Missing Item	2	2	1		1					2			8
Property - Special Handling - Missing Item	2	3	6	3	1	3			2	5		2	27
Screening	5	5	3	4	5	3	1	1	3	3	2	7	42
Screening - Inconsistency	1	1			1								3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	4	3	3	4	2	3	1	1	3	3	2	7	36
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach		1											1
2021	**16**	**14**	**8**	**11**	**10**	**12**							**71**
Civil Rights			2			2							4
Civil Rights - Racial Profiling or Discrimination						2							2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service	2	3	1	3	5	4							18
Customer Service - TSO	2	3	1	3	5	4							18
Expedited Passenger Screening Program			1	1	2	2							6
Expedited Passenger Screening Program - TSA PreCheck			1	1	2	2							6
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property	3	3		1	1								8
Mishandling of Passenger Property - Dam	1				1								2
Mishandling of Passenger Property - Dam	2	3		1									6
Patdown	1		1										2
Patdown - Flyer	1												1
Patdown - General			1										1
Persons w/ Disabilities (PWD)	3	5		1									9
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Visual Impairment		3											3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Prohibited & Permitted Items			1		1								2
Prohibited & Permitted Items - Food/Beverages			1		1								2
Property - Special Handling	2	1	1		1	1							6
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	1	1	1		1	1							5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	4	2		4		2							12
Screening - Inconsistency						1							1
Screening - Procedures/Process	3	2		4		1							10
Screening - Security Breach	1												1
TWIC			1	1									2
TWIC - General			1	1									2

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGD	**10**	**7**	**9**	**4**	**19**	**28**	**12**	**4**	**6**	**6**	**8**	**5**	**118**
2018				**1**	**8**	**7**	**6**	**1**	**3**		**2**	**4**	**32**
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights						1						1	2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service				1	1	4	1	1				1	9
Customer Service - TSO				1	1	4	1	1				1	9
Mishandling of Passenger Property					3				1			1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown					1	1	2		1			1	6
Patdown - Flyer					1	1	2					1	5
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)					1	1	1						3
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1	1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening					2		2				1		5
Screening - Lengthy Lines											1		1
Screening - Procedures/Process					2		2						4
2019	**6**	**4**	**2**	**2**	**5**	**10**	**5**	**2**	**1**	**5**	**4**		**46**
Civil Rights	1				1					1			3
Civil Rights - Constitutional Rights	1												1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1					1			2
Customer Service		2	1			2	1		1		1		8
Customer Service - TSO		2	1			2	1		1		1		8
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Lost and Found						2							2
Lost and Found - Airport/TSA						2							2
Mishandling of Passenger Property		1			1	1	1						4
Mishandling of Passenger Property - Damaged/Missi		1			1	1							3
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Patdown		1			1								2
Patdown - Flyer		1			1								2
Persons w/ Disabilities (PWD)	2			1	1	2					3		9
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Diabetes	1			1									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility D	1					1							2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling						1	3	1					5
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							2						2
Screening	3		1	1	1	1		1		4			12
Screening - Procedures/Process	3		1		1	1		1		4			11
Screening - Retrieving Abandoned/Confiscated Items				1									1
2020	**2**	**2**	**4**		**4**	**7**	**1**	**1**	**2**	**1**	**2**	**1**	**27**
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Damaged/Missi		1				1							2
Patdown			3		1							1	5
Patdown - Children			1										1
Patdown - Flyer			2									1	3
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)					2	1					1		4
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling	1	1								1	1		4
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Iten	1									1			2
Screening	1		1			5	1	1	2				11
Screening - Inconsistency			1										1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1					4	1	1	2				9
2021	**2**	**1**	**3**	**1**	**2**	**4**							**13**
Civil Rights					1								1
Civil Rights - Constitutional Rights					1								1
Customer Service		1	1	1		1							4
Customer Service - CSM			1										1
Customer Service - TSO		1		1		1							3
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Mishandling of Passenger Property			1			1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Medically		1											1
Screening		1		1		1							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
PGV	**3**	**1**	**3**	**1**		**2**	**2**	**4**	**1**	**1**	**4**	**5**	**27**
2018						**1**	**1**	**4**	**1**	**1**	**1**	**3**	**12**
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Mishandling of Passenger Property						1	1	2	1		1		6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1		1		1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Property - Special Handling								1		1		1	3
Property - Special Handling - Missing Items - Checked								1		1		1	3
Screening												2	2
Screening - Procedures/Process												1	1
Screening - Retrieving Abandoned/Confiscated Items												1	1
2019				**1**		**1**	**1**				**1**	**1**	**5**
Customer Service											1		1
Customer Service - TSO											1		1
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling				1		1	1						3
Property - Special Handling - Damaged Items - Checked						1							1
Property - Special Handling - Missing Items - Checked				1			1						2
2020	**3**	**1**	**3**								**2**	**1**	**10**
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2		1									1	4
Mishandling of Passenger Property - Dam	2		1									1	4
Property - Special Handling			1								1		2
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked											1		1
Screening		1	1										2
Screening - Procedures/Process		1	1										2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHF	**6**	**4**	**4**	**2**	**5**	**6**	**4**		**3**	**3**	**2**	**1**	**40**
2018					**2**	**5**	**3**		**2**	**3**	**1**		**16**
Customer Service						4			1		1		6
Customer Service - TSO						4			1		1		6
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property					2					1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment							1						1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
Screening						1	2		1				4
Screening - Lengthy Lines							1						1
Screening - Procedures/Process						1	1		1				3
2019	**1**	**3**			**1**	**1**	**1**				**1**	**1**	**9**
Customer Service		1			1	1							3
Customer Service - TSO		1			1	1							3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	1	1										1	3
Mishandling of Passenger Property - Dam	1	1										1	3
Property - Special Handling		1					1						2
Property - Special Handling - Damaged Items - Checl		1					1						2
2020	**4**	**1**	**4**	**1**	**2**				**1**				**13**
Civil Rights	1		1										2
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service	1		2		1								4
Customer Service - TSO	1		2		1								4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Property - Special Handling				1	1				1				3
Property - Special Handling - Damaged Items - Checked					1				1				2
Property - Special Handling - Missing Items - Checked				1									1
2021	**1**			**1**									**2**
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	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
PHL	**200**	**159**	**169**	**192**	**144**	**170**	**108**	**147**	**176**	**214**	**196**	**179**	**2,054**
2018				**63**	**48**	**48**	**58**	**72**	**99**	**98**	**80**	**83**	**649**
Civil Rights				2	2	1	3	4	2	3	2	3	22
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion				1								1	2
Civil Rights - Racial Profiling or Discrimination					1		1	2	2	2	2	1	11
Civil Rights - Screening of Religious or Cultural Garments					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1		1					2
Civil Rights - Transgender Screening							2	1					3
Customer Service				8	9	5	13	15	13	26	16	13	118
Customer Service - CSM					1								1
Customer Service - Others										1	1	1	3
Customer Service - TSO				8	8	5	13	15	13	25	15	12	114
Locks					2	2	4	3	4	5	1	5	26
Locks - Missing or Damaged Lock					2	2	4	3	4	5	1	5	26
Lost and Found				1		1		2	7	2	1	2	16
Lost and Found - Airport/TSA				1		1		2	7	2	1	2	16
Mishandling of Passenger Property				24	16	17	8	24	30	23	22	17	181
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1	1			3	2	2	2	12
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				19	12	11	7	21	26	18	18	13	145
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1	1	1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				4	3	5	1	3	1	2	1	1	21
Patdown				3	1	2	4		5	4	2	2	23
Patdown - Flyer				3	1	2	3		5	4	1	2	21
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer							1						1
Persons w/ Disabilities (PWD)				4	2	3	2	2	5	2	3	4	27
Persons w/ Disabilities (PWD) - Autism Spectrum											2		2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer							1	1	1				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes									2			1	3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Persons w/ Disabilities (PWD) - General				1	1								2
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1		1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1	1	1				3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1					1		2	4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1				1	1		3
Property - Special Handling				13	6	9	12	12	21	25	22	26	146
Property - Special Handling - Damaged Items - Carry-On				2	1	1	2	3	5	2	4	6	26
Property - Special Handling - Damaged Items - Checked				4	2	2		3	8	5		5	29
Property - Special Handling - Missing Items - Carry-On				2		1	5	4	5	6	5	2	30
Property - Special Handling - Missing Items - Checked				5	3	5	5	2	3	12	13	13	61
Request for Assistance					2		1		1				4
Request for Assistance - Other					2		1		1				4
Screening				8	8	8	11	10	10	8	11	11	85
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				2	1								3
Screening - Lengthy Lines				1	1	1	2		1	3	2	1	12
Screening - Procedures/Process				4	6	7	7	10	7	5	9	7	62
Screening - Security Breach							2		2			3	7
TSA Contact Information									1				1
TSA Contact Information - General									1				1
2019	**81**	**65**	**71**	**57**	**45**	**43**	**46**	**69**	**68**	**99**	**93**	**60**	**797**
Civil Rights	6	1	4	6	4		4	4	1	2	1	4	37
Civil Rights - Age								1				1	2
Civil Rights - Constitutional Rights	2												2
Civil Rights - Hair Patdowns								1					1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	2		1	1	2		2	1		1	1	1	12
Civil Rights - Sex/Gender/Gender Identity-	2	1	2	5	1		1		1			1	14
Civil Rights - Sexual Orientation - Not Transgender							1			1			2
Civil Rights - Transgender Screening			1					1				1	3
CSM/Stakeholder Follow-up								1					1
CSM/Stakeholder Follow-up - General								1					1
Customer Service	17	9	20	9	7	10	7	9	22	22	21	17	170
Customer Service - Others		1					1	1	1	1	1	1	7
Customer Service - TSO	17	8	20	9	7	10	6	8	21	21	20	16	163
Locks	4	5	1	2	2	2	4	1	2	4	4	3	34
Locks - General			1										1
Locks - Missing or Damaged Lock	4	5		2	2	2	4	1	2	4	4	3	33
Lost and Found	1		1	1	2	3	1				2		11
Lost and Found - Airport/TSA	1		1	1	2	3	1				2		11
Mishandling of Passenger Property	18	11	12	19	8	9	9	15	10	22	25	8	166
Mishandling of Passenger Property - Dam	2	1	1	5		1		3	1	2	2	1	19
Mishandling of Passenger Property - Dam	15	8	11	12	6	7	7	9	8	17	22	7	129
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1				1					2
Mishandling of Passenger Property - Disa	1	2		1	2	1	2	2	1	3	1		16
Notice of Violation/Civil Penalties										1		1	2
Notice of Violation/Civil Penalties - General										1		1	2
Patdown	5	3	2	3	4		2	7	2	5	3	5	41
Patdown - Flyer	5	3	2	3	4		1	5	2	5	2	5	37

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer							1	2			1		4
Persons w/ Disabilities (PWD)	5	3	4	3	3	5	4	5	8	8	2	1	51
Persons w/ Disabilities (PWD) - Autism Spectrum								1					1
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1							1			1	3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1		1			1			4
Persons w/ Disabilities (PWD) - Diabetes			1		1				1				3
Persons w/ Disabilities (PWD) - General		2								1	1		4
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	1					1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1					1				2
Persons w/ Disabilities (PWD) - Mobility D	2		1	1		2			3	1			10
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Prosthesi	1						1						2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment							1			1			2
Persons w/ Disabilities (PWD) - Service Animals										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1				1	1			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2			1	1	3		1	1		9
Property - Special Handling	17	23	19	13	13	11	8	17	11	28	21	14	195
Property - Special Handling - Damaged Ite	4	7	4	2	1	2	1	2	3	1	1		28
Property - Special Handling - Damaged Ite	3	5	3	1	4	1	1	6	3	7	6	2	42
Property - Special Handling - Missing Item	5	4	4	5	5	2	1	2	2	7	7	3	47
Property - Special Handling - Missing Item	5	7	8	5	3	6	5	7	3	13	7	9	78
Request for Assistance	1	1										1	3
Request for Assistance - Other		1										1	2
Request for Assistance - Wounded Warrio	1												1
Screening	7	9	8	1	2	3	7	10	12	7	14	6	86
Screening - Crew Member or Airline Employee											1		1
Screening - International Screening												1	1
Screening - Lengthy Lines			1					3			4	1	9
Screening - Procedures/Process	7	8	7	1	1	2	7	7	11	5	9	4	69
Screening - Retrieving Abandoned/Confiscated Items					1					2			3
Screening - Security Breach		1				1			1				3
2020	**84**	**65**	**80**	**60**	**35**	**37**	**4**	**6**	**9**	**17**	**23**	**36**	**456**
Civil Rights	3	2	2	5	1							4	17
Civil Rights - Constitutional Rights				1								1	2
Civil Rights - Headwear				1									1
Civil Rights - Racial Profiling or Discrimina	2	2		1	1							2	8
Civil Rights - Sex/Gender/Gender Identity-	1		1	1								1	4
Civil Rights - Transgender Screening			1	1									2
Customer Service	17	13	17	14	8	8	1			3	4	6	91
Customer Service - CSM						1							1
Customer Service - Others	1	1	1									1	4
Customer Service - TSO	16	12	16	14	8	7	1			3	4	5	86
Locks	1	5	7	4		3				1			21
Locks - Missing or Damaged Lock	1	5	7	4		3				1			21
Lost and Found	2	1	2		1	2			1	1		2	12
Lost and Found - Airport/TSA	2	1	2		1	2			1	1		2	12
Mishandling of Passenger Property	27	12	12	8	2	9				5	2	1	78
Mishandling of Passenger Property - Dam	1	4	1			2				1			9
Mishandling of Passenger Property - Dam	20	5	10	8	1	7				4	2	1	58
Mishandling of Passenger Property - Disa	6	3	1		1								11
Patdown	3	2	4	2	2	2			1		1		17
Patdown - Flyer	3	2	4	2	2	2			1				16
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	6	5	6	4	4	2				1		2	30
Persons w/ Disabilities (PWD) - Autism Sp	1	1	1			1						1	5
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes				1						1			2
Persons w/ Disabilities (PWD) - General	1	1				1							3
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically	1	1	1										3
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		1	1							1	4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1	1									2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Service Animals			2		1								3
Persons w/ Disabilities (PWD) - Wheelcha	2		1										3
Property - Special Handling	17	17	20	20	14	10	2	3	6	6	11	15	141
Property - Special Handling - Damaged Ite	4	2	3	2	2	1			2		3	2	21
Property - Special Handling - Damaged Ite	2	2	7	4	3	2	1		1	1	2	6	31
Property - Special Handling - Missing Item	4	7	5	6	2	3		1	1		1	3	33
Property - Special Handling - Missing Item	7	6	5	8	7	4	1	2	2	5	5	4	56
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	7	8	10	3	3	1	1	3	1		5	6	48
Screening - Crew Member or Airline Employee		2											2
Screening - Lengthy Lines	1		1										2
Screening - Procedures/Process	6	5	7	1	3	1		3	1		4	6	37
Screening - Retrieving Abandoned/Confiscated Items			1				1						2
Screening - Security Breach		1	1	2							1		5
2021	**35**	**29**	**18**	**12**	**16**	**42**							**152**
Civil Rights	1	1				2							4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination						2							2
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening		1											1
Claims					1								1
Claims - General					1								1
CSM/Stakeholder Follow-up			1										1
CSM/Stakeholder Follow-up - General			1										1
Customer Service	5	7	4	4	4	10							34
Customer Service - TCC			1										1
Customer Service - TSO	5	7	3	4	4	10							33
Expedited Passenger Screening Program			1	1	4	11							17
Expedited Passenger Screening Program - TSA Application Program						2							2
Expedited Passenger Screening Program - TSA PreCheck			1	1	4	9							15
Identification (ID) Requirements		2											2
Identification (ID) Requirements - Domestic		2											2
Locks	1	1	3										5
Locks - Missing or Damaged Lock	1	1	3										5
Lost and Found	1		1										2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	6	4	2	3	1	4							20
Mishandling of Passenger Property - Dam	1		1			2							4
Mishandling of Passenger Property - Dam	5	4	1	2	1	2							15
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
No Subject			1										1
No Subject - General			1										1
Patdown	3												3
Patdown - Flyer	3												3
Persons w/ Disabilities (PWD)	4	3											7
Persons w/ Disabilities (PWD) - General	1	1											2
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Wheelcha	2	1											3
Property - Special Handling	10	7	3	2	2	6							30
Property - Special Handling - Damaged Ite	1	1			1	1							4
Property - Special Handling - Damaged Ite	4	1	1	1	1	3							11
Property - Special Handling - Missing Item	1	2	1			1							5
Property - Special Handling - Missing Item	4	3	1	1		1							10
Screening	4	4	2	1	4	9							24
Screening - Inconsistency					1	2							3
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	4	3	1	1	3	6							18
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHX	**241**	**240**	**231**	**315**	**343**	**392**	**262**	**260**	**223**	**238**	**189**	**192**	**3,126**
2018				**107**	**101**	**132**	**125**	**116**	**91**	**102**	**71**	**56**	**901**
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer as Observer								1					1
Civil Rights				5	1	4	1	5	3	3	3	2	27
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin				1	1	1			1				4
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimination				3				4	1	3	3		14
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1		1	1					2	5
Civil Rights - Transgender Screening								1					1
Customer Service				19	21	30	24	25	18	26	9	7	179
Customer Service - Others				3		4				1			8
Customer Service - TSO				16	21	26	24	25	18	25	9	7	171
Locks				1	4	3	4	6	1	3	5	2	29
Locks - Missing or Damaged Lock				1	4	3	4	6	1	3	5	2	29
Lost and Found				13	2	8	9	6	3	2	1	2	46
Lost and Found - Airport/TSA				13	2	8	9	6	3	2	1	2	46
Mishandling of Passenger Property				31	27	30	37	21	21	20	15	11	213
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	2	4	3	1	1	2	2	1	18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				23	22	21	28	16	20	16	9	8	163
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				6	3	5	6	4		1	4	2	31
Patdown				1	4	8	7	5	3	5	4	3	40
Patdown - Children						1							1
Patdown - Flyer				1	3	7	7	4	3	3	4	3	35
Patdown - Flyer as Observer					1			1					2
Patdown - General										1			1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				5	2	9	7	11	8	3	6	3	54
Persons w/ Disabilities (PWD) - Autism Spectrum						1	1		2	2			6
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1			1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1					1		2
Persons w/ Disabilities (PWD) - Diabetes					1	1							2
Persons w/ Disabilities (PWD) - Hearing Impairment				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1				1					2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				2				3	1	1			7
Persons w/ Disabilities (PWD) - Metal Implants (joint)						3	1	2	2		1		9
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1		2	1		1		6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1		1	2						4
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1	1		1		1	2	6
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1	1		1	1	4
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Food/Beverages								1					1
Property - Special Handling				21	25	26	23	20	19	25	16	15	190
Property - Special Handling - Damaged Items - Carry-On				3	3	6	2		2	4	1	2	23
Property - Special Handling - Damaged Items - Checked				1	7	8	8	3	8	7	4	3	49
Property - Special Handling - Missing Items - Carry-On				5	2	7	5	8	4	5	3	5	44
Property - Special Handling - Missing Items - Checked				12	13	5	8	9	5	9	8	5	74
Request for Assistance					1		1						2
Request for Assistance - Other					1		1						2
Screening				11	14	14	12	15	15	15	12	11	119
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1	2	1	3	1		3		2	13
Screening - Lengthy Lines				1				1	2	1	2		7
Screening - Procedures/Process				8	11	13	9	13	12	11	9	7	93
Screening - Retrieving Abandoned/Confiscated Items											1	2	3
Screening - Security Breach					1				1				2
2019	**101**	**111**	**95**	**83**	**80**	**122**	**123**	**121**	**104**	**92**	**84**	**95**	**1,211**
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights	2	8	5	5	1	5	6	2	4	4	5	3	50
Civil Rights - Age			1	1			1				1		4
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin						2							2
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimina	1	6	2	2	1	1	3	1	2	1	2	3	25
Civil Rights - Screening of Religious Cultural and Ceremonial Items											1		1
Civil Rights - Sex/Gender/Gender Identity-	1	1	2	1		1	2	1	2	3	1		15
Civil Rights - Transgender Screening						1							1
Customer Service	20	22	19	14	13	23	24	23	25	15	15	23	236
Customer Service - Others	1	1				1		1			1	1	6
Customer Service - TSO	19	21	19	14	13	22	24	22	25	15	14	22	230
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	2	5	2	1	5	5	7	7	3	3	5	2	47
Locks - General					1								1
Locks - Missing or Damaged Lock	2	5	2	1	4	5	7	7	3	3	5	2	46
Lost and Found	3	1			4	7	4	3	2	3	3	3	33
Lost and Found - Airport/TSA	3	1			4	7	4	3	2	3	3	3	33
Mishandling of Passenger Property	25	26	25	21	19	29	26	22	26	20	17	19	275
Mishandling of Passenger Property - Dam	3	1		1	2		1	1	1	1		1	12

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	19	22	19	20	11	24	19	19	23	15	14	13	218
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disa	3	3	6		6	5	6	2	2	4	2	5	44
Patdown	3	2	3		1	7	6	2	1	1	5	4	35
Patdown - Flyer	3	2	3		1	6	6	2	1		4	3	31
Patdown - Flyer as Observer						1					1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	9	5	4	8	10	4	7	6	5	11	4	5	78
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1	1		1						3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes	2			1	1		1		2	1			8
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General		1		1				1		1			4
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically	2				2		1	2	2	2	2	1	14
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1				1							2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			3		2	1	2	1		1		1	11
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				2									2
Persons w/ Disabilities (PWD) - Prosthesi	1	1				1	1			1			5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Service Animals		2											2
Persons w/ Disabilities (PWD) - Touch Av	1				1		1						3
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelcha	3		1	1	1	1		1	1	3		2	14
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling	25	30	26	18	14	24	27	32	23	18	14	20	271
Property - Special Handling - Damaged Ite	2	6	4	3	1	1	4	2		2	1	5	31
Property - Special Handling - Damaged Ite	6	8	5	2	5	4	2	2	5	1	6	4	50
Property - Special Handling - Missing Item	7	8	3	4	4	11	7	8	7	4	1	6	70
Property - Special Handling - Missing Item	10	8	14	9	4	8	14	20	11	11	6	5	120
Request for Assistance		1				1		2	1	1			6
Request for Assistance - Other		1						2	1	1			5
Request for Assistance - Wounded Warrior (MSIJSOC)						1							1
Screening	11	11	10	16	13	17	16	22	14	16	16	16	178
Screening - Crew Member or Airline Employee				1							1		2
Screening - Inconsistency	2	1	2	2	1	2	1		1	2	2		16
Screening - Lengthy Lines	1	1	2	1				1		2			8
Screening - Procedures/Process	6	9	5	9	11	14	14	18	10	12	13	15	136
Screening - Retrieving Abandoned/Confiscated Items			1	2	1			2	1				7
Screening - Security Breach	2			1		1	1	1	2			1	9
2020	**94**	**98**	**108**	**99**	**109**	**74**	**14**	**23**	**28**	**44**	**34**	**41**	**766**
Civil Rights	3	5	8	3	1	5		1	1	1	2	2	32
Civil Rights - Age				1									1
Civil Rights - Constitutional Rights	1		2										3
Civil Rights - Hair Patdowns	2		1						1		1		5
Civil Rights - National Origin						1				1			2
Civil Rights - Racial Profiling or Discrimination		3	3	1		3		1			1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2	1	1	1							1	6
Civil Rights - Sexual Orientation - Not Transgender			1			1							2
Customer Service	17	17	28	20	21	17	4	4	8	6	6	11	159
Customer Service - Others		1	1	1	2				1				6
Customer Service - TSO	17	16	27	19	19	17	4	4	7	6	6	11	153
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1
Locks	4	6	8	2	9	1	1	1	1	2	3		38
Locks - Missing or Damaged Lock	4	6	8	2	9	1	1	1	1	2	3		38
Lost and Found	5	3	2	4	4	1				1	2		22
Lost and Found - Airport/TSA	5	3	2	4	4	1				1	2		22
Mishandling of Passenger Property	22	23	29	25	23	18	2	1	7	7	2	6	165
Mishandling of Passenger Property - Dam	3	4	5	2	2	1			1			1	19
Mishandling of Passenger Property - Dam	12	14	23	17	19	14	1	1	6	7	2	4	120
Mishandling of Passenger Property - Disa	7	5	1	6	2	3	1					1	26
Patdown	2	2	4	1		3		1	1	1	1	1	17
Patdown - Children	1	1											2
Patdown - Flyer	1	1	3	1		3		1	1	1			12
Patdown - Flyer as Observer			1								1		2
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	7	7	4	10	7	9		1		1	3	5	54
Persons w/ Disabilities (PWD) - Autism Spectrum		1		1									2
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Cancer (g	1	1									1		3
Persons w/ Disabilities (PWD) - Cognitive /Developm		1		1		1						1	4
Persons w/ Disabilities (PWD) - Diabetes	1	1		2									4
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks				1									1
Persons w/ Disabilities (PWD) - General	1					4						1	6
Persons w/ Disabilities (PWD) - Hearing Impairment			1	1									2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1		1							2
Persons w/ Disabilities (PWD) - Medically	1	2	1		1	1							6
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2								1	3
Persons w/ Disabilities (PWD) - Ostomy/O	1					1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1		1	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1			1			1		3
Persons w/ Disabilities (PWD) - Service Animals											1		1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelcha	1	1	2	1	4							1	10
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Alcohol and Tobacco												1	1
Property - Special Handling	17	25	15	21	27	13	2	7	6	19	11	10	173
Property - Special Handling - Damaged Ite	4		2	3	2	3				3		2	19
Property - Special Handling - Damaged Ite	3	5	2	3	6	4		4	3	3	6	2	41
Property - Special Handling - Missing Item	3	4	4	6	9	2			2	4	1	2	37
Property - Special Handling - Missing Item	7	16	7	9	10	4	2	3	1	9	4	4	76
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening	17	10	10	13	17	6	5	6	4	6	4	5	103
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1												1
Screening - Lengthy Lines	2		1	1		1							5
Screening - Procedures/Process	11	10	6	11	15	5	5	6	3	6	4	4	86
Screening - Retrieving Abandoned/Confis	2		1	1	2								6
Screening - Security Breach	1		2									1	4
2021	**46**	**31**	**28**	**26**	**53**	**64**							**248**
Additional Information Required/Insufficient Information					1								1
Additional Information Required/Insufficient Information - EMAIL ONLY					1								1
Civil Rights	3	2	2	1	6	1							15
Civil Rights - Racial Profiling or Discrimina	3	2	1		5	1							12
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1								2
Civil Rights - Transgender Screening			1										1
Claims			1	1									2
Claims - General			1	1									2
Customer Service	15	6	13	14	16	15							79
Customer Service - CSM			1	1									2
Customer Service - Others			1										1
Customer Service - TCC						1							1
Customer Service - TSO	15	6	11	13	16	14							75
Expedited Passenger Screening Program			2		6	16							24
Expedited Passenger Screening Program - TSA PreCheck			2		6	16							24
Hazardous Materials Safety					2								2
Hazardous Materials Safety - General					2								2
Locks	1	2	1	1	1	1							7
Locks - Missing or Damaged Lock	1	2	1	1	1	1							7
Lost and Found	2	1		1	2								6
Lost and Found - Airport/TSA	2	1		1	2								6
Mishandling of Passenger Property	1	4	4	3	4	3							19
Mishandling of Passenger Property - Dam	1		2	1	1	1							6
Mishandling of Passenger Property - Damaged/Missi		4	2	1		2							9
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	3								4
No Jurisdiction						2							2
No Jurisdiction - Refer to Other						2							2
No Subject						1							1
No Subject - General						1							1
Patdown		1	1	1		2							5
Patdown - Flyer		1	1	1		1							4
Patdown - General						1							1
Persons w/ Disabilities (PWD)	3	1				3							7
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inha		1											1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items					2								2
Prohibited & Permitted Items - Alcohol and Tobacco					1								1
Prohibited & Permitted Items - Sporting Goods					1								1
Property - Special Handling	15	9	2	2	4	4							36
Property - Special Handling - Damaged Ite	1		1										2
Property - Special Handling - Damaged Ite	3	5	1		3								12
Property - Special Handling - Missing Item	7	1			1	3							12
Property - Special Handling - Missing Item	4	3		2		1							10
Screening	6	5	2	2	9	16							40
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency		1			3	3							7
Screening - Procedures/Process	6	4	2	1	6	13							32

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIA	**6**	**7**	**4**	**8**	**3**	**7**	**4**	**2**	**7**	**3**	**3**	**2**	**56**
2018				**5**	**1**	**4**	**2**	**1**	**4**	**1**	**1**	**1**	**20**
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Customer Service				2				1	1	1		1	6
Customer Service - Others				1						1			2
Customer Service - TSO				1				1	1			1	4
Mishandling of Passenger Property				1	1	1	1		2				6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	1			1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening						3	1		1				5
Screening - Procedures/Process						3	1		1				5
2019	**4**	**5**		**2**	**1**	**3**	**2**	**1**	**1**	**1**	**1**	**1**	**22**
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service							1						1
Customer Service - TSO							1						1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	2	2			1	2		1			1	1	10
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Dam	2	1			1	1		1				1	7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1		2
Patdown		1					1						2
Patdown - Flyer as Observer		1					1						2
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Property - Special Handling		1		1		1			1				4
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checke		1		1		1							3
Screening	1			1									2
Screening - Inconsistency	1												1
Screening - Procedures/Process				1									1
2020	**1**	**2**	**3**	**1**	**1**				**2**	**1**	**1**		**12**
Customer Service		1									1		2
Customer Service - TSO		1									1		2
Mishandling of Passenger Property			2	1									3
Mishandling of Passenger Property - Damaged/Missing Items--C			2	1									3
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling		1	1						2	1			5
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checl		1							2	1			4
Screening	1												1
Screening - Procedures/Process	1												1
2021	**1**		**1**										**2**
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Carry-On			1										1
Screening	1												1
Screening - Procedures/Process	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIB		**1**	**1**		**1**		**1**	**3**	**1**	**3**		**2**	**13**
2018							**1**	**1**		**1**			**3**
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown										1			1
Patdown - Flyer										1			1
Screening							1						1
Screening - Procedures/Process							1						1
2019					**1**			**2**	**1**	**2**		**2**	**8**
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimination								1		1			2
Mishandling of Passenger Property								1				1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown									1				1
Patdown - Children									1				1
Property - Special Handling												1	1
Property - Special Handling - Missing Items - Checked												1	1
Screening					1					1			2
Screening - Procedures/Process					1					1			2
2020			**1**										**1**
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
2021		**1**											**1**
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIE	**16**	**12**	**14**	**19**	**23**	**31**	**17**	**15**	**23**	**13**	**20**	**9**	**212**
2018				**12**	**5**	**12**	**12**	**6**	**10**	**10**	**11**	**4**	**82**
Civil Rights							1	1				2	4
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												2	2
Civil Rights - Transgender Screening								1					1
Customer Service				2		4	4	1	2	2	2	1	18
Customer Service - Others									1		1		2
Customer Service - TSO				2		4	4	1	1	2	1	1	16
Locks						2				1	1		4
Locks - Missing or Damaged Lock						2				1	1		4
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				4	1	3	2		1	2	2		15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	1	3	1		1	1	2		12
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			1			2
Patdown				1	3	1	1		2	1			9
Patdown - Flyer				1	3	1	1		2	1			9
Persons w/ Disabilities (PWD)								1		1	1		3
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling				4			2	2	3	3	2	1	17
Property - Special Handling - Damaged Items - Carry-On									1	1			2
Property - Special Handling - Damaged Items - Checked				1				2				1	4
Property - Special Handling - Missing Items - Carry-On				2			1		2	2	2		9
Property - Special Handling - Missing Items - Checked				1			1						2
Screening				1	1	2	2	1	2		2		11
Screening - Inconsistency							1		1				2
Screening - Procedures/Process				1	1	2		1	1		2		8
Screening - Retrieving Abandoned/Confiscated Items							1						1
2019	**6**	**8**	**10**	**5**	**11**	**10**	**5**	**7**	**8**	**3**	**4**	**4**	**81**
Civil Rights	1	1			1	1	1	1		1			7
Civil Rights - Racial Profiling or Discrimination		1			1	1		1		1			5
Civil Rights - Sex/Gender/Gender Identity-	1						1						2
Customer Service	1		4		3	5	1	2			1	1	18
Customer Service - Others			1			1							2
Customer Service - TSO	1		3		3	4	1	2			1	1	16
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property		2	2	1	2	1			2	1	1	1	13
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missi		2	2	1	2	1			1	1	1	1	12
Patdown		2	1		1				1				5
Patdown - Flyer		2	1		1				1				5
Persons w/ Disabilities (PWD)	1	1			2							1	5
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1			2								3
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	1	1	1	2		1		4	2	1	2		15
Property - Special Handling - Damaged Items - Carry		1				1			1				3
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On								1		1	1		3
Property - Special Handling - Missing Item	1		1	2				2	1		1		8
Screening	2	1	2	2	2	2	3		3				17
Screening - Children									1				1
Screening - Procedures/Process	2	1	2	2	2	2	3		2				16
2020	**8**	**2**	**4**	**1**	**5**	**7**		**2**	**5**		**5**	**1**	**40**
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service	2		1	1	2	3		1			2		12
Customer Service - Others	1												1
Customer Service - TSO	1		1	1	2	3		1			2		11
Locks			1		1								2
Locks - Missing or Damaged Lock			1		1								2
Mishandling of Passenger Property			1			2			1		1		5
Mishandling of Passenger Property - Damaged/Missing Items--C			1						1		1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2							2
Patdown	1		1		1	1			1				5
Patdown - Flyer	1		1		1	1			1				5
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	1	1						1	2		1		6
Property - Special Handling - Damaged Items - Carry-On									1		1		2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Item	1							1					2
Screening	2	1			1	1			1		1	1	8
Screening - Procedures/Process	2	1			1	1			1		1	1	8
2021	**2**	**2**		**1**	**2**	**2**							**9**
Customer Service				1	1								2
Customer Service - TSO				1	1								2
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1
Mishandling of Passenger Property	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)		1				1							2
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inha		1											1
Property - Special Handling	1	1											2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Iten	1												1
Screening						1							1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIH		**1**				**1**	**1**				**1**		**4**
2019						**1**	**1**				**1**		**3**
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
2020		**1**											**1**
Patdown		1											1
Patdown - Non-Flyer		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIR		**1**								**1**		**2**	**4**
2018												**2**	**2**
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Patdown												1	1
Patdown - Flyer												1	1
2019										**1**			**1**
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2021		**1**											**1**
Locks		1											1
Locks - Missing or Damaged Lock		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIT	**52**	**40**	**61**	**59**	**51**	**60**	**42**	**51**	**55**	**63**	**64**	**47**	**645**
2018				**26**	**15**	**23**	**18**	**27**	**26**	**14**	**24**	**18**	**191**
Civil Rights					1		1		1		1	1	5
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Civil Rights - Transgender Screening									1				1
Customer Service				2	1	3	2	4	9	8	4	1	34
Customer Service - Others						1			1		1		3
Customer Service - TSO				2	1	2	2	4	8	8	3	1	31
Locks				1	2	2	2	1		1		2	11
Locks - Missing or Damaged Lock				1	2	2	2	1		1		2	11
Mishandling of Passenger Property				8	6	5	5	11	6	2	10	5	58
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1	1				1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	4	4	3	9	4	1	8	4	44
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	2		1	2	2	1	1	1	11
Patdown				3	1	1		1	3				9
Patdown - Flyer				3	1	1		1	2				8
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				1		2		2	1		1	1	8
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								1	1				2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling				3	4	4	4	6	3	2	6	6	38
Property - Special Handling - Damaged Items - Carry-On								1	1			1	3
Property - Special Handling - Damaged Items - Checked				2		1	1	1	1		2	4	12
Property - Special Handling - Missing Items - Carry-On						1	1	1	1	1	1		6
Property - Special Handling - Missing Items - Checked				1	4	2	2	3		1	3	1	17
Screening				8		6	4	2	3	1	2	2	28
Screening - Lengthy Lines				5		5	2		2				14
Screening - Procedures/Process				3		1	2	2		1	2	2	13
Screening - Retrieving Abandoned/Confiscated Items									1				1
2019	**20**	**15**	**29**	**17**	**13**	**21**	**20**	**20**	**22**	**37**	**32**	**15**	**261**
Civil Rights	1	2	3			1	2	1		1	2	1	14
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimina	1	2	1			1	1				1	1	8
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Civil Rights - Transgender Screening			1					1			1		3
Customer Service	1	3	8	2	3		3	3	4	7	7	3	44
Customer Service - TSO	1	3	8	2	3		3	3	4	7	7	3	44
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks		1	3	2			2			1		1	10
Locks - Missing or Damaged Lock		1	3	2			2			1		1	10
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	9	1	5	9	3	4	5	6	9	12	10	4	77
Mishandling of Passenger Property - Dam	2					1		1					4
Mishandling of Passenger Property - Dam	6	1	4	9	1	3	4	4	7	9	9	4	61
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disa	1		1		2		1	1	1	3	1		11
Patdown	1	1	2			1		1	1	3	3		13
Patdown - Flyer	1	1	2			1			1	2	2		10
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)		2	1	1	2	2	2			2	2	1	15
Persons w/ Disabilities (PWD) - Autism Spectrum		1									1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General				1	1							1	3
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1				1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1				1		3
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										2			2
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling	4	3	5	3	4	7	3	6	5	8	6	3	57
Property - Special Handling - Damaged Items - Carry-On						1			1				2
Property - Special Handling - Damaged Ite	2	1	1		1		2		3	5	3		18
Property - Special Handling - Missing Item	1	1	1		2	2	1	2		1	1	1	13
Property - Special Handling - Missing Item	1	1	3	3	1	4		4	1	2	2	2	24
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	4	2	2		1	6	2	3	3	2	1	2	28
Screening - Inconsistency		1						1		1			3
Screening - Lengthy Lines	1						1						2
Screening - Procedures/Process	3	1	1		1	6	1	2	2	1	1	1	20
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach			1									1	2
2020	**22**	**15**	**24**	**10**	**18**	**7**	**4**	**4**	**7**	**12**	**8**	**14**	**145**
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Non-Flyer										1			1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	2			1		1			2		1	1	8
Civil Rights - Age									1		1		2
Civil Rights - Racial Profiling or Discrimina	1					1			1				3
Civil Rights - Sex/Gender/Gender Identity	1			1								1	3
Customer Service	2	3	6	2	5		1	1		2		3	25
Customer Service - Others			1										1
Customer Service - TSO	2	3	5	2	5		1	1		2		3	24
Locks	1	4	2	2	2	1			1	1		1	15
Locks - Missing or Damaged Lock	1	4	2	2	2	1			1	1		1	15
Lost and Found	1		1										2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	6	4	4	4	5	1		1	1	4	4	5	39
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Dam	6	4	4	4	4	1		1	1	3	4	4	36
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1							1	2
Patdown	2		1			1				1			5
Patdown - Flyer	1					1				1			3
Patdown - Flyer as Observer	1		1										2
Persons w/ Disabilities (PWD)	1		1		1		1					1	5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1								1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling	3	4	7		1	1	2	1	2	1	2	2	26
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked			3				1				1		5
Property - Special Handling - Missing Items - Carry-C		2	2						1				5
Property - Special Handling - Missing Item	3	2	1		1	1	1	1	1	1	1	2	15
Screening	4		2	1	4	2		1	1	2	1	1	19
Screening - Crew Member or Airline Employee								1					1
Screening - Procedures/Process	3		2	1	4	2			1	2	1		16
Screening - Retrieving Abandoned/Confis	1												1
Screening - Shoe Screening												1	1
2021	**10**	**10**	**8**	**6**	**5**	**9**							**48**
Civil Rights				1									1
Civil Rights - Transgender Screening				1									1
Claims				1									1
Claims - General				1									1
Customer Service		2	7		1	2							12
Customer Service - TSO		2	7		1	2							12
Expedited Passenger Screening Program			1		1	3							5
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck			1		1	2							4
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	3	3				1							7
Mishandling of Passenger Property - Dam	3	2											5
Mishandling of Passenger Property - Disarrayed Item		1				1							2
Patdown	2	1											3
Patdown - Flyer	2	1											3
Property - Special Handling	3	4		2	2	2							13
Property - Special Handling - Damaged It	1	3		1		1							6
Property - Special Handling - Missing Items - Carry-On					1								1
Property - Special Handling - Missing Item	2	1		1	1	1							6
Screening	2			1	1	1							5
Screening - Procedures/Process	2			1	1	1							5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PKB	**1**		**1**		**1**			**1**			**1**		**5**
2018											**1**		**1**
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
2020	**1**		**1**		**1**			**1**					**4**
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening	1				1								2
Screening - Procedures/Process	1				1								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PLN	**4**	**4**	**3**	**7**	**1**	**2**	**2**	**6**	**4**	**10**	**8**	**7**	**58**
2018				**2**			**2**	**3**	**3**	**5**	**3**	**4**	**22**
Customer Service							1	1	1				3
Customer Service - TSO							1	1	1				3
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property							1	1	1	2	1	2	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	1		1	1	2	6
Patdown										2			2
Patdown - Flyer										1			1
Patdown - Non-Flyer										1			1
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked											1	1	2
Screening				2				1			1	1	5
Screening - Lengthy Lines				1									1
Screening - Procedures/Process				1				1			1	1	4
2019	**1**	**1**	**1**			**2**		**3**	**1**	**2**	**5**	**2**	**18**
Customer Service	1							2				1	4
Customer Service - TSO	1							2				1	4
Mishandling of Passenger Property		1	1			1		1		2	2	1	9
Mishandling of Passenger Property - Damaged/Missing Items--C			1							1	2		4
Mishandling of Passenger Property - Disarrayed Item		1				1		1		1		1	5
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening						1			1		1		3
Screening - Procedures/Process						1			1		1		3
2020	**1**	**3**	**2**	**4**	**1**					**3**		**1**	**15**
Customer Service		1		1	1					1			4
Customer Service - TSO		1		1	1					1			4
Human Capital	1												1
Human Capital - Prospective Employment	1												1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		1		3						2		1	7
Mishandling of Passenger Property - Damaged/Missi		1		3						2		1	7
Property - Special Handling		1	1										2
Property - Special Handling - Damaged Items - Checl		1	1										2
2021	**2**			**1**									**3**
Customer Service				1									1
Customer Service - Others				1									1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PNS	**18**	**15**	**8**	**27**	**11**	**22**	**10**	**13**	**20**	**12**	**13**	**16**	**185**
2018				**12**	**4**	**5**	**7**	**6**	**9**	**9**	**6**	**6**	**64**
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service				1		1		2	1	1			6
Customer Service - TSO				1		1		2	1	1			6
Locks					1				1	1	1		4
Locks - General					1								1
Locks - Missing or Damaged Lock									1	1	1		3
Mishandling of Passenger Property				4	2	3		2	2	1		1	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1		1				1	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	1	2		1	2	1			10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown				1			1		1	2			5
Patdown - Flyer				1			1			2			4
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)				1						1		1	3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1		1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling				3	1	1	3	2	2	2	3		17
Property - Special Handling - Damaged Items - Carry-On					1		2		1				4
Property - Special Handling - Damaged Items - Checked								2			1		3
Property - Special Handling - Missing Items - Carry-On				1		1	1			1	1		5
Property - Special Handling - Missing Items - Checked				2					1	1	1		5
Screening				2			3		2	1	2	3	13
Screening - Inconsistency				1					1	1			3
Screening - Lengthy Lines							2		1		1		4
Screening - Procedures/Process				1							1	3	5
Screening - Retrieving Abandoned/Confiscated Items							1						1
2019	**7**	**9**	**5**	**4**	**1**	**9**	**3**	**7**	**9**	**2**	**5**	**7**	**68**
Civil Rights		1									1		2
Civil Rights - Racial Profiling or Discrimination		1									1		2
Customer Service	2	1	1		1	2			1			1	9
Customer Service - TSO	2	1	1		1	2			1			1	9
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domestic							1						1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	2	2	1		1	1	2	4	1			15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1			2
Mishandling of Passenger Property - Dam	1	2	2	1		1	1	1	2				11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown	1					1			1		1	4	8
Patdown - Flyer	1					1			1		1	4	8
Persons w/ Disabilities (PWD)		2											2
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	2	3	1	2		2	1	3	1		1		16
Property - Special Handling - Damaged Ite	1					1			1				3
Property - Special Handling - Damaged Items - Checked							1				1		2
Property - Special Handling - Missing Items - Carry-C		1		2		1							4
Property - Special Handling - Missing Item	1	2	1					3					7
Screening	1			1		3		2	1	1	2	2	13
Screening - Lengthy Lines	1					2							3
Screening - Procedures/Process				1		1		2	1	1	1	2	9
Screening - Security Breach											1		1
2020	**8**	**3**	**3**	**7**	**4**	**6**			**2**	**1**	**2**	**3**	**39**
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service						1						1	2
Customer Service - TSO						1						1	2
Locks						1				1		1	3
Locks - Missing or Damaged Lock						1				1		1	3
Mishandling of Passenger Property	1	2	1	1		3			1		1		10
Mishandling of Passenger Property - Dam	1	2		1		2			1		1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1							2
Patdown	1		1	2	1								5
Patdown - Flyer	1		1	2	1								5
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Property - Special Handling		1		2		1					1	1	6
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing Items - Checked						1					1	1	3
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	3		1	2	2				1				9
Screening - Gate Pass			1										1
Screening - Inconsistency				1									1
Screening - Procedures/Process	3			1	2				1				7
2021	**3**	**3**		**4**	**2**	**2**							**14**
Civil Rights	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sex/Gender/Gender Identity	1												1
Claims				1									1
Claims - General				1									1
Customer Service		1		1	1	2							5
Customer Service - TSO		1		1	1	2							5
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property		1		1	1								3
Mishandling of Passenger Property - Damaged/Missi		1		1	1								3
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening		1		1									2
Screening - Inconsistency				1									1
Screening - Procedures/Process		1											1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PQI			**1**				**1**					**2**	**4**
2019			**1**				**1**					**1**	**3**
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1					1	2
2020												**1**	**1**
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSC	**4**	**6**	**3**	**16**	**6**	**3**	**3**	**3**	**8**	**2**	**6**	**2**	**62**
2018				**4**	**2**		**2**	**1**	**3**	**2**	**4**		**18**
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service				1					1				2
Customer Service - Others				1									1
Customer Service - TSO									1				1
Mishandling of Passenger Property					1			1	1		4		7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1		2		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1						2		3
Persons w/ Disabilities (PWD)				1			1						2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Property - Special Handling				1			1						2
Property - Special Handling - Damaged Items - Carry-On							1						1
Property - Special Handling - Damaged Items - Checked				1									1
Screening				1	1					2			4
Screening - Procedures/Process				1	1					2			4
2019	**4**	**2**	**2**	**3**		**2**	**1**	**2**	**5**		**2**	**2**	**25**
Civil Rights								1			1		2
Civil Rights - Racial Profiling or Discrimination								1			1		2
Customer Service	1		2									1	4
Customer Service - TSO	1		2									1	4
Locks				1				1	1			1	4
Locks - Missing or Damaged Lock				1				1	1			1	4
Mishandling of Passenger Property						1					1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1					1		2
Patdown	2								1				3
Patdown - Flyer	2								1				3
Persons w/ Disabilities (PWD)				2									2
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling		1				1			3				5
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checke		1				1			1				3
Screening	1	1					1						3
Screening - Procedures/Process	1	1					1						3
2020		**4**		**3**	**1**								**8**
Locks		1			1								2
Locks - Missing or Damaged Lock		1			1								2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Patdown		2											2
Patdown - Flyer		2											2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening				1									1
Screening - Procedures/Process				1									1
2021			**1**	**6**	**3**	**1**							**11**
Customer Service				3	1								4
Customer Service - Others					1								1
Customer Service - TSO				3									3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Ombudsman					1								1
Ombudsman - General					1								1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening			1	2	1								4
Screening - Crew Member or Airline Employee					1								1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1	1									2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSE	**1**	**1**	**1**	**2**	**2**	**1**	**4**	**3**	**2**	**5**	**2**	**5**	**29**
2018					**2**		**3**	**2**	**1**	**3**	**2**	**4**	**17**
Customer Service					1						1	1	3
Customer Service - Others											1		1
Customer Service - TSO					1							1	2
Mishandling of Passenger Property								1				3	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1				2	3
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Prohibited & Permitted Items							1				1		2
Prohibited & Permitted Items - Alcohol and Tobacco							1						1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects											1		1
Property - Special Handling							2	1		1			4
Property - Special Handling - Damaged Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked							2			1			3
Screening					1					1			2
Screening - Procedures/Process					1					1			2
2019							**1**	**1**	**1**	**2**		**1**	**6**
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimination							1						1
Customer Service										1			1
Customer Service - TSO										1			1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Patdown										1			1
Patdown - Flyer										1			1
Screening												1	1
Screening - Procedures/Process												1	1
2020	**1**	**1**	**1**	**2**									**5**
Mishandling of Passenger Property		1	1	2									4
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2									3
Mishandling of Passenger Property - Disarrayed Item		1											1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
2021						**1**							**1**
Customer Service						1							1
Customer Service - TSO						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSG			**1**					**2**	**1**		**1**	**3**	**8**
2018								**1**				**1**	**2**
Customer Service												1	1
Customer Service - TSO												1	1
Patdown								1					1
Patdown - Flyer as Observer								1					1
2019								**1**	**1**		**1**	**1**	**4**
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Checked												1	1
Screening								1					1
Screening - Inconsistency								1					1
2020			**1**									**1**	**2**
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service												1	1
Customer Service - TSO												1	1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSM			**1**		**3**			**2**			**1**	**1**	**8**
2018								**2**			**1**	**1**	**4**
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Checked								1					1
2019			**1**		**1**								**2**
Customer Service					1								1
Customer Service - Others					1								1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
2020					**2**								**2**
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening					1								1
Screening - Procedures/Process					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSP	**15**	**20**	**23**	**38**	**31**	**45**	**17**	**15**	**9**	**10**	**10**	**9**	**242**
2018				**11**	**6**	**16**	**12**	**5**	**2**	**2**	**4**	**4**	**62**
Civil Rights												1	1
Civil Rights - Transgender Screening												1	1
Customer Service				2		2	1	1		1	2		9
Customer Service - Others											1		1
Customer Service - TSO				2		2	1	1		1	1		8
Locks				1		1	2	1	1				6
Locks - General						1							1
Locks - Missing or Damaged Lock				1			2	1	1				5
Mishandling of Passenger Property				5	3	6	5	1			2		22
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				4	2	4	4	1			1		16
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1	2							4
Patdown				1	1	1	1						4
Patdown - Children					1								1
Patdown - Flyer						1	1						2
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Property - Special Handling				2	1	4	2	1		1		3	14
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Items - Checked				1	1		1					3	6
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Items - Checked				1		3	1			1			6
Screening					1	2	1	1					5
Screening - Procedures/Process					1	2	1	1					5
2019	**5**	**7**	**6**	**8**	**11**	**9**	**3**	**10**	**5**	**4**	**5**	**5**	**78**
Customer Service		2	1		3	2		1	1			1	11
Customer Service - Others								1					1
Customer Service - TSO		2	1		3	2			1			1	10
Locks				2	1	1						1	5
Locks - General				1									1
Locks - Missing or Damaged Lock				1	1	1						1	4
Lost and Found					1			1					2
Lost and Found - Airport/TSA					1			1					2
Mishandling of Passenger Property		1		1	2	2	2	4	2	1	1	2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1	1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	1	1	2	1	1	1	2	11
Mishandling of Passenger Property - Disarrayed Item		1			1	1		1	1				5
Patdown	1	2	1		1			2				1	8
Patdown - Flyer	1	2	1		1			2				1	8
Persons w/ Disabilities (PWD)		1	1						1				3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	4	1	2	4	3	4		2		3	3		26
Property - Special Handling - Damaged Items - Carry-On					2						1		3
Property - Special Handling - Damaged Ite	2	1		1	1	2				1	1		9
Property - Special Handling - Missing Item	1			1				1					3
Property - Special Handling - Missing Item	1		2	2		2		1		2	1		11
Screening			1	1			1		1		1		5
Screening - Procedures/Process			1	1			1		1		1		5
2020	**7**	**11**	**15**	**15**	**12**	**12**	**2**		**2**	**4**	**1**		**81**
Civil Rights		1	1										2
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service	1	3	1			5	2			1			13
Customer Service - TSO	1	3	1			5	2			1			13
Locks	1	1	1	3	1				1				8
Locks - Missing or Damaged Lock	1	1	1	3	1				1				8
Mishandling of Passenger Property	1	4	3	9	4	6				1			28
Mishandling of Passenger Property - Dam	1	4	2	7	3	6				1			24
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	2	1								4
Patdown			1		1								2
Patdown - Flyer					1								1
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		1		1	2								4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	2	1	4	1	4				1	2	1		16
Property - Special Handling - Damaged Items - Carry-On			1						1				2
Property - Special Handling - Damaged Ite	2		2		3						1		8
Property - Special Handling - Missing Items - Carry-On			1							1			2
Property - Special Handling - Missing Items - Checke		1		1	1					1			4
Screening	2		4	1		1							8
Screening - Procedures/Process	2		3	1		1							7
Screening - Retrieving Abandoned/Confiscated Items			1										1
2021	**3**	**2**	**2**	**4**	**2**	**8**							**21**
Civil Rights				1									1
Civil Rights - Civil Rights Violation (TSA Employee)				1									1
Customer Service			1	1	1								3
Customer Service - Others			1		1								2
Customer Service - TSO				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Expedited Passenger Screening Program				1		1							2
Expedited Passenger Screening Program - TSA PreCheck				1		1							2
Lost and Found				1		1							2
Lost and Found - Airport/TSA				1		1							2
Mishandling of Passenger Property			1	1		3							5
Mishandling of Passenger Property - Damaged/Missi			1	1		1							3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2							2
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling	1					1							2
Property - Special Handling - Damaged It	1					1							2
Screening	2	1				2							5
Screening - Inconsistency						1							1
Screening - Procedures/Process	2	1				1							4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUB			**1**	**2**	**2**	**1**			**2**	**3**	**2**		**13**
2018					**2**				**2**	**3**	**1**		**8**
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property					1				1	1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1		1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1					1			2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening									1				1
Screening - Procedures/Process									1				1
2019											**1**		**1**
Customer Service											1		1
Customer Service - TSO											1		1
2020			**1**	**2**									**3**
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Patdown				1									1
Patdown - Flyer				1									1
2021						**1**							**1**
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Carry-On						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUW		**2**	**1**		**5**	**3**	**1**	**4**		**2**		**2**	**20**
2018					**2**		**1**	**3**		**1**		**1**	**8**
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property					1		1	3				1	6
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			2				1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown										1			1
Patdown - Flyer										1			1
2019			**1**		**1**	**2**		**1**				**1**	**6**
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property			1		1	2							4
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1	2							4
2020		**2**			**2**	**1**				**1**			**6**
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Damaged/Missi		1				1							2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening		1											1
Screening - Procedures/Process		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVC					**1**	**1**				**2**	**1**		**5**
2018										**1**			**1**
Locks										1			1
Locks - Missing or Damaged Lock										1			1
2019										**1**			**1**
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
2020					**1**						**1**		**2**
Customer Service											1		1
Customer Service - TSO											1		1
Screening					1								1
Screening - Procedures/Process					1								1
2021						**1**							**1**
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVD	**36**	**18**	**29**	**31**	**24**	**21**	**16**	**20**	**29**	**38**	**34**	**24**	**320**
2018				**14**	**11**	**6**	**6**	**10**	**13**	**19**	**20**	**14**	**113**
Civil Rights				1							1		2
Civil Rights - Age				1							1		2
Customer Service				1	1			1		1	1	2	7
Customer Service - TSO				1	1			1		1	1	2	7
Locks				1	1	1	1	3	1	2		1	11
Locks - Missing or Damaged Lock				1	1	1	1	3	1	2		1	11
Mishandling of Passenger Property				6	4	3	2	2	7	5	9	7	45
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	3	1	2	2	6	3	8	6	37
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1						1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2			1	2		1	6
Patdown					1				1	1	1		4
Patdown - Flyer					1				1	1	1		4
Persons w/ Disabilities (PWD)				4			1		1	2	2		10
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts							1				1		2
Persons w/ Disabilities (PWD) - Service Animals				1							1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2									2
Property - Special Handling				1	3	1	1	4	3	5	6	4	28
Property - Special Handling - Damaged Items - Carry-On					1					1	1		3
Property - Special Handling - Damaged Items - Checked					2	1		2	2	3	1	2	13
Property - Special Handling - Missing Items - Carry-On								1			1		2
Property - Special Handling - Missing Items - Checked				1			1	1	1	1	3	2	10
Screening					1	1	1			3			6
Screening - Inconsistency					1					1			2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process						1	1			1			3
2019	**17**	**10**	**11**	**10**	**7**	**10**	**9**	**7**	**13**	**13**	**11**	**7**	**125**
Civil Rights				1		1		1					3
Civil Rights - Age								1					1
Civil Rights - National Origin				1									1
Civil Rights - Transgender Screening						1							1
Customer Service	4				1	1	1	1					8
Customer Service - TSO	4				1	1	1	1					8
Locks	3	3		2	1	2	1		2		2		16
Locks - Missing or Damaged Lock	3	3		2	1	2	1		2		2		16
Mishandling of Passenger Property	6	2	6	3	3	3	4		6	5	4	6	48
Mishandling of Passenger Property - Dam	4		6	2	2	2	4		1	2	3	5	31
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1					1				2
Mishandling of Passenger Property - Disa	2	2			1	1			4	3	1	1	15
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1	1	1						1	1	1		6
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	1										2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Service A	1												1
Property - Special Handling	2	2	4	4	2	2	2	3	3	4	2	1	31
Property - Special Handling - Damaged It	2	1		1	1		1	1	1	2		1	11
Property - Special Handling - Missing Items - Carry-On			1								1		2
Property - Special Handling - Missing Items - Checke		1	3	3	1	2	1	2	2	2	1		18
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening		2				1	1	1	1	3	2		11
Screening - Procedures/Process		2					1	1	1	2	2		9
Screening - Security Breach						1				1			2
2020	**18**	**6**	**17**	**7**	**5**	**4**	**1**	**3**	**3**	**6**	**3**	**3**	**76**
Civil Rights	3	1	1	1						1	1	1	9
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights												1	1
Civil Rights - National Origin	2												2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1	1							1		4
Civil Rights - Transgender Screening	1												1
Customer Service			2							1			3
Customer Service - TSO			2							1			3
Locks		1	2	2	1		1						7
Locks - Missing or Damaged Lock		1	2	2	1		1						7
Mishandling of Passenger Property	5	1	4	2		2				2		1	17
Mishandling of Passenger Property - Dam	4	1	4	2		2				2		1	16
Mishandling of Passenger Property - Disa	1												1
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)		1	2		1			1					5
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling	7	2	2	2	3	2		2	3	2	2	1	28
Property - Special Handling - Damaged It	3	1			2	1			3		1		11
Property - Special Handling - Missing Item	1			1									2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iten	3	1	2	1	1	1		2		2	1	1	15
Screening	3		3										6
Screening - Inconsistency	1												1
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1		3										4
2021	**1**	**2**	**1**		**1**	**1**							**6**
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Property - Special Handling	1	2			1	1							5
Property - Special Handling - Missing Iten	1	2			1	1							5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVU						**1**			**1**				**2**
2018									**1**				**1**
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
2021						**1**							**1**
Customer Service						1							1
Customer Service - TSO						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PWM	**13**	**14**	**15**	**5**	**10**	**16**	**5**	**11**	**11**	**26**	**17**	**19**	**162**
2018				**2**	**3**	**8**	**1**	**4**	**6**	**12**	**10**	**5**	**51**
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Civil Rights											1		1
Civil Rights - Transgender Screening											1		1
Customer Service							1	1	1		1		4
Customer Service - TSO							1	1	1		1		4
Locks						2				3	1		6
Locks - Missing or Damaged Lock						2				3	1		6
Mishandling of Passenger Property				1	1	4		2	1	3	5	3	20
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	2		2	1	2	5	3	17
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						2				1			3
Patdown										1	1	1	3
Patdown - Flyer										1	1	1	3
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Property - Special Handling				1	2	1			2	4	1		11
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked					1				1	2	1		5
Property - Special Handling - Missing Items - Checked				1	1	1				2			5
Request for Assistance										1			1
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening						1		1	1				3
Screening - Inconsistency								1					1
Screening - Procedures/Process						1			1				2
2019	**7**	**5**	**7**	**1**	**2**	**2**	**4**	**5**	**4**	**9**	**4**	**8**	**58**
Civil Rights			1				1		1	1			4
Civil Rights - Constitutional Rights							1						1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1							1			2
Customer Service			2					2		1	1		6
Customer Service - TSO			2					2		1	1		6
Locks	1		1			1						1	4
Locks - Missing or Damaged Lock	1		1			1						1	4
Mishandling of Passenger Property	3	1				1		1	1	1	3	4	15
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Dam	3	1				1				1	2	3	11
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1				1	2
Patdown										3			3
Patdown - Flyer										3			3
Persons w/ Disabilities (PWD)		1					1						2
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling	1	2	2	1	2			1	2	1		1	13
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Item	1	2	1	1	1			1	1	1		1	10
Screening	2	1	1				2	1		2		2	11
Screening - Inconsistency							1						1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	2		1				1	1		2		1	8
Screening - Security Breach		1											1
2020	**6**	**5**	**7**	**1**	**1**	**3**		**2**	**1**	**5**	**3**	**6**	**40**
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service	1				1	2			1			2	7
Customer Service - TSO	1				1	2			1			2	7
Mishandling of Passenger Property	3	3	2					1			1	2	12
Mishandling of Passenger Property - Dam	2	3	1					1			1	1	9
Mishandling of Passenger Property - Disa	1		1									1	3
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling	1	1	2	1		1		1		1	1	2	11
Property - Special Handling - Damaged Items - Checked			1	1		1					1		4
Property - Special Handling - Missing Items - Carry-On								1					1
Property - Special Handling - Missing Item	1	1	1							1		2	6
Screening	1		2							3	1		7
Screening - Inconsistency											1		1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1		1							3			5
2021		**4**	**1**	**1**	**4**	**3**							**13**
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service			1		1								2
Customer Service - TSO			1		1								2
Identification (ID) Requirements				1	1	1							3
Identification (ID) Requirements - Domestic				1	1	1							3
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Patdown		1											1
Patdown - Flyer		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening		1				2							3
Screening - Inconsistency						1							1
Screening - Procedures/Process		1											1
Screening - Retrieving Abandoned/Confiscated Items						1							1
TWIC					2								2
TWIC - General					2								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RAP	**7**	**3**	**7**	**5**	**4**	**3**	**5**	**6**	**6**	**7**	**3**	**10**	**66**
2018				**3**	**2**		**2**	**3**	**1**	**4**	**2**	**4**	**21**
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service							1						1
Customer Service - TSO							1						1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1				2		1		2	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1				1	3
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Patdown					1						1		2
Patdown - Flyer					1						1		2
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1						1
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Checked												1	1
Screening				2				1	1	2	1	1	8
Screening - Crew Member or Airline Employee				1									1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process				1					1	2		1	5
Screening - Retrieving Abandoned/Confiscated Items											1		1
2019	**4**	**1**	**2**	**1**	**1**	**2**	**1**	**2**	**4**	**2**	**1**	**4**	**25**
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights	1											1	2
Civil Rights - Racial Profiling or Discrimina	1											1	2
Customer Service	1	1								1		1	4
Customer Service - TSO	1	1								1		1	4
Locks							1					2	3
Locks - Missing or Damaged Lock							1					2	3
Mishandling of Passenger Property			1		1				2	1			5
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				2	1			4
Patdown	1								1				2
Patdown - Flyer	1								1				2
Property - Special Handling	1			1		2			1		1		6
Property - Special Handling - Damaged Ite	1					1					1		3
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked						1			1				2
Screening			1					1					2
Screening - Crew Member or Airline Employee			1										1
Screening - Procedures/Process								1					1
2020	**2**	**1**	**4**	**1**	**1**		**2**	**1**	**1**	**1**		**2**	**16**
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service	1		1	1									3
Customer Service - TSO	1		1	1									3
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	1						2						3
Mishandling of Passenger Property - Dam	1						2						3
Patdown		1			1								2
Patdown - Flyer		1			1								2
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked									1				1
Screening			1					1					2
Screening - Procedures/Process			1					1					2
2021	**1**	**1**	**1**			**1**							**4**
Customer Service	1					1							2
Customer Service - TSO	1					1							2
No Subject			1										1
No Subject - General			1										1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDD				**1**	**1**	**1**						**1**	**4**
2018												**1**	**1**
Property - Special Handling												1	1
Property - Special Handling - Damaged Items - Carry-On												1	1
2019				**1**									**1**
Customer Service				1									1
Customer Service - TSO				1									1
2021					**1**	**1**							**2**
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Screening					1								1
Screening - Procedures/Process					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDG									**1**				**1**
2020									**1**				**1**
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDM	**3**	**2**	**2**	**4**	**3**	**5**	**6**	**2**	**4**	**4**	**7**	**4**	**46**
2018				**1**		**1**	**1**	**1**	**2**	**1**	**4**	**2**	**13**
Customer Service				1					1		2	1	5
Customer Service - TSO				1					1		2	1	5
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)								1				1	2
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Property - Special Handling									1	1			2
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked										1			1
Screening						1	1				1		3
Screening - Procedures/Process						1	1				1		3
2019	**3**	**2**	**1**	**1**	**1**	**2**	**4**	**1**	**1**	**3**	**2**	**2**	**23**
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service			1							2			3
Customer Service - TSO			1							2			3
Mishandling of Passenger Property	1			1		1	1			1	1		6
Mishandling of Passenger Property - Dam	1			1		1	1			1	1		6
Notice of Violation/Civil Penalties	1												1
Notice of Violation/Civil Penalties - Gener	1												1
Patdown						1	2						3
Patdown - Flyer							2						2
Patdown - Flyer as Observer						1							1
Property - Special Handling	1	1										1	3
Property - Special Handling - Damaged Items - Checl		1											1
Property - Special Handling - Missing Item	1											1	2
Screening		1			1		1	1			1	1	6
Screening - Crew Member or Airline Employee												1	1
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1			1		1	1					4
2020			**1**			**1**	**1**		**1**		**1**		**5**
Customer Service									1		1		2
Customer Service - TSO									1		1		2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Screening			1			1							2
Screening - Procedures/Process			1			1							2
2021				**2**	**2**	**1**							**5**
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
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1
Screening				1									1
Screening - Procedures/Process				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDU	**75**	**66**	**81**	**77**	**73**	**76**	**56**	**60**	**52**	**72**	**66**	**52**	**806**
2018				**28**	**23**	**33**	**28**	**23**	**30**	**31**	**29**	**18**	**243**
Civil Rights				2	1	1	1	1	2	1	3	1	13
Civil Rights - Constitutional Rights								1	1				2
Civil Rights - Hair Patdowns				2			1						3
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimination									1		2		3
Civil Rights - Screening of Religious Cultural and Ceremonial Items										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening											1	1	2
Customer Service				4	1	7	3	6	2	2	4	5	34
Customer Service - Others										1	2		3
Customer Service - TSO				4	1	7	3	6	2	1	2	5	31
Locks				1	4	1	3	1	3	2	2		17
Locks - General					1				1				2
Locks - Missing or Damaged Lock				1	3	1	3	1	2	2	2		15
Mishandling of Passenger Property				8	7	11	12	4	8	8	6	6	70
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1		1	1	1		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	6	10	10	2	4	5	5	4	53
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1			2	1	3	2	1	1	11
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown				1	2	1			4	3	1	1	13
Patdown - Flyer				1	2	1			4	2	1	1	12
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				1	2	3	4	4	3	3			20
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - General						1		1					2
Persons w/ Disabilities (PWD) - Internal Medical Devices								1					1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2		1				3
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1				1		1			3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					2	1							3
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1	1	1				3
Property - Special Handling				9	3	2	2	3	5	5	9	3	41
Property - Special Handling - Damaged Items - Carry-On				1			1		2			2	6
Property - Special Handling - Damaged Items - Checked				3					1	1	3	1	9
Property - Special Handling - Missing Items - Carry-On					1	1							2
Property - Special Handling - Missing Items - Checked				5	2	1	1	3	2	4	6		24
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening				2	3	7	3	4	3	6	4	1	33
Screening - Inconsistency									1				1
Screening - Lengthy Lines				1	1	2		1					5
Screening - Procedures/Process				1	2	4	3	3	2	6	3	1	25
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach						1							1
2019	**33**	**28**	**39**	**22**	**23**	**27**	**26**	**37**	**20**	**31**	**30**	**25**	**341**
Advanced Imaging Technology (AIT)								1				1	2
Advanced Imaging Technology (AIT) - Flyer								1				1	2
Civil Rights	1	1	2	1	2			1		3	1	1	13
Civil Rights - Age			1							1			2
Civil Rights - Racial Profiling or Discrimina	1	1								2	1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1	1	1							1	4
Civil Rights - Transgender Screening					1			1					2
Customer Service	8	7	8	4	4	7	5	6		5		1	55
Customer Service - Others	1												1
Customer Service - TSO	7	7	8	4	4	7	5	6		5		1	54
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domestic												1	1
Locks	2	3	2	2	2	2		4	1	3	4		25
Locks - Missing or Damaged Lock	2	3	2	2	2	2		4	1	3	4		25
Lost and Found	1			1									2
Lost and Found - Airport/TSA	1			1									2
Mishandling of Passenger Property	11	5	9	3	4	2	7	6	8	5	9	5	74
Mishandling of Passenger Property - Dam	1								2		1		4
Mishandling of Passenger Property - Dam	10	5	7	2	3	2	4	5	5	3	8	5	59
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2	1	1		3	1	1	2			11
Patdown	2	3	5	2	2		3	1	2	2	3		25
Patdown - Children											1		1
Patdown - Flyer	2	3	4	2	2		3	1	1	1	2		21
Patdown - Flyer as Observer			1						1	1			3
Persons w/ Disabilities (PWD)	2	1	2	3	5	3	2			1	4	3	26
Persons w/ Disabilities (PWD) - Autism Spectrum							1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1	1						1		3
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body					1								1
Persons w/ Disabilities (PWD) - Medically	1										1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)			2				1						3
Persons w/ Disabilities (PWD) - Mobility D	1	1		1	1					1	1		6

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Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	2					1		5
Property - Special Handling	2	4	8	4	2	7	4	9	5	7	4	6	62
Property - Special Handling - Damaged Items - Carry-On			1		1	1	2		1				6
Property - Special Handling - Damaged Ite	1	1	2	1		3		1		2		3	14
Property - Special Handling - Missing Items - Carry-C		1	3		1		1	1	2		2		11
Property - Special Handling - Missing Item	1	2	2	3		3	1	7	2	5	2	3	31
Request for Assistance							1					1	2
Request for Assistance - Other							1					1	2
Screening	4	4	3	2	2	6	4	9	4	5	5	6	54
Screening - Children									1				1
Screening - Crew Member or Airline Employee				1							1		2
Screening - Inconsistency					1			1					2
Screening - Lengthy Lines	1	1		1		1		1		2			7
Screening - Procedures/Process	3	3	3			5	4	7	3	3	3	6	40
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach											1		1
2020	**29**	**30**	**38**	**23**	**20**	**10**	**2**		**2**	**10**	**7**	**9**	**180**
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights		3	1	1	2						1	1	9
Civil Rights - Constitutional Rights					1								1
Civil Rights - Perceived Religion		1	1										2
Civil Rights - Racial Profiling or Discrimination		2									1	1	4
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service	4	8	4	4	2	2			1	3		3	31
Customer Service - Others		1											1
Customer Service - TSO	4	7	4	4	2	2			1	3		3	30
Locks	4	2	4	3	1		1						15
Locks - Missing or Damaged Lock	4	2	4	3	1		1						15
Mishandling of Passenger Property	8	8	9	5	7	2						2	41
Mishandling of Passenger Property - Dam	1	1	2	1	1								6
Mishandling of Passenger Property - Dam	5	6	6	4	4	2						2	29
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Disa	2		1		2								5
Patdown	1	1	3	1		1							7
Patdown - Flyer	1	1	3	1		1							7
Persons w/ Disabilities (PWD)	3		2	1	1				1	3	2	1	14
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1			2
Persons w/ Disabilities (PWD) - Ostomy/C	1												1
Persons w/ Disabilities (PWD) - Wheelcha	1		1		1					1		1	5
Property - Special Handling	7	7	10	4	3	4	1			2	1	1	40
Property - Special Handling - Damaged Ite	1		1				1						3
Property - Special Handling - Damaged Ite	1		4	2	1						1	1	10
Property - Special Handling - Missing Item	1	1	1			1							4
Property - Special Handling - Missing Item	4	6	4	2	2	3				2			23
Screening	1	1	5	4	4	1				2	3	1	22
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1									1
Screening - Lengthy Lines			2										2
Screening - Procedures/Process	1	1	3	3	3	1				1	3	1	17
Screening - Security Breach					1								1
2021	**13**	**8**	**4**	**4**	**7**	**6**							**42**
Animals					1								1
Animals - Carry-On					1								1
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service	1	1	1		1	2							6
Customer Service - TSO	1	1	1		1	2							6
Expedited Passenger Screening Program					1	1							2
Expedited Passenger Screening Program - TSA PreCheck					1	1							2
Locks	1				1	1							3
Locks - Missing or Damaged Lock	1				1	1							3
Mishandling of Passenger Property	3	3	2	1	1								10
Mishandling of Passenger Property - Damaged/Missi		1	2	1									4
Mishandling of Passenger Property - Dam	3	2			1								6
Patdown				1									1
Patdown - Flyer				1									1
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Service A	1				1								2
Property - Special Handling	5	3		2		2							12
Property - Special Handling - Damaged Ite	2			1									3
Property - Special Handling - Missing Items - Carry-C		1				1							2
Property - Special Handling - Missing Item	3	2		1		1							7
Screening	1	1	1		1								4
Screening - Procedures/Process	1	1	1		1								4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RFD				**2**	**3**	**1**		**1**	**2**	**1**	**1**	**2**	**13**
2018					**1**			**1**	**1**			**1**	**4**
Human Capital									1				1
Human Capital - Prospective Employment with TSA									1				1
Screening					1			1				1	3
Screening - Procedures/Process					1			1					2
Screening - Retrieving Abandoned/Confiscated Items												1	1
2019				**1**	**1**					**1**	**1**		**4**
Customer Service					1								1
Customer Service - Others					1								1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Carry-On				1									1
2020				**1**		**1**			**1**			**1**	**4**
Customer Service												1	1
Customer Service - TSO												1	1
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling				1									1
Property - Special Handling - Missing Items - Checked				1									1
Screening						1							1
Screening - Procedures/Process						1							1
2021					**1**								**1**
Screening					1								1
Screening - Procedures/Process					1								1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIC	**34**	**42**	**41**	**42**	**47**	**53**	**31**	**38**	**30**	**45**	**47**	**25**	**475**
2018				**15**	**18**	**15**	**11**	**15**	**11**	**20**	**21**	**7**	**133**
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights							2			1	4		7
Civil Rights - Headwear											1		1
Civil Rights - Racial Profiling or Discrimination							2				2		4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Civil Rights - Sexual Orientation - Not Transgender											1		1
Customer Service				3	3	6	4	2	1	4	4	1	28
Customer Service - Others						1	1	1		1			4
Customer Service - TSO				3	3	5	3	1	1	3	4	1	24
Locks				1								1	2
Locks - Missing or Damaged Lock				1								1	2
Mishandling of Passenger Property				4	3	2	3	4	6	7	4	1	34
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1		1			2		1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2	1	1	3	4	3	4		21
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1	1	1	2	2			8
Patdown				1	4	1		2	1	2	5		16
Patdown - Flyer				1	4	1		1	1	2	4		14
Patdown - Non-Flyer								1			1		2
Persons w/ Disabilities (PWD)				1	1	1		1				1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1							1	2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1		1					2
Property - Special Handling					3			2	1	4	1	3	14
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Items - Checked					2						1	1	4
Property - Special Handling - Missing Items - Carry-On					1			1		1		1	4
Property - Special Handling - Missing Items - Checked								1	1	2		1	5
Screening				5	4	5	2	3	2	2	3		26
Screening - Inconsistency				1				1	1				3
Screening - Lengthy Lines				1	2	1	1			1			6
Screening - Procedures/Process				3	2	4	1	2	1	1	3		17
2019	**16**	**22**	**18**	**6**	**11**	**22**	**16**	**21**	**18**	**25**	**20**	**13**	**208**
Civil Rights	2	1	2		2	1	2	2	1	2	1	2	18
Civil Rights - Age								1					1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination		1	2		2	1	1				1	2	10
Civil Rights - Sex/Gender/Gender Identity-	1						1		1	2			5
Civil Rights - Sexual Orientation - Not Tra	1												1
Customer Service	6	5	2	2	3	11	5	6	6	7	3	3	59
Customer Service - TSO	6	5	2	2	3	11	5	6	6	7	3	3	59
Locks	1		2	1			1	1	3	1		1	11
Locks - Missing or Damaged Lock	1		2	1			1	1	3	1		1	11
Mishandling of Passenger Property	1	5	3	1	2	3	1	1	1	6	2	2	28
Mishandling of Passenger Property - Damaged/Missing Items--C			1				1						2
Mishandling of Passenger Property - Dam	1	4	2	1	1	3		1	1	6	1	2	23
Mishandling of Passenger Property - Disarrayed Item		1			1						1		3
Patdown	1	1	2			1	1	4			2	2	14
Patdown - Flyer	1	1	2			1	1	4			2	2	14
Persons w/ Disabilities (PWD)		3		2		1		1	1	1	4	1	14
Persons w/ Disabilities (PWD) - Diabetes											2		2
Persons w/ Disabilities (PWD) - Internal Medical Devices											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1		1							2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1						1			2
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling	1	3	2		1	1	3	4	4	3	2		24
Property - Special Handling - Damaged Items - Carry-On			1						1				2
Property - Special Handling - Damaged It	1					1		2	2	1	1		8
Property - Special Handling - Missing Items - Carry-On					1		1		1				3
Property - Special Handling - Missing Items - Checke		3	1				2	2		2	1		11
Screening	4	4	5		3	4	3	2	2	5	6	2	40
Screening - Inconsistency							1	1			1		3
Screening - Lengthy Lines		2				1			1	1			5
Screening - Procedures/Process	4	2	5		3	3	1	1	1	4	5	2	31
Screening - Security Breach							1						1
2020	**12**	**15**	**20**	**16**	**13**	**9**	**4**	**2**	**1**		**6**	**5**	**103**
Civil Rights				1	1	1					1		4
Civil Rights - Racial Profiling or Discrimination				1	1	1					1		4
Customer Service	3	8	6	1	4	2	2					1	27
Customer Service - Others		1											1
Customer Service - TSO	3	7	6	1	4	2	2					1	26
Locks			1	1	1								3
Locks - Missing or Damaged Lock			1	1	1								3
Mishandling of Passenger Property	4	3	7		3	2		1	1		2	1	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Mishandling of Passenger Property - Dam	4	2	5		3	1		1	1		1	1	19
Mishandling of Passenger Property - Disarrayed Item		1	2								1		4
Patdown	1		1	4	2						1		9

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	1		1	4	1						1		8
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Property - Special Handling	4	1	1	4		2	1					1	14
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged It	2			2									4
Property - Special Handling - Missing Iten	2	1	1	2		1	1					1	9
Screening		3	4	4	1	2	1	1			2	2	20
Screening - Inconsistency		1	1										2
Screening - Lengthy Lines				1								1	2
Screening - Procedures/Process		2	2	3	1	2	1	1			2	1	15
Screening - Security Breach			1										1
2021	**6**	**5**	**3**	**5**	**5**	**7**							**31**
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service		1	2	1	2	2							8
Customer Service - TSO		1	2	1	2	2							8
Expedited Passenger Screening Program			1		1	1							3
Expedited Passenger Screening Program - TSA PreCheck			1		1	1							3
Mishandling of Passenger Property	2				1	1							4
Mishandling of Passenger Property - Dam	2				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
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling	2	2		1		1							6
Property - Special Handling - Damaged Items - Checked				1		1							2
Property - Special Handling - Missing Iten	2	2											4
Screening	1	1		1	1	2							6
Screening - Inconsistency				1		2							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
RIW	**1**	**1**			**1**		**1**			**2**	**1**		**7**
2018							**1**			**1**			**2**
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Screening							1						1
Screening - Procedures/Process							1						1
2019											**1**		**1**
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
2020	**1**				**1**					**1**			**3**
Patdown					1								1
Patdown - Flyer					1								1
Screening	1									1			2
Screening - Procedures/Process	1									1			2
2021		**1**											**1**
Screening		1											1
Screening - Procedures/Process		1											1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKS	**3**	**1**	**1**	**3**	**1**		**1**	**1**	**2**	**4**	**1**	**1**	**19**
2018				**2**	**1**		**1**	**1**	**1**	**3**	**1**	**1**	**11**
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1	1				1	2	1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				1			1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1						2	1		4
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Items - Checked								1					1
Screening				1									1
Screening - Procedures/Process				1									1
2019	**2**	**1**		**1**						**1**			**5**
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1		1									3
Mishandling of Passenger Property - Dam	1	1		1									3
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
2020	**1**		**1**						**1**				**3**
Mishandling of Passenger Property	1								1				2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Screening			1										1
Screening - Procedures/Process			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RNO	**32**	**29**	**31**	**32**	**35**	**37**	**23**	**30**	**32**	**30**	**51**	**40**	**402**
2018				**9**	**10**	**13**	**9**	**9**	**14**	**11**	**16**	**13**	**104**
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights				1			1				1		3
Civil Rights - Age											1		1
Civil Rights - National Origin							1						1
Civil Rights - Transgender Screening				1									1
Customer Service				1		1			1		3	2	8
Customer Service - Others						1							1
Customer Service - TSO				1					1		3	2	7
Locks				2	1	2			1	1	1	1	9
Locks - General						1							1
Locks - Missing or Damaged Lock				2	1	1			1	1	1	1	8
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				2	2	2	3	3	3	1	3	5	24
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1	1	1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	2	2	2	2		1	3	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1			1	1			1	2	6
Patdown					1	2	1	1	2	2	2		11
Patdown - Flyer					1	2	1		2	2	2		10
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)					1	1		1	2	2	1	1	9
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1	1		1	3
Persons w/ Disabilities (PWD) - Visual Impairment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1	1				1			3
Property - Special Handling				2	1	3	1	1	4	1	2	3	18
Property - Special Handling - Damaged Items - Carry-On				2					1				3
Property - Special Handling - Damaged Items - Checked					1			1	2		1	1	6
Property - Special Handling - Missing Items - Checked						3	1		1	1	1	2	9
Screening				1	4	2	3	2	1	4	2	1	20
Screening - Inconsistency							1						1
Screening - Lengthy Lines					1	1		1		1			4
Screening - Procedures/Process				1	3	1	2	1	1	3	2	1	15
2019	**9**	**11**	**17**	**9**	**11**	**10**	**14**	**20**	**17**	**15**	**23**	**19**	**175**
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer as Observer			1										1
Civil Rights	1		1			1			1	3	2	1	10
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1	1	1	3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1			1			1	1	1		5
Customer Service	1	2	1		1	2	4	1	1	2	3	2	20
Customer Service - TSO	1	2	1		1	2	4	1	1	2	3	2	20
Locks		1	1	1	2	2						3	10
Locks - Missing or Damaged Lock		1	1	1	2	2						3	10
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property	2	1	5	2	4	2	3	6	5	2	6	5	43
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1		2	3
Mishandling of Passenger Property - Dam	2		5	2	4	2	3	5	4	1	6	3	37
Mishandling of Passenger Property - Disarrayed Item		1						1	1				3
Patdown	2	1	3	1	1	1	2	4	3	4	2		24
Patdown - Flyer	2	1	2	1	1	1	2	4	3	4	1		22
Patdown - Flyer as Observer			1								1		2
Persons w/ Disabilities (PWD)	2	1	1	2	2			4	1	1	4		18
Persons w/ Disabilities (PWD) - Breast Cancer			1										1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Diabetes					1						2		3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - Hearing I	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1						1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility D	1										1		2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1			1			1					3
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Property - Special Handling	1	2	3	1		1	2	2	5	2	2	4	25
Property - Special Handling - Damaged Items - Carry		1						1			1		3
Property - Special Handling - Damaged It	1					1	1		2	1			6
Property - Special Handling - Missing Items - Carry-On			1								1	2	4
Property - Special Handling - Missing Items - Checke		1	2	1			1	1	3	1		2	12
Screening		3	1	2		1	3	3	1	1	3	4	22
Screening - Inconsistency											1		1
Screening - Lengthy Lines		2											2
Screening - Procedures/Process		1	1	2			3	3	1	1	2	3	17
Screening - Retrieving Abandoned/Confiscated Items						1							1
Screening - Security Breach												1	1
2020	**17**	**6**	**10**	**11**	**10**	**6**		**1**	**1**	**4**	**12**	**8**	**86**
Civil Rights	1	1		1	1								4
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimination		1											1

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Categories	10-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 - Screening of Religious Cultural and Ceremonial Items					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	3	1	1	2	2	1		1		1	8	4	24
Customer Service - Others	1										2	1	4
Customer Service - TSO	2	1	1	2	2	1		1		1	6	3	20
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	3	1	2	1	1	2			1	1	1	2	15
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1									2
Mishandling of Passenger Property - Dam	3	1	1		1	1			1			2	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1				1	1		3
Patdown	2	1	3	1	2						1		10
Patdown - Children		1											1
Patdown - Flyer	2		3	1	2						1		9
Persons w/ Disabilities (PWD)	2				1						1		4
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Persons w/ Disabilities (PWD) - Wheelcha	1										1		2
Property - Special Handling	3		2	2	2	3					1		13
Property - Special Handling - Damaged Items - Checked			2		1	1							4
Property - Special Handling - Missing Item	1			1									2
Property - Special Handling - Missing Item	2			1	1	2					1		7
Screening	3	2	1	4						2		2	14
Screening - Procedures/Process	3	2		4						2		2	13
Screening - Security Breach			1										1
2021	**6**	**12**	**4**	**3**	**4**	**8**							**37**
Civil Rights		1				1							2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service	3	2	2	2									9
Customer Service - CSM			1										1
Customer Service - Others	1	1											2
Customer Service - TSO	2	1	1	2									6
Expedited Passenger Screening Program				1									1
Expedited Passenger Screening Program - TSA PreCheck				1									1
Locks	1	1											2
Locks - Missing or Damaged Lock	1	1											2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown	1					1							2
Patdown - Flyer	1												1
Patdown - General						1							1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling		1				1							2
Property - Special Handling - Missing Items - Checke		1				1							2
Screening	1	5	2		4	5							17
Screening - Inconsistency					1	2							3
Screening - Procedures/Process	1	4	2		3	3							13
Screening - Retrieving Abandoned/Confiscated Items		1											1

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Categories	10-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	**4**	**3**	**7**	**7**	**3**	**3**	**5**	**5**	**6**	**3**	**5**	**1**	**52**
2018				**2**		**3**	**1**	**1**	**3**	**1**	**1**		**12**
Customer Service				1		1		1					3
Customer Service - Others						1							1
Customer Service - TSO				1				1					2
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1
Property - Special Handling				1		1				1	1		4
Property - Special Handling - Damaged Items - Checked				1							1		2
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked										1			1
Screening							1		2				3
Screening - Procedures/Process							1		2				3
2019	**3**	**1**	**3**	**2**	**1**		**4**	**4**	**3**	**2**	**2**	**1**	**26**
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - General								1					1
Civil Rights							1						1
Civil Rights - Constitutional Rights							1						1
Customer Service	2		1				1	1		1	1		7
Customer Service - TSO	2		1				1	1		1	1		7
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property		1		1				1	1				4
Mishandling of Passenger Property - Damaged/Missi		1		1				1	1				4
Patdown			1	1									2
Patdown - Flyer			1	1									2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices									1				1
Property - Special Handling					1		2				1		4
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked							2						2
Screening	1		1					1		1		1	5
Screening - Lengthy Lines	1		1										2
Screening - Procedures/Process								1		1		1	3
2020	**1**	**1**	**3**	**2**							**2**		**9**
Civil Rights			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service		1											1
Customer Service - TSO		1											1
Patdown				2									2
Patdown - Flyer				2									2
Property - Special Handling	1		2								1		4
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Ite	1		1										2
Property - Special Handling - Missing Items - Checked											1		1
Screening											1		1
Screening - Procedures/Process											1		1
2021		**1**	**1**	**1**	**2**								**5**
Customer Service		1											1
Customer Service - TSO		1											1
Expedited Passenger Screening Program			1		2								3
Expedited Passenger Screening Program - Known Crew Member					1								1
Expedited Passenger Screening Program - TSA PreCheck			1		1								2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROC	**10**	**8**	**9**	**14**	**10**	**15**	**5**	**9**	**5**	**12**	**17**	**9**	**123**
2018				**6**	**6**	**6**	**4**	**4**	**1**	**6**	**13**	**1**	**47**
Civil Rights				1	1						3		5
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns											1		1
Civil Rights - Racial Profiling or Discrimination				1	1						1		3
Customer Service				3		1	2			2	2		10
Customer Service - Others				1									1
Customer Service - TSO				2		1	2			2	2		9
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1		1				2	4		8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1				2	2		6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Patdown						1	1	1					3
Patdown - Flyer						1	1	1					3
Persons w/ Disabilities (PWD)					3					1	2		6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1					1			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)											1		1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling				1	1			2		1			5
Property - Special Handling - Missing Items - Carry-On								2		1			3
Property - Special Handling - Missing Items - Checked				1	1								2
Screening					1	3		1	1		2	1	9
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process						1			1				2
Screening - Security Breach								1			1	1	3
2019	**2**	**6**	**6**	**4**	**1**	**3**	**1**	**5**	**2**	**6**	**2**	**6**	**44**
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer as Observer												1	1
Civil Rights		1										1	2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service		2	2				1		1	2		1	9
Customer Service - Others		1	1										2
Customer Service - TSO		1	1				1		1	2		1	7
Locks		1		1									2
Locks - Missing or Damaged Lock		1		1									2
Mishandling of Passenger Property	1	1	1	1		1		2	1	1		2	11
Mishandling of Passenger Property - Damaged/Missi		1										1	2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Dam	1		1			1		1		1		1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1					1				2
Patdown	1							1			1		3
Patdown - Flyer	1							1			1		3
Persons w/ Disabilities (PWD)		1	1	1	1	2				1	1	1	9
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1			1						1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1						1			2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling			1					1		2			4
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Carry-On								1		2			3
Screening			1	1				1					3
Screening - Inconsistency			1										1
Screening - Procedures/Process				1				1					2
2020	**8**	**1**	**3**	**3**	**3**	**4**			**2**		**2**	**2**	**28**
Civil Rights	1										1		2
Civil Rights - Hair Patdowns	1										1		2
Customer Service			1	2	1								4
Customer Service - Others			1										1
Customer Service - TSO				2	1								3
Locks				1					1				2
Locks - Missing or Damaged Lock				1					1				2
Mishandling of Passenger Property	3				1						1		5
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor											1		1
Mishandling of Passenger Property - Dam	2				1								3
Mishandling of Passenger Property - Disa	1												1
Patdown	1	1			1	1							4
Patdown - Flyer	1	1			1	1							4
Persons w/ Disabilities (PWD)						1						1	2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Property - Special Handling	2		2										4
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Item	2		1										3
Screening	1					2			1			1	5
Screening - Inconsistency	1												1
Screening - Procedures/Process						1			1			1	3
Screening - Security Breach						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2021		**1**		**1**		**2**							**4**
Customer Service						1							1
Customer Service - TSO						1							1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
Screening				1		1							2
Screening - Inconsistency				1									1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROW	**2**	**1**	**1**		**1**	**3**					**5**	**3**	**16**
2018						**2**					**4**	**2**	**8**
Civil Rights						1							1
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling						1					1		2
Property - Special Handling - Missing Items - Checked						1					1		2
Screening											1	2	3
Screening - Procedures/Process											1	2	3
2019	**1**					**1**					**1**	**1**	**4**
Locks	1										1	1	3
Locks - Missing or Damaged Lock	1										1	1	3
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
2020	**1**	**1**	**1**		**1**								**4**
Customer Service	1				1								2
Customer Service - TSO	1				1								2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown			1										1
Patdown - Flyer			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RST	**4**	**2**	**2**	**6**	**5**	**5**	**1**	**3**	**9**	**4**	**3**	**7**	**51**
2018				**1**	**3**	**2**	**1**	**2**	**4**	**2**	**3**	**3**	**21**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service					1			1		1			3
Customer Service - TSO					1			1		1			3
Mishandling of Passenger Property					2						1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1						1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)				1			1					1	3
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1								1	2
Property - Special Handling						1			1			1	3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Items - Checked						1			1				2
Screening						1		1	3		2	1	8
Screening - Lengthy Lines									2		1		3
Screening - Procedures/Process						1		1	1		1	1	5
2019	**3**			**2**	**1**	**2**		**1**	**4**	**2**		**4**	**19**
Civil Rights						1			1				2
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service	1												1
Customer Service - TSO	1												1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Patdown				1					1			1	3
Patdown - Flyer				1					1			1	3
Persons w/ Disabilities (PWD)	1								2			2	5
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												1	1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening	1							1		1		1	4
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1									1		1	3
2020		**2**	**2**	**2**		**1**			**1**				**8**
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
Customer Service		1											1
Customer Service - TSO		1											1
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown				2									2
Patdown - Flyer as Observer				2									2
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1
2021	**1**			**1**	**1**								**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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RSW	**59**	**76**	**105**	**136**	**135**	**162**	**82**	**66**	**53**	**50**	**48**	**38**	**1,010**
2018				**43**	**42**	**52**	**35**	**30**	**29**	**21**	**19**	**15**	**286**
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights				1						1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Sexual Orientation - Not Transgender										1			1
Customer Service				8	7	7	5	8	10	2	1	3	51
Customer Service - Others							2	3	3	1		1	10
Customer Service - TSO				8	7	7	3	5	7	1	1	2	41
Locks				2	1	3		1					7
Locks - Missing or Damaged Lock				2	1	3		1					7
Lost and Found				1		1							2
Lost and Found - Airport/TSA				1		1							2
Mishandling of Passenger Property				16	12	22	10	10	6	4	7	7	94
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2				1					3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				10	11	17	9	9	6	3	2	6	73
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				3	1	5	1			1	5	1	17
Patdown				2	2		2		4	4	1	2	17
Patdown - Children										1			1
Patdown - Flyer				2			2		4	3	1	2	14
Patdown - Flyer as Observer					1								1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)					4	2	2	2	1	2	1	1	15
Persons w/ Disabilities (PWD) - Autism Spectrum					1	1							2
Persons w/ Disabilities (PWD) - Breast Cancer							1						1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1				1		2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					2			1					3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1						1	2
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Firearm/Ammunition										1			1
Property - Special Handling				4	11	6	9	4	6	5	5	1	51
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Damaged Items - Checked				1	3	3		1	2	3	2	1	16
Property - Special Handling - Missing Items - Carry-On					1		3	1	1	1	1		8
Property - Special Handling - Missing Items - Checked				2	6	3	6	2	3	1	2		25
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening				9	5	10	7	4	2	2	4	1	44
Screening - Children										1			1
Screening - Inconsistency										1			1
Screening - Lengthy Lines				3	2	5	2				1		13
Screening - Procedures/Process				4	3	5	5	4	2		3	1	27
Screening - Retrieving Abandoned/Confiscated Items				2									2
2019	**22**	**26**	**43**	**33**	**34**	**45**	**42**	**28**	**15**	**22**	**22**	**14**	**346**
Civil Rights	1	1	2				1				2		7
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination		1	1										2
Civil Rights - Sex/Gender/Gender Identity-	1		1				1				1		4
Customer Service		4	9	10	1	10	8	6	5	1	5		59
Customer Service - Others		1	1	1		1			1		1		6
Customer Service - TSO		3	8	9	1	9	8	6	4	1	4		53
Locks		2	1	1	2		3	1		1	2		13
Locks - Missing or Damaged Lock		2	1	1	2		3	1		1	2		13
Lost and Found				1	1								2
Lost and Found - Airport/TSA				1	1								2
Mishandling of Passenger Property	10	10	15	5	10	15	10	5	3	8	5	4	100
Mishandling of Passenger Property - Dam	1	2				1		1					5
Mishandling of Passenger Property - Dam	7	7	15	4	9	13	10	4	3	8	4	2	86
Mishandling of Passenger Property - Disa	2	1		1	1	1					1	2	9
Patdown	2	2	1		3	1		1	1	1	2		14
Patdown - Flyer	2	2	1		3	1		1	1		2		13
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1			2	4	6	2	2		3	2	2	24
Persons w/ Disabilities (PWD) - Autism Spectrum						1							1
Persons w/ Disabilities (PWD) - Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1	1						2
Persons w/ Disabilities (PWD) - Diabetes						1	1	2		1	1		6
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1	2					1			4
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1							1		2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1				1			4
Property - Special Handling	6	4	10	8	6	6	8	7	3	5	2	5	70
Property - Special Handling - Damaged Ite	2	1					1	1			1		6
Property - Special Handling - Damaged Ite	2	1	3	3	1	2	4		1	2	1	1	21
Property - Special Handling - Missing Items - Carry-On				1	1				1			1	4
Property - Special Handling - Missing Item	2	2	7	4	4	4	3	6	1	3		3	39
Request for Assistance						1							1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance - Other						1							1
Screening	2	3	5	6	7	6	10	6	3	3	2	3	56
Screening - Crew Member or Airline Employee						1						1	2
Screening - Inconsistency			1		2					1			4
Screening - Lengthy Lines				2	2	1	5						10
Screening - Procedures/Process	2	3	3	4	3	4	5	6	3	2	2	2	39
Screening - Security Breach			1										1
2020	**17**	**35**	**50**	**37**	**44**	**37**	**5**	**8**	**9**	**7**	**7**	**9**	**265**
Civil Rights		1	1	2				1					5
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimination		1						1					2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				2									2
Customer Service	4	7	8	7	6	7	1	2	1	1	3		47
Customer Service - Others		2		1									3
Customer Service - TSO	4	5	8	6	6	7	1	2	1	1	3		44
Locks			3		3	2			1				9
Locks - Missing or Damaged Lock			3		3	2			1				9
Lost and Found		1		1	1				1				4
Lost and Found - Airport/TSA		1		1	1				1				4
Mishandling of Passenger Property	5	5	11	12	11	5	1	1	4	2	1	4	62
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	1						1		4
Mishandling of Passenger Property - Dam	5	4	9	8	6	5		1	3	1		4	46
Mishandling of Passenger Property - Disarrayed Item		1	2	2	4		1		1	1			12
Patdown		1	2	1	1	2	1						8
Patdown - Flyer		1	2	1	1	2	1						8
Persons w/ Disabilities (PWD)	1	3	4	1	4	1				1			15
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - Diabetes					1					1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (N		2			2								4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			2										2
Persons w/ Disabilities (PWD) - Wheelcha	1			1		1							3
Property - Special Handling	2	7	9	4	4	8	2	1	2	1	3	3	46
Property - Special Handling - Damaged Items - Carry		1		1	1	1					1		5
Property - Special Handling - Damaged Ite	1	2	2	1	1	3	1		1	1	1	1	15
Property - Special Handling - Missing Items - Carry-C		1	2	2			1						6
Property - Special Handling - Missing Item	1	3	5		2	4		1	1		1	2	20
Screening	5	10	12	9	14	12		3		2		2	69
Screening - Crew Member or Airline Empl	1			1	1								3
Screening - Lengthy Lines		5	2	1	4								12
Screening - Procedures/Process	4	5	10	7	9	12		3		2		2	54
2021	**20**	**15**	**12**	**23**	**15**	**28**							**113**
Civil Rights	1	1	1	1		2							6
Civil Rights - Racial Profiling or Discrimina	1		1	1		1							4
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1				1							2
Claims			1										1
Claims - Status			1										1
Customer Service	4	3	2	7	4	7							27
Customer Service - TSO	4	3	2	7	4	7							27
Duplicate E-mail						1							1
Duplicate E-mail - General						1							1
Expedited Passenger Screening Program			5	6	2	8							21
Expedited Passenger Screening Program - Active Duty Military			1										1
Expedited Passenger Screening Program - TSA PreCheck			4	6	2	8							20
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domestic				1									1
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	5	4	2	2	3	3							19
Mishandling of Passenger Property - Dam	2			1		1							4
Mishandling of Passenger Property - Dam	2	2	2	1	2								9
Mishandling of Passenger Property - Disa	1	2			1	2							6
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Persons w/ Disabilities (PWD)	1	1		1	1								4
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Property - Special Handling	4	3		1		2							10
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged Ite	4	2											6
Property - Special Handling - Missing Items - Checke		1		1		1							3
Screening	1	3	1	3	5	5							18
Screening - Children					1								1
Screening - Inconsistency				1	1	1							3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1	3	1	2	2	4							13

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RUT	**1**						**1**				**1**		**3**
2018							**1**						**1**
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
2019											**1**		**1**
Customer Service											1		1
Customer Service - TSO											1		1
2020	**1**												**1**
Customer Service	1												1
Customer Service - TSO	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAF	**9**	**2**	**4**	**4**	**3**	**6**	**6**	**6**	**9**	**12**	**5**	**3**	**69**
2018				**4**	**1**	**2**	**5**	**3**	**7**	**5**	**4**	**2**	**33**
Civil Rights											1		1
Civil Rights - Headwear											1		1
Customer Service										1			1
Customer Service - TSO										1			1
Locks								1	4	1		1	7
Locks - Missing or Damaged Lock								1	4	1		1	7
Mishandling of Passenger Property				2			3	2	1	1		1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2			2	2	1	1		1	9
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling							1			1	1		3
Property - Special Handling - Missing Items - Checked							1			1	1		3
Screening				2	1	1	1		2	1	2		10
Screening - Inconsistency							1						1
Screening - Procedures/Process				2	1	1			2	1	2		9
2019	**4**		**1**			**2**	**1**	**3**	**2**	**6**	**1**		**20**
Customer Service										1			1
Customer Service - TSO										1			1
Locks			1							1			2
Locks - Missing or Damaged Lock			1							1			2
Mishandling of Passenger Property	2						1		1	1			5
Mishandling of Passenger Property - Dam	1						1			1			3
Mishandling of Passenger Property - Disa	1								1				2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)											1		1
Property - Special Handling								2		3			5
Property - Special Handling - Damaged Items - Checked								1		1			2
Property - Special Handling - Missing Items - Checked								1		2			3
Screening	2					2		1	1				6
Screening - Inconsistency								1					1
Screening - Procedures/Process	2					2			1				5
2020	**5**		**3**		**2**	**1**				**1**		**1**	**13**
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling	2		2									1	5
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Damaged Items - Checked			1									1	2
Property - Special Handling - Missing Item	1		1										2
Screening	1		1		2	1							5
Screening - Inconsistency					1								1
Screening - Procedures/Process			1		1								2
Screening - Retrieving Abandoned/Confis	1					1							2
2021		**2**				**1**							**3**
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Lighters/Matches		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAN	**174**	**111**	**139**	**184**	**159**	**178**	**161**	**130**	**163**	**184**	**185**	**132**	**1,900**
2018				**61**	**51**	**75**	**91**	**75**	**81**	**80**	**77**	**56**	**647**
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Civil Rights				1		1	2	5	3	7	1	2	22
Civil Rights - Age										1			1
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination				1		1		4	1	3			10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										2		2	4
Civil Rights - Sexual Orientation - Not Transgender								1			1		2
Civil Rights - Transgender Screening							2			1			3
Customer Service				17	14	19	33	19	21	24	20	16	183
Customer Service - Others				1	4	5	5			3	2	1	21
Customer Service - TSO				16	10	14	28	19	21	21	18	15	162
Locks				4	2	3	1	5	2	4	2	2	25
Locks - General						1			1		1		3
Locks - Missing or Damaged Lock				4	2	2	1	5	1	4	1	2	22
Lost and Found								1	1		1		3
Lost and Found - Airport/TSA								1	1		1		3
Mishandling of Passenger Property				12	12	20	17	12	15	15	16	11	130
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	1		2	1	3		1	2	11
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				10	9	16	12	9	10	14	10	8	98
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage						1		1			1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	2	3	3	1	2	1	4	1	18
Patdown				1	2	4	4	5	3	7	3	4	33
Patdown - Children												1	1
Patdown - Flyer				1	2	4	4	5	3	6	2	3	30
Patdown - Flyer as Observer											1		1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				2	4	5	7	6	6	3	6	3	42
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1				1	2
Persons w/ Disabilities (PWD) - Diabetes					2		3		1			1	7
Persons w/ Disabilities (PWD) - General						1	1	1				1	4
Persons w/ Disabilities (PWD) - Hearing Impairment								2	1				3
Persons w/ Disabilities (PWD) - Internal Medical Devices							2						2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						2	1				1		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									2	2	3		7
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					1						2		3
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1	1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1				1	1	1			4
Property - Special Handling				13	6	11	14	10	15	10	21	11	111
Property - Special Handling - Damaged Items - Carry-On				4			3	2	2	2	3	1	17
Property - Special Handling - Damaged Items - Checked				2		4	3	4	5	1	4	5	28
Property - Special Handling - Missing Items - Carry-On				1	4		2		2	4	3	1	17
Property - Special Handling - Missing Items - Checked				6	2	7	6	4	6	3	11	4	49
Screening				11	11	12	13	12	15	10	7	6	97
Screening - Inconsistency				1	2	1		1	1	1	2		9
Screening - Lengthy Lines				1	2	1	2	1	2		1		10
Screening - Procedures/Process				9	7	10	11	9	12	9	3	5	75
Screening - Retrieving Abandoned/Confiscated Items											1	1	2
Screening - Security Breach								1					1
2019	**80**	**44**	**56**	**53**	**49**	**60**	**62**	**50**	**66**	**80**	**75**	**53**	**728**
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	5	6	4	1	1	4	3	2	3	3	3	2	37
Civil Rights - Age	1	2										1	4
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns	1										1		2
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimina	3	2	2		1	1	2	1		1	2		15
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	2			3	1	1		1			9
Civil Rights - Sexual Orientation - Not Transgender									1				1
Civil Rights - Transgender Screening				1					1	1			3
Customer Service	23	10	8	10	17	16	14	7	11	18	10	9	153
Customer Service - Others	1	3			2	1	1	1		2			11
Customer Service - TSO	22	7	8	10	15	15	13	6	11	16	10	9	142
Locks	2		4	1	3	1	2	3	4	4	4	5	33
Locks - Missing or Damaged Lock	2		4	1	3	1	2	3	4	4	4	5	33
Mishandling of Passenger Property	16	7	12	14	11	14	14	13	11	13	21	13	159
Mishandling of Passenger Property - Dam	2	1			1	1		1	1		1	1	9
Mishandling of Passenger Property - Dam	12	5	8	12	8	12	10	9	8	9	13	11	117
Mishandling of Passenger Property - Damaged/Missing Items--U			1	1	1		2			1		1	7
Mishandling of Passenger Property - Disa	2	1	3	1	1	1	2	3	2	3	7		26
Patdown	5	3	2	5	2	4	3	1	3	3	5	3	39
Patdown - Flyer	4	3	2	5	1	4	3	1	2	3	4	3	35
Patdown - Flyer as Observer	1										1		2
Patdown - Non-Flyer					1				1				2
Persons w/ Disabilities (PWD)	4	2	5	3	2	3	4	4	1	9	5	2	44
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1				2
Persons w/ Disabilities (PWD) - Breast Cancer			2										2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cancer (general) Not		1						1					2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1					1	2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General	1					1				1	1		4
Persons w/ Disabilities (PWD) - Hearing Impairment			1								1		2
Persons w/ Disabilities (PWD) - Internal Medical Devices										2			2
Persons w/ Disabilities (PWD) - Medically	1		1								2	1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility D	1	1		3		1		1		3			10
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1							1			2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					2	1	1	2					6
Persons w/ Disabilities (PWD) - Wounded Warrior										1			1
Property - Special Handling	16	7	16	13	10	14	18	14	14	23	14	14	173
Property - Special Handling - Damaged Items - Carry		2	3	4	3	4	3	2	2	3	2	4	32
Property - Special Handling - Damaged It	5	2	5	2	4	5	5	3	3	7	4	4	49
Property - Special Handling - Missing Item	4	1	3	1	2	1	4	2		2	3	3	26
Property - Special Handling - Missing Item	7	2	5	6	1	4	6	7	9	11	5	3	66
Request for Assistance											2		2
Request for Assistance - Other											1		1
Request for Assistance - Wounded Warrior (MSIJSOC)											1		1
Screening	9	8	5	6	3	4	4	6	19	7	11	5	87
Screening - Inconsistency		2			1				1	2	1		7
Screening - Lengthy Lines		1	1						1			1	4
Screening - Procedures/Process	8	5	4	5	2	3	4	6	15	4	9	4	69
Screening - Retrieving Abandoned/Confiscated Items				1					1	1			3
Screening - Security Breach	1					1			1		1		4
2020	**63**	**50**	**65**	**58**	**49**	**27**	**8**	**5**	**16**	**24**	**33**	**23**	**421**
Civil Rights	3	2	4	2	1		1	1	1				15
Civil Rights - Racial Profiling or Discrimina	3	1	2	1			1		1				9
Civil Rights - Screening of Religious or Cultural Garments			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1	1	1								4
Civil Rights - Sexual Orientation - Not Transgender								1					1
Customer Service	13	3	10	5	10	5	2	1	1	1	9	3	63
Customer Service - Others			1						1		1		3
Customer Service - TSO	13	3	9	5	10	5	2	1		1	8	3	60
Identification (ID) Requirements		1											1
Identification (ID) Requirements - Domestic		1											1
Locks	5	3	3	4		3				1	2	1	22
Locks - General	1												1
Locks - Missing or Damaged Lock	4	3	3	4		3				1	2	1	21
Lost and Found	1		1							1			3
Lost and Found - Airport/TSA	1		1							1			3
Mishandling of Passenger Property	7	12	17	16	13	2	1	1	5	4	5	5	88
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2					1	1	1	1	7
Mishandling of Passenger Property - Dam	6	8	13	14	10	2	1	1	4	3	4	1	67
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Item		4	3		3							3	13
Patdown	2	1	2	2	2	1			2	1	1		14
Patdown - Flyer	2	1	1	1	2	1			2	1	1		12
Patdown - Flyer as Observer			1	1									2
Persons w/ Disabilities (PWD)	6	4	7	2	5	2	1	1	1	2		1	32
Persons w/ Disabilities (PWD) - Cognitive /Developm		1								1			2
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - General			1		1			1					3
Persons w/ Disabilities (PWD) - Medically	2	1	2	1	2				1				9
Persons w/ Disabilities (PWD) - Mobility D	1			1	2					1			5
Persons w/ Disabilities (PWD) - Prosthesi	3					1						1	5
Persons w/ Disabilities (PWD) - Touch Aversion (pair		2											2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			2			1							3
Persons w/ Disabilities (PWD) - Wounded Warrior			1										1
Property - Special Handling	21	16	15	13	10	9			5	12	13	9	123
Property - Special Handling - Damaged It	3	3	2			1				1	2		12
Property - Special Handling - Damaged It	4	1	5	1	4	3			1	1	3	3	26
Property - Special Handling - Missing Item	2	2	2	3		1				1			11
Property - Special Handling - Missing Item	12	10	6	9	6	4			4	9	8	6	74
Screening	5	8	6	14	8	5	3	1	1	2	3	4	60
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency						1	1						2
Screening - Lengthy Lines			2	1								1	4
Screening - Procedures/Process	4	6	4	13	7	4	2	1	1	1	3	3	49
Screening - Retrieving Abandoned/Confis	1									1			2
Screening - Security Breach		1			1								2
2021	**31**	**17**	**18**	**12**	**10**	**16**							**104**
Civil Rights	1		5			1							7
Civil Rights - Racial Profiling or Discrimination			4			1							5
Civil Rights - Sex/Gender/Gender Identity-	1												1
Civil Rights - Sexual Orientation - Not Transgender			1										1
Customer Service	6	1	3	6	1	1							18
Customer Service - CSM	1												1
Customer Service - TSO	5	1	3	6	1	1							17
Expedited Passenger Screening Program				1	3	1							5
Expedited Passenger Screening Program - TSA PreCheck				1	3	1							5
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domestic						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	1	2	1	1									5
Locks - Missing or Damaged Lock	1	2	1	1									5
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
Mishandling of Passenger Property	4	4	3	2	4	4							21
Mishandling of Passenger Property - Damaged/Missi		1	1	1	1	2							6
Mishandling of Passenger Property - Dam	3	1	2	1	3	1							11
Mishandling of Passenger Property - Disa	1	2				1							4
No Jurisdiction			1										1
No Jurisdiction - Refer to Other			1										1
Patdown	2	1											3
Patdown - Flyer	1	1											2
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	2			1									3
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	8	7	1		1	4							21
Property - Special Handling - Damaged Items - Carry-On					1	1							2
Property - Special Handling - Damaged It	4	4											8
Property - Special Handling - Missing Item	1					1							2
Property - Special Handling - Missing Item	3	3	1			2							9
Screening	6	1	4	1	1	4							17
Screening - Children						1							1
Screening - Inconsistency					1	1							2
Screening - Procedures/Process	6	1	4	1		2							14

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAT	**40**	**57**	**58**	**67**	**64**	**50**	**51**	**62**	**59**	**59**	**47**	**56**	**670**
2018				**21**	**21**	**22**	**24**	**29**	**27**	**28**	**19**	**18**	**209**
Civil Rights						1				2	1		4
Civil Rights - Hair Patdowns						1					1		2
Civil Rights - Racial Profiling or Discrimination										2			2
Customer Service				3	5	2	3	8	7	6	3	2	39
Customer Service - Others					1			2	2	1			6
Customer Service - TSO				3	4	2	3	6	5	5	3	2	33
Locks				4		2	1	2	1	1	1	1	13
Locks - Missing or Damaged Lock				4		2	1	2	1	1	1	1	13
Mishandling of Passenger Property				10	4	7	7	6	8	7	5	7	61
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	1			1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				9	3	6	6	5	7	5	3	6	50
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1			1	1		1	1	1	6
Patdown				1	2	2	1	1	3		2	1	13
Patdown - Flyer				1	2	2	1	1	1		2	1	11
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)					1	1	1	4	1				8
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability							1	1					2
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
Persons w/ Disabilities (PWD) - Hearing Impairment								1					1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling				3	6	4	8	6	5	11	4	3	50
Property - Special Handling - Damaged Items - Carry-On					1	1		1	1	3	1	1	9
Property - Special Handling - Damaged Items - Checked				3	3	1	4	1	2	5	2		21
Property - Special Handling - Missing Items - Carry-On						1	1		1				3
Property - Special Handling - Missing Items - Checked					2	1	3	4	1	3	1	2	17
Request for Assistance					1							1	2
Request for Assistance - Other												1	1
Request for Assistance - Wounded Warrior (MSIJSOC)					1								1
Screening					2	3	3	2	2	1	3	3	19
Screening - Inconsistency								1		1	1		3
Screening - Lengthy Lines						1	1						2
Screening - Procedures/Process					2	2	2	1	2		2	3	14
2019	**20**	**31**	**34**	**26**	**17**	**16**	**25**	**30**	**23**	**24**	**26**	**28**	**300**
Civil Rights		4	5	2	2						2		15
Civil Rights - Hair Patdowns			1										1
Civil Rights - National Origin			2										2
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination		3	1								1		5
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1	1	2									4
Civil Rights - Transgender Screening					1						1		2
Customer Service	3	7	8	3	1	6	6	3	5	6	4	7	59
Customer Service - Others		4			1								5
Customer Service - TSO	3	3	8	3		6	6	3	5	6	4	7	54
Locks				2	2		1	3	1		1	2	12
Locks - Missing or Damaged Lock				2	2		1	3	1		1	2	12
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	8	2	11	7	5	2	7	7	4	4	7	10	74
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1	2	3
Mishandling of Passenger Property - Dam	5	2	8	6	4		4	7	4	4	4	5	53
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	2		3	1	1	2	3				2	3	17
Patdown	1	1						3	2				7
Patdown - Flyer	1	1						3	2				7
Persons w/ Disabilities (PWD)	2	1		2	1	1	1		1	1	3		13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medical Devices - At		1			1								2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway							1				1		2
Property - Special Handling	3	11	6	9	5	5	6	10	6	9	5	6	81
Property - Special Handling - Damaged Ite	1	1		1		2		2	1	1	1	3	13
Property - Special Handling - Damaged Ite	1	3	2	4	1	1	1	4	2	1	1		21
Property - Special Handling - Missing Items - Carry-C		2	2	2	2				2	2	1		13
Property - Special Handling - Missing Item	1	5	2	2	2	2	5	4	1	5	2	3	34
Screening	3	5	4	1	1	2	4	4	4	4	4	2	38
Screening - Children						1							1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency		1	1				2		1	1		1	7
Screening - Procedures/Process	3	4	3	1	1	1	2	4	3	2	3	1	28
Screening - Security Breach											1		1
2020	**15**	**20**	**20**	**16**	**19**	**6**	**2**	**3**	**9**	**7**	**2**	**10**	**129**
Civil Rights	1	1		2	1				1				6
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimination		1		1	1				1				4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sex/Gender/Gender Identity-	1												1
Customer Service	4	2	4	1	5	1	1	1	3	3		3	28
Customer Service - Others									1				1
Customer Service - TSO	4	2	4	1	5	1	1	1	2	3		3	27
Locks	1	2	1		3	1						1	9
Locks - General					1								1
Locks - Missing or Damaged Lock	1	2	1		2	1						1	8
Mishandling of Passenger Property	5	4	6	3	4				1	1	1	3	28
Mishandling of Passenger Property - Dam	5	4	6	3	3				1	1		3	26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1						1		2
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)	1	1	1	1	2				1				7
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - General				1					1				2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					2								2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items	1												1
Prohibited & Permitted Items - Liquids/Ge	1												1
Property - Special Handling	2	4	4	7	2	1		1	3	2	1	2	29
Property - Special Handling - Damaged It	1	1	1	3				1	2	1	1		11
Property - Special Handling - Missing Items - Carry-C		1	1		1								3
Property - Special Handling - Missing Item	1	2	2	4	1	1			1	1		2	15
Screening		5	4	2	2	3	1	1		1		1	20
Screening - Procedures/Process		4	3	2	2	3	1	1		1		1	18
Screening - Security Breach		1	1										2
2021	**5**	**6**	**4**	**4**	**7**	**6**							**32**
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	1	1							5
Customer Service - TSO	1		1	1	1	1							5
Expedited Passenger Screening Program			2		1	3							6
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck			2		1	2							5
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2	1		1									4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	1	1											2
Mishandling of Passenger Property - Disa	1												1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Prohibited & Permitted Items					2								2
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1								1
Prohibited & Permitted Items - Remains					1								1
Property - Special Handling	2	1											3
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Missing Item	1												1
Screening		2			2	2							6
Screening - Inconsistency					2								2
Screening - Procedures/Process		2				1							3
Screening - Retrieving Abandoned/Confiscated Items						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAV	**30**	**20**	**21**	**28**	**27**	**27**	**21**	**27**	**20**	**37**	**21**	**21**	**300**
2018				**8**	**9**	**9**	**5**	**6**	**11**	**16**	**7**	**11**	**82**
Civil Rights								1					1
Civil Rights - Screening of Religious or Cultural Garments								1					1
Customer Service					1	1	1	1	2	1	1	1	9
Customer Service - TSO					1	1	1	1	2	1	1	1	9
Locks				1						1			2
Locks - Missing or Damaged Lock				1						1			2
Mishandling of Passenger Property				3	2	5	2	1	5	7	3	4	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1			1		2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	2	4	1	1	4	3	1	4	23
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1			4			5
Patdown					3	1				1		1	6
Patdown - Flyer					2	1				1		1	5
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)					1						1	1	3
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1						1		2
Property - Special Handling				2	1	2		2	3	5		4	19
Property - Special Handling - Damaged Items - Carry-On						1				2		2	5
Property - Special Handling - Damaged Items - Checked									2	1		1	4
Property - Special Handling - Missing Items - Carry-On					1	1		1	1				4
Property - Special Handling - Missing Items - Checked				2				1		2		1	6
Screening				2	1		2	1	1	1	2		10
Screening - Lengthy Lines							2			1			3
Screening - Procedures/Process				2				1	1		1		5
Screening - Retrieving Abandoned/Confiscated Items					1								1
Screening - Security Breach											1		1
2019	**10**	**12**	**11**	**6**	**8**	**6**	**15**	**21**	**6**	**15**	**11**	**6**	**127**
Civil Rights		3	2					1				1	7
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination		1	1										2
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1						1				1	3
Civil Rights - Transgender Screening			1										1
Customer Service		1	1	1		1	3	3	1	2	3	1	17
Customer Service - Others		1						1			1		3
Customer Service - TSO			1	1		1	3	2	1	2	2	1	14
Locks	1	1	1	1	2	1		3		1			11
Locks - Missing or Damaged Lock	1	1	1	1	2	1		3		1			11
Mishandling of Passenger Property	3	3		1	2	2	4	4	1	4	4	2	30
Mishandling of Passenger Property - Dam	1						1		1		1		4
Mishandling of Passenger Property - Dam	1	3		1	1	2	3	3		4	3	1	22
Mishandling of Passenger Property - Disa	1				1			1				1	4
Patdown		1	2				1	3		1			8
Patdown - Flyer		1	2				1	3		1			8
Persons w/ Disabilities (PWD)						1		1	1	1	1		5
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability											1		1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1		1					2
Property - Special Handling	2	2	3	1	4	1	5	3	3	4	3	2	33
Property - Special Handling - Damaged Items - Carry-On			1		1	1	2		1	1	1		8
Property - Special Handling - Damaged It	2						1	1	2	2			8
Property - Special Handling - Missing Items - Carry-On				1	1		1			1	2	1	7
Property - Special Handling - Missing Items - Checke		2	2		2		1	2				1	10
Screening	4	1	2	2			2	3		2			16
Screening - Inconsistency	2												2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	1	2	2			2	3		2			13
2020	**13**	**5**	**8**	**10**	**6**	**6**	**1**		**3**	**6**	**3**	**4**	**65**
Civil Rights	1					2				1			4
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimination						1				1			2
Customer Service	1	2	1	1	2					2		1	10
Customer Service - TSO	1	2	1	1	2					2		1	10
Locks	2			2									4
Locks - Missing or Damaged Lock	2			2									4
Mishandling of Passenger Property	4		4	4	2	2	1		1	1	1		20
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1					1				2
Mishandling of Passenger Property - Dam	3		4	3	2	2				1			15
Mishandling of Passenger Property - Disa	1						1				1		3
Patdown	1				1								2
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)		1									1		2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates											1		1
Property - Special Handling	2	1	2	2	1	1						2	11
Property - Special Handling - Damaged Items - Carry		1	1										2
Property - Special Handling - Damaged It	1			1									2
Property - Special Handling - Missing Item	1			1								1	3
Property - Special Handling - Missing Items - Checked			1		1	1						1	4
Screening	2	1	1	1		1			2	2	1	1	12
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	1	1	1		1			2	2	1	1	11
2021	**7**	**3**	**2**	**4**	**4**	**6**							**26**

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service		1	1		4	1							7
Customer Service - TCC			1										1
Customer Service - TSO		1			4	1							6
Mishandling of Passenger Property	4	2		1									7
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Dam	3	1		1									5
Mishandling of Passenger Property - Disa	1												1
Patdown				1									1
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling	2		1	1		3							7
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Damaged Items - Checked			1	1		1							3
Property - Special Handling - Missing Item	1					1							2
Screening				1		2							3
Screening - Procedures/Process				1		2							3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBA	**8**	**4**	**6**	**7**	**9**	**8**	**5**	**4**	**8**	**13**	**9**	**5**	**86**
2018				**1**	**4**	**3**	**2**	**3**	**4**	**5**	**4**	**1**	**27**
Customer Service				1					1	1	1	1	5
Customer Service - Others												1	1
Customer Service - TSO				1					1	1	1		4
Locks					1				1		1		3
Locks - Missing or Damaged Lock					1				1		1		3
Mishandling of Passenger Property					1		1	2			1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			1			1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown					1	2			1	2	1		7
Patdown - Flyer					1	2			1	2	1		7
Persons w/ Disabilities (PWD)						1				1			2
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening					1		1	1		1			4
Screening - Procedures/Process					1		1	1		1			4
2019	**3**	**2**		**1**	**2**	**3**	**3**	**1**	**3**	**7**	**5**	**3**	**33**
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service					1	1	1				1		4
Customer Service - Others					1								1
Customer Service - TSO						1	1				1		3
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown	1	1		1	1	1	1		2	2	2		12
Patdown - Flyer		1		1	1	1	1		2	2	2		11
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)										2	1	1	4
Persons w/ Disabilities (PWD) - Autism Spectrum											1	1	2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling	1	1				1			1	2	1	1	8
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged It	1	1								1		1	4
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked									1		1		2
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening							1	1					2
Screening - Procedures/Process							1	1					2
2020	**5**	**1**	**5**	**5**		**1**			**1**	**1**		**1**	**20**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service	1		1	2									4
Customer Service - Others	1												1
Customer Service - TSO			1	2									3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	2	1		1									4
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missi		1		1									2
Mishandling of Passenger Property - Disa	1												1
Patdown	1		1	1									3
Patdown - Flyer	1		1	1									3
Property - Special Handling			1	1								1	3
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checked			1										1
Screening	1					1			1				3
Screening - Procedures/Process	1					1			1				3
2021		**1**	**1**		**3**	**1**							**6**
Mishandling of Passenger Property		1	1		2	1							5
Mishandling of Passenger Property - Damaged/Missi		1	1		2	1							5
Screening					1								1
Screening - Retrieving Abandoned/Confiscated Items					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBN	**10**	**10**	**2**	**6**	**7**	**11**	**3**	**3**	**3**	**5**	**10**	**5**	**75**
2018				**1**	**3**	**5**	**2**		**3**	**2**	**7**	**2**	**25**
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service						1			1	1			3
Customer Service - TSO						1			1	1			3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1	1						1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1						1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Patdown						1			1		1	1	4
Patdown - Flyer						1			1		1	1	4
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Property - Special Handling					1						2	1	4
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked					1						1	1	3
Screening						1	2			1	2		6
Screening - Lengthy Lines							1						1
Screening - Procedures/Process						1	1			1	2		5
2019	**7**	**7**	**1**	**2**	**2**	**2**	**1**	**3**		**3**	**1**	**3**	**32**
Civil Rights	1	1								1			3
Civil Rights - Racial Profiling or Discrimina	1	1								1			3
Customer Service	2	1		1		2					1		7
Customer Service - TSO	2	1		1		2					1		7
Locks	1									1			2
Locks - Missing or Damaged Lock	1									1			2
Mishandling of Passenger Property	1				1			2		1			5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					1			2
Mishandling of Passenger Property - Disa	1							1					2
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling	2	3	1	1	1							3	11
Property - Special Handling - Damaged Items - Carry		3											3
Property - Special Handling - Damaged Items - Checked												1	1
Property - Special Handling - Missing Iten	1			1									2
Property - Special Handling - Missing Iten	1		1		1							2	5
Screening		1					1	1					3
Screening - Lengthy Lines		1					1						2
Screening - Procedures/Process								1					1
2020	**1**	**1**	**1**	**1**		**3**					**2**		**9**
Customer Service						1							1
Customer Service - Others						1							1
Mishandling of Passenger Property		1	1										2
Mishandling of Passenger Property - Damaged/Missi		1	1										2
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Carry-On											1		1
Screening	1			1		2					1		5
Screening - Inconsistency	1												1
Screening - Procedures/Process				1		2							3
Screening - Retrieving Abandoned/Confiscated Items											1		1
2021	**2**	**2**		**2**	**2**	**1**							**9**
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Expedited Passenger Screening Program				1	1	1							3
Expedited Passenger Screening Program - TSA PreCheck				1	1	1							3
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Property - Special Handling	1	1		1									3
Property - Special Handling - Damaged Items - Checl		1		1									2
Property - Special Handling - Missing Iten	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBP	**2**	**3**	**5**	**1**	**6**	**5**	**4**	**6**	**5**	**5**	**7**	**6**	**55**
2018					**1**	**2**		**3**	**1**	**3**	**5**	**3**	**18**
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service								1			1		2
Customer Service - TSO								1			1		2
Mishandling of Passenger Property								1	1	1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1	1			3
Patdown					1					1			2
Patdown - Flyer					1					1			2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Property - Special Handling											1		1
Property - Special Handling - Damaged Items - Checked											1		1
Screening						2		1			3	2	8
Screening - Procedures/Process						2		1			3	2	8
2019	**2**	**3**	**2**	**1**	**2**	**2**	**4**	**3**	**2**		**2**	**3**	**26**
Customer Service		2	1		1	1	2		1			1	9
Customer Service - Others		2	1			1	1						5
Customer Service - TSO					1		1		1			1	4
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property						1	2	2			1	1	7
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2	2					4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1					1	1	3
Patdown	1			1								1	3
Patdown - Flyer	1			1								1	3
Persons w/ Disabilities (PWD)		1			1			1					3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1								1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening	1		1										2
Screening - Procedures/Process	1		1										2
2020			**3**		**2**				**2**	**2**			**9**
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Mishandling of Passenger Property			3		1				1				5
Mishandling of Passenger Property - Damaged/Missing Items--C			3		1				1				5
Property - Special Handling									1	1			2
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On										1			1
Screening										1			1
Screening - Procedures/Process										1			1
2021					**1**	**1**							**2**
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Screening					1								1
Screening - Procedures/Process					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBY		**2**	**1**		**1**	**3**		**2**		**1**		**1**	**11**
2018						**2**				**1**			**3**
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Property - Special Handling						1				1			2
Property - Special Handling - Damaged Items - Checked						1				1			2
2019		**1**						**2**					**3**
Customer Service		1											1
Customer Service - TSO		1											1
Screening								2					2
Screening - Lengthy Lines								1					1
Screening - Security Breach								1					1
2020		**1**	**1**		**1**							**1**	**4**
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property		1	1									1	3
Mishandling of Passenger Property - Damaged/Missi		1	1									1	3
2021						**1**							**1**
Screening						1							1
Screening - Crew Member or Airline Employee						1							1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-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**		**2**	**3**	**7**
2018												**2**	**2**
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2019											**1**	**1**	**2**
Customer Service											1	1	2
Customer Service - Others												1	1
Customer Service - TSO											1		1
2020	**1**								**1**		**1**		**3**
Mishandling of Passenger Property	1								1		1		3
Mishandling of Passenger Property - Dam	1								1		1		3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCK	**1**	**1**	**2**	**4**	**1**	**1**	**1**		**1**	**2**	**2**	**3**	**19**
2018					**1**		**1**			**1**		**3**	**6**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service												3	3
Customer Service - TSO												3	3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Screening							1						1
Screening - Procedures/Process							1						1
2019				**1**					**1**		**2**		**4**
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property				1							1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1							1		2
Screening									1				1
Screening - Procedures/Process									1				1
2020	**1**	**1**	**2**	**2**		**1**				**1**			**8**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates				1									1
Screening			2							1			3
Screening - Crew Member or Airline Employee			1										1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process										1			1
2021				**1**									**1**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SDF	**21**	**24**	**32**	**27**	**23**	**33**	**18**	**33**	**29**	**36**	**24**	**20**	**320**
2018				**4**	**7**	**13**	**11**	**13**	**16**	**14**	**10**	**6**	**94**
Civil Rights						1				2	1		4
Civil Rights - Hair Patdowns						1				1			2
Civil Rights - Racial Profiling or Discrimination										1	1		2
Customer Service					1	4		1	1			1	8
Customer Service - Others						1							1
Customer Service - TSO					1	3		1	1			1	7
Locks				1						2	1		4
Locks - Missing or Damaged Lock				1						2	1		4
Lost and Found					1							1	2
Lost and Found - Airport/TSA					1							1	2
Mishandling of Passenger Property				2	2	3	3	8	4	4	4	3	33
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	2	3	2	6	4	4	2	3	28
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	2			2		5
Patdown					1	1	1	1	1	1		1	7
Patdown - Flyer					1	1	1	1	1	1		1	7
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - Autism Spectrum											1		1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks						1							1
Property - Special Handling				1		2	4	2	8	3	2		22
Property - Special Handling - Damaged Items - Checked						1	1	1	3				6
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked				1			3	1	5	3	2		15
Screening					2	1	3	1	2	2	1		12
Screening - Lengthy Lines					1	1	1						3
Screening - Procedures/Process							2	1	1	2	1		7
Screening - Retrieving Abandoned/Confiscated Items									1				1
Screening - Security Breach					1								1
2019	**5**	**10**	**9**	**9**	**6**	**13**	**7**	**19**	**11**	**17**	**10**	**7**	**123**
Civil Rights		1				1		1		1	1		5
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination											1		1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1			1
Customer Service	1	1	1	2	1	1	1	1		2	1		12
Customer Service - TSO	1	1	1	2	1	1	1	1		2	1		12
Locks	1		1	1		2		4	1	2		1	13
Locks - Missing or Damaged Lock	1		1	1		2		4	1	2		1	13
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property		4	2	2	2	2	3	5	3	4	1	4	32
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missi		4	2	2	2	2	2	3	2	2	1	4	26
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1	2		2			5
Patdown		1			1				1			1	4
Patdown - Flyer		1			1				1			1	4
Persons w/ Disabilities (PWD)	1	1	1					1	2	2			8
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body									1				1
Persons w/ Disabilities (PWD) - Medically	1	1											2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Service Animals										2			2
Property - Special Handling	2	1	3	3	2	3	2	3	3	5	4	1	32
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Damaged It	1		1	1				1	1	2	3		10
Property - Special Handling - Missing Items - Carry-On			1			1						1	3
Property - Special Handling - Missing Item	1	1	1	2	2	1	2	2	2	3	1		18
Screening		1	1	1		4	1	4		1	3		16
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1	1	1		4	1	4		1	1		14
Screening - Security Breach											1		1
2020	**11**	**9**	**14**	**11**	**9**	**2**		**1**	**2**	**5**	**4**	**7**	**75**
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Flyer												1	1
Civil Rights	1		1	1							1		4
Civil Rights - Racial Profiling or Discrimina	1		1	1									3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service			3	1	1			1			1		7
Customer Service - TSO			3	1	1			1			1		7
Locks		2	1	2					1	1			7
Locks - Missing or Damaged Lock		2	1	2					1	1			7
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	3	2	4	3	2				1	1		2	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Dam	1	2	3	3	2					1		2	14
Mishandling of Passenger Property - Disa	2		1										3
Patdown	1		2		1	1					1		6
Patdown - Flyer	1		1			1					1		4
Patdown - Non-Flyer			1		1								2
Persons w/ Disabilities (PWD)		2											2
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1

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Categories	10-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	5	1	1	1	4					2		4	18
Property - Special Handling - Damaged Items - Carry-On												1	1
Property - Special Handling - Damaged Items - Checl		1			3								4
Property - Special Handling - Missing Iten	1												1
Property - Special Handling - Missing Iten	4		1	1	1					2		3	12
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	1	2	1	2	1	1				1	1		10
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	2	1	2	1						1		8
Screening - Security Breach										1			1
2021	**5**	**5**	**9**	**3**	**1**	**5**							**28**
Civil Rights			2										2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			2										2
Customer Service	2	2	7	1		1							13
Customer Service - TSO	2	2	7	1		1							13
Expedited Passenger Screening Program					1	1							2
Expedited Passenger Screening Program - TSA PreCheck					1	1							2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2					1							3
Mishandling of Passenger Property - Dam	2					1							3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1									1
Property - Special Handling	1	2											3
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Missing Iten	1	1											2
Screening		1				2							3
Screening - Inconsistency						1							1
Screening - Procedures/Process		1				1							2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SDY				**1**		**1**							**2**
2018				**1**									**1**
Customer Service				1									1
Customer Service - TSO				1									1
2021						**1**							**1**
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SEA	**224**	**212**	**230**	**246**	**255**	**253**	**179**	**237**	**275**	**244**	**268**	**216**	**2,839**
2018				**87**	**88**	**100**	**90**	**124**	**151**	**118**	**114**	**86**	**958**
Civil Rights				5	4	2	4	5	7	6	5		38
Civil Rights - Age											1		1
Civil Rights - National Origin							1		3	1	1		6
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimination				1	2		3	3	2	4	3		18
Civil Rights - Screening of Religious Cultural and Ceremonial Items						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				3	2				1				6
Civil Rights - Sexual Orientation - Not Transgender										1			1
Civil Rights - Transgender Screening				1		1		1	1				4
Customer Service				11	13	14	24	24	22	20	25	11	164
Customer Service - CSM												1	1
Customer Service - Others						3	1	1	3	4	2		14
Customer Service - TSO				11	13	11	23	23	19	16	23	10	149
Locks				3	10	5	4	4	5	4	7	5	47
Locks - General				1									1
Locks - Missing or Damaged Lock				2	10	5	4	4	5	4	7	5	46
Lost and Found				1	2			1	3	3	3		13
Lost and Found - Airport/TSA				1	2			1	3	3	3		13
Mishandling of Passenger Property				29	18	20	21	16	25	26	31	24	210
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				2	2	4	3	1	2	4	2	1	21
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				22	12	13	15	15	17	18	23	20	155
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1	2		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				5	4	3	3		6	3	4	3	31
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown				10	4	2		3	1	5	7	1	33
Patdown - Flyer				10	4			3	1	4	4	1	27
Patdown - Flyer as Observer						1				1	3		5
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)				2	6	7	3	4	3	6	3	8	42
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability				1	1	1				1			4
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Internal Medical Devices					1								1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1		4	1	1				1	8
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1		1	1				1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates								1			1		2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment					2							2	4
Persons w/ Disabilities (PWD) - Service Animals										2			2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Persons w/ Disabilities (PWD) - Visual Impairment										1		1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1		1	2	1		2	7
Property - Special Handling				20	22	24	11	18	20	19	14	22	170
Property - Special Handling - Damaged Items - Carry-On				5	2	4	3	2	2	3	1	2	24
Property - Special Handling - Damaged Items - Checked				5	8	3	2	3	5	6	5	5	42
Property - Special Handling - Missing Items - Carry-On				3	4	3	2	1	7	3	5	7	35
Property - Special Handling - Missing Items - Checked				7	8	14	4	12	6	7	3	8	69
Request for Assistance					1	2				1			4
Request for Assistance - Other					1	1							2
Request for Assistance - Wounded Warrior (MSIJSOC)						1				1			2
Screening				6	8	24	23	49	65	28	19	14	236
Screening - Children											1		1
Screening - Crew Member or Airline Employee								1					1
Screening - Gate Pass									1				1
Screening - Inconsistency				1		2			1	1	2		7
Screening - Lengthy Lines				1	4	12	12	27	50	6	10	5	127
Screening - Procedures/Process				3	4	9	10	19	12	21	5	6	89
Screening - Retrieving Abandoned/Confiscated Items				1			1	1	1		1	1	6
Screening - Security Breach						1		1				2	4
2019	**93**	**109**	**104**	**52**	**68**	**80**	**73**	**95**	**92**	**95**	**92**	**90**	**1,043**
Advanced Imaging Technology (AIT)			1						1				2
Advanced Imaging Technology (AIT) - Flyer			1						1				2
Civil Rights	4	3	5	2		5	2	5	4	3	1	5	39
Civil Rights - Age	1			1						1		1	4
Civil Rights - Constitutional Rights				1			1						2
Civil Rights - Hair Patdowns			1			1							2
Civil Rights - Headwear	1												1
Civil Rights - National Origin						1		1					2
Civil Rights - Racial Profiling or Discrimination		2	3			1		2	2	1		2	13
Civil Rights - Sex/Gender/Gender Identity-	2	1	1			1	1	1		1	1	1	10
Civil Rights - Transgender Screening						1		1	2			1	5
Customer Service	15	21	28	8	13	8	20	15	23	13	21	25	210
Customer Service - Others		1	1		1	1	1		1		2	1	9
Customer Service - TSO	15	20	27	8	12	7	19	15	22	13	19	24	201
Locks	5	8	4	3	6	7	2	1	4	3	4	5	52
Locks - General			1										1
Locks - Missing or Damaged Lock	5	8	3	3	6	7	2	1	4	3	4	5	51
Lost and Found	1	1	1	2			1	2	2	1	2		13
Lost and Found - Airport/TSA	1	1	1	2			1	2	2	1	2		13

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	17	23	27	11	10	12	11	17	18	20	23	21	210
Mishandling of Passenger Property - Damaged/Missi		1	1			1			2	2	2	3	12
Mishandling of Passenger Property - Dam	12	18	21	8	9	9	8	12	15	16	17	16	161
Mishandling of Passenger Property - Damaged/Missing Items--U			1								1		2
Mishandling of Passenger Property - Disa	5	4	4	3	1	2	3	5	1	2	3	2	35
Patdown	2	5	2	2	5	4	4	9	3	9	4	2	51
Patdown - Children		1								1			2
Patdown - Flyer	2	3	1	1	5	2	3	9	3	6	4	2	41
Patdown - Flyer as Observer		1				2				2			5
Patdown - Non-Flyer			1	1			1						3
Persons w/ Disabilities (PWD)	5	8	8	1	2	9	9	4	7	6	3	5	67
Persons w/ Disabilities (PWD) - Autism Spectrum							1			1			2
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Ca			2						1				3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1	1						3
Persons w/ Disabilities (PWD) - Diabetes		1					1	1			1		4
Persons w/ Disabilities (PWD) - General	1					1	1			1			4
Persons w/ Disabilities (PWD) - Internal M	1				1		1		1			1	5
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1									1	2
Persons w/ Disabilities (PWD) - Medically Necessary		3	1				1			2			7
Persons w/ Disabilities (PWD) - Metal Imp	1								1				2
Persons w/ Disabilities (PWD) - Mobility D	1	2	1			3		2		2	2		13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						1						1	2
Persons w/ Disabilities (PWD) - Service Animals		1		1									2
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1	1				1						3
Persons w/ Disabilities (PWD) - Wheelcha	1		2			2	2	1	3			1	12
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Property - Special Handling	19	19	12	11	13	14	18	14	13	28	16	22	199
Property - Special Handling - Damaged Ite	1	1	1	1	3	1	1	1	1	1	2	1	15
Property - Special Handling - Damaged Ite	1	5	3	3	2	3	5	3	3	5	3	6	42
Property - Special Handling - Missing Item	6	3	1	2	4	2	2	5	1	7	5	7	45
Property - Special Handling - Missing Item	11	10	7	5	4	8	10	5	8	15	6	8	97
Request for Assistance	1	1				1				2	1		6
Request for Assistance - Other	1	1				1				2	1		6
Screening	24	20	16	12	19	20	6	28	17	10	17	5	194
Screening - Children					1								1
Screening - Crew Member or Airline Empl	1										1		2
Screening - Inconsistency	2	2	1		1	1	1			1	1		10
Screening - Lengthy Lines	7	7	4	1	4	7	1	8	5		2		46
Screening - Procedures/Process	11	11	10	9	13	11	3	20	11	8	12	5	124
Screening - Retrieving Abandoned/Confiscated Items				1			1						2
Screening - Security Breach	3		1	1		1			1	1	1		9
2020	**82**	**68**	**101**	**75**	**73**	**36**	**16**	**18**	**32**	**31**	**62**	**40**	**634**
Advanced Imaging Technology (AIT)	1				1								2
Advanced Imaging Technology (AIT) - Fly	1												1
Advanced Imaging Technology (AIT) - Flyer as Observer					1								1
Civil Rights	6	1	5	2	2	1	1				3	1	22
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimina	4	1	1	1			1				1	1	10
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity	2		1	1									4
Civil Rights - Transgender Screening			1		2						1		4
Customer Service	15	12	15	25	11	4	1	4	4	5	6	5	107
Customer Service - Others	4												4
Customer Service - TSO	11	12	15	25	11	4	1	4	4	5	6	5	103
Locks	7	5	6	5	4	1				2	6	1	37
Locks - Missing or Damaged Lock	7	5	6	5	4	1				2	6	1	37
Lost and Found		1	1	1	1				1		1		6
Lost and Found - Airport/TSA		1	1	1	1				1		1		6
Mishandling of Passenger Property	21	12	35	11	13	12	4	3	11	11	14	12	159
Mishandling of Passenger Property - Dam	3		4	2							2		11
Mishandling of Passenger Property - Dam	13	10	24	7	10	7	3	2	8	10	10	11	115
Mishandling of Passenger Property - Disa	5	2	7	2	3	5	1	1	3	1	2	1	33
Notice of Violation/Civil Penalties												1	1
Notice of Violation/Civil Penalties - General												1	1
Patdown	1	2	3	3		1	1	1	1		1		14
Patdown - Flyer	1	2	3	3		1	1	1	1		1		14
Persons w/ Disabilities (PWD)	5	9	2	6	4	2		1	1	1	5	2	38
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Breast Ca	1												1
Persons w/ Disabilities (PWD) - Cognitive /Developm		1	1										2
Persons w/ Disabilities (PWD) - Diabetes				1		1							2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks											1		1
Persons w/ Disabilities (PWD) - General	1									1	1		3
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				2	1			1					4
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (N		4	1								2	1	8
Persons w/ Disabilities (PWD) - Ostomy/C	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment												1	1
Persons w/ Disabilities (PWD) - Service A	1										1		2
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1			1				1				3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		3		3									6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items												2	2
Prohibited & Permitted Items - Firearm/Ammunition												1	1
Prohibited & Permitted Items - Food/Beverages												1	1
Property - Special Handling	11	13	17	16	24	4	5	6	9	8	17	10	140
Property - Special Handling - Damaged Ite	1		1	1				1	1		3	2	10
Property - Special Handling - Damaged Ite	3	5	6	5	10	1	1	3	1	3	5	1	44
Property - Special Handling - Missing Item	3		2	1	5	2	1	2	2	1	1	4	24
Property - Special Handling - Missing Item	4	8	8	9	9	1	3		5	4	8	3	62
Request for Assistance				1		1							2
Request for Assistance - Other				1		1							2
Screening	15	13	17	5	13	10	4	3	5	4	9	6	104
Screening - Crew Member or Airline Employee						1	1		1				3
Screening - Inconsistency	1	1				1				1			4
Screening - Lengthy Lines	4		2	2	4								12
Screening - Procedures/Process	10	11	10	3	9	6	3	3	4	2	9	5	75
Screening - Retrieving Abandoned/Confiscated Items		1	1			1							3
Screening - Security Breach			4			1				1		1	7
2021	**49**	**35**	**25**	**32**	**26**	**37**							**204**
Airline					1								1
Airline - Policy/Regulations/Service					1								1
Civil Rights		1	2	1		2							6
Civil Rights - Racial Profiling or Discrimination		1	2	1									4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening						1							1
Customer Service	8	6	10	17	7	9							57
Customer Service - CSM		1											1
Customer Service - Others					1	1							2
Customer Service - TSO	8	5	10	17	6	8							54
Expedited Passenger Screening Program			2	1	1	7							11
Expedited Passenger Screening Program - TSA PreCheck			2	1	1	7							11
Hazardous Materials Safety						1							1
Hazardous Materials Safety - General						1							1
Locks	3	1											4
Locks - Missing or Damaged Lock	3	1											4
Lost and Found	1		1										2
Lost and Found - Airport/TSA	1		1										2
Mishandling of Passenger Property	8	10	3	3	3	3							30
Mishandling of Passenger Property - Damaged/Missi		1	2										3
Mishandling of Passenger Property - Dam	5	7	1	3	2	2							20
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	3	2				1							6
No Jurisdiction				2	2								4
No Jurisdiction - No Referral					1								1
No Jurisdiction - Refer to CBP				1	1								2
No Jurisdiction - Refer to Other				1									1
Patdown	3				1	2							6
Patdown - Flyer	2				1	1							4
Patdown - General						1							1
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	3			1		3							7
Persons w/ Disabilities (PWD) - Diabetes	2					1							3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Wheelcha	1					2							3
Prohibited & Permitted Items		1		1	1								3
Prohibited & Permitted Items - Firearm/Ammunition		1			1								2
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects				1									1
Property - Special Handling	16	9	3	2	2	7							39
Property - Special Handling - Damaged Ite	1			1	1	1							4
Property - Special Handling - Damaged Ite	4	4	1			1							10
Property - Special Handling - Missing Item	7				1	2							10
Property - Special Handling - Missing Item	4	5	2	1		3							15
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening	7	6	4	4	8	3							32
Screening - Inconsistency		1	1	1	1								4
Screening - Procedures/Process	7	5	3	3	7	3							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
SFB	**27**	**33**	**31**	**26**	**26**	**43**	**34**	**21**	**40**	**27**	**27**	**17**	**352**
2018				**5**	**8**	**9**	**14**	**11**	**20**	**10**	**10**	**5**	**92**
Civil Rights					1				1	1			3
Civil Rights - Racial Profiling or Discrimination					1					1			2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service				2	2	2	5	5	3	5	4	2	30
Customer Service - Others						1			2	1	2		6
Customer Service - TSO				2	2	1	5	5	1	4	2	2	24
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1	1	2	4		1		2	1	12
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contra					1						1		2
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	3		1				5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1		1						1	3
Patdown				1	1				2		1		5
Patdown - Flyer				1	1				2		1		5
Persons w/ Disabilities (PWD)					1		3	5	4	1	1	2	17
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer												1	1
Persons w/ Disabilities (PWD) - Diabetes							2	1					3
Persons w/ Disabilities (PWD) - Internal Medical Devices							1	2					3
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1				1			1	3
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								2					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1	1			2
Persons w/ Disabilities (PWD) - Wounded Warrior											1		1
Property - Special Handling				1	1				6	2	1		11
Property - Special Handling - Damaged Items - Checked									2				2
Property - Special Handling - Missing Items - Carry-On				1	1				2	1	1		6
Property - Special Handling - Missing Items - Checked									2	1			3
Screening					1	5	2	1	3	1			13
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process					1	4	2		3	1			11
2019	**13**	**14**	**12**	**5**	**12**	**15**	**19**	**8**	**16**	**10**	**14**	**6**	**144**
Civil Rights	1					1			1				3
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimination									1				1
Civil Rights - Sex/Gender/Gender Identity-	1												1
Customer Service	5	5	6	2	6	4	9	1	7	5	3	1	54
Customer Service - Others		1	1		2	1	2		4	1			12
Customer Service - TSO	5	4	5	2	4	3	7	1	3	4	3	1	42
Lost and Found						1			1				2
Lost and Found - Airport/TSA						1			1				2
Mishandling of Passenger Property	3	1	1	1	1	2			2		2	1	14
Mishandling of Passenger Property - Dam	2		1	1	1	1						1	7
Mishandling of Passenger Property - Dam	1	1				1			1		1		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1		1		2
Patdown	1	1		1	1	1				1	3	1	10
Patdown - Flyer	1	1		1	1	1				1	3	1	10
Persons w/ Disabilities (PWD)	1	1	3	1	1	1	2	1	1	1	1	1	15
Persons w/ Disabilities (PWD) - Autism Spectrum							1		1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1	1		2
Persons w/ Disabilities (PWD) - Diabetes		1			1								2
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Hearing Impairment			1				1						2
Persons w/ Disabilities (PWD) - Mobility D	1		1			1		1					4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1								1	2
Property - Special Handling		2				3	5	2	1	1	2		16
Property - Special Handling - Damaged Items - Carry-On							2						2
Property - Special Handling - Missing Items - Carry-C		1				2	1		1		2		7
Property - Special Handling - Missing Items - Checke		1				1	2	2		1			7
Request for Assistance					1								1
Request for Assistance - Other					1								1
Screening	2	4	2		2	2	3	4	3	2	3	2	29
Screening - Lengthy Lines	1							1		2	1		5
Screening - Procedures/Process	1	3	1		2	2	3	2	3		2	2	21
Screening - Retrieving Abandoned/Confiscated Items		1						1					2
Screening - Security Breach			1										1
2020	**10**	**11**	**18**	**12**	**4**	**12**	**1**	**2**	**4**	**7**	**3**	**6**	**90**
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service	3	3	6	2	2	4		1	2	3	2	3	31
Customer Service - Others				1	1					1			3
Customer Service - TSO	3	3	6	1	1	4		1	2	2	2	3	28
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property		2	1	1		1		1		2			8
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				1						2			3
Mishandling of Passenger Property - Damaged/Missi		1	1			1		1					4
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown		1		1									2
Patdown - Flyer		1		1									2
Persons w/ Disabilities (PWD)	2	1	3	1	2	2							11
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1	1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1		1								2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respiratc	1												1
Property - Special Handling			2	3		1	1		2	2		1	12
Property - Special Handling - Damaged Items - Carry-On				1						1			2
Property - Special Handling - Damaged Items - Checked			1			1							2
Property - Special Handling - Missing Items - Carry-On			1	1			1			1			4
Property - Special Handling - Missing Items - Checked				1					2			1	4
Screening	4	4	5	4		4					1	2	24
Screening - Children				1									1
Screening - Crew Member or Airline Employee												1	1
Screening - Inconsistency												1	1
Screening - Lengthy Lines	2	1											3
Screening - Procedures/Process	1	3	5	3		4					1		17
Screening - Retrieving Abandoned/Confis	1												1
2021	**4**	**8**	**1**	**4**	**2**	**7**							**26**
Civil Rights			1	1	1								3
Civil Rights - Hair Patdowns			1										1
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service		5		2		5							12
Customer Service - TSO		5		2		5							12
Mishandling of Passenger Property					1	1							2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1	1							2
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Autism S	1												1
Persons w/ Disabilities (PWD) - Cancer (general) Not		1											1
Property - Special Handling		1				1							2
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked						1							1
Screening	3	1		1									5
Screening - Procedures/Process	3	1		1									5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SFO	**128**	**137**	**133**	**164**	**175**	**171**	**125**	**161**	**160**	**152**	**159**	**107**	**1,772**
2018				**47**	**53**	**63**	**60**	**98**	**84**	**79**	**70**	**40**	**594**
Civil Rights				1	2	3	5	12	3	2	4	1	33
Civil Rights - Headwear										1	1		2
Civil Rights - National Origin						1	1	3			1		6
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimination				1	1	2	4	5	2	1	1	1	18
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1	1				2
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening					1			2					3
Customer Service				11	16	24	22	28	28	19	22	6	176
Customer Service - Others					1				1		1		3
Customer Service - TSO				11	15	24	22	28	27	19	21	6	173
Locks					6	1	1	5	2	5	5	2	27
Locks - Missing or Damaged Lock					6	1	1	5	2	5	5	2	27
Lost and Found				2			1			1	1	2	7
Lost and Found - Airport/TSA				2			1			1	1	2	7
Mishandling of Passenger Property				15	11	9	10	10	13	17	12	12	109
Mishandling of Passenger Property - Damaged/Missing Items Private Scree				8	4	3	4	3	6	8	6	5	47
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1	2	2	2		1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	5	4	3	4	7	5	4	6	45
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1		1	1		2	1	1	7
Patdown				2	2	3	2		6	4	6	3	28
Patdown - Children										1			1
Patdown - Flyer				2	2	3	2		6	3	5	3	26
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				3	2	4		2	6	4	2	3	26
Persons w/ Disabilities (PWD) - Diabetes					1					1			2
Persons w/ Disabilities (PWD) - General						1			1				2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									2	1	1		4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						2			3	1	1	1	8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1		1		1				1	4
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1								1	2
Property - Special Handling				7	6	4	7	8	4	11	3	6	56
Property - Special Handling - Damaged Items - Carry-On						1	1		1	2		1	6
Property - Special Handling - Damaged Items - Checked					1	1	2	1		1	1	1	8
Property - Special Handling - Missing Items - Carry-On				1	3		2	3	2	3	2	1	17
Property - Special Handling - Missing Items - Checked				6	2	2	2	4	1	5		3	25
Request for Assistance							1			1			2
Request for Assistance - Other							1			1			2
Screening				6	8	15	11	33	22	15	15	5	130
Screening - Children				1									1
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency				1				1			2		4
Screening - Lengthy Lines					2	2		14	13	1	6		38
Screening - Procedures/Process				3	6	12	11	18	8	13	6	5	82
Screening - Security Breach				1		1			1		1		4
2019	**63**	**65**	**68**	**51**	**52**	**58**	**61**	**59**	**65**	**60**	**76**	**51**	**729**
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights	2	3	6	9	4	1	2	1	2	7	7	2	46
Civil Rights - Age		1	1	1									3
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns				1						1			2
Civil Rights - Headwear											1		1
Civil Rights - National Origin				1					1		1		3
Civil Rights - Racial Profiling or Discrimination		1	2	1	2	1		1	1	3	2	2	16
Civil Rights - Screening of Religious Cultural and Ceremonial Items							1						1
Civil Rights - Sex/Gender/Gender Identity	2		3	3	2		1			2	3		16
Civil Rights - Transgender Screening				2						1			3
Customer Service	22	16	19	13	13	17	27	14	25	14	25	11	216
Customer Service - Others			2			1	1		2		1	1	8
Customer Service - TSO	22	16	17	13	13	16	26	14	23	14	24	10	208
Locks	2	5	3	1	1	5		4	4	5	6	3	39
Locks - General			1			1							2
Locks - Missing or Damaged Lock	2	5	2	1	1	4		4	4	5	6	3	37
Lost and Found					1	1					3		5
Lost and Found - Airport/TSA					1	1					3		5
Mishandling of Passenger Property	5	9	12	7	6	7	6	5	6	12	5	12	92
Mishandling of Passenger Property - Dam	2	5	10	5	2	6	3	1	2	5	2	5	48
Mishandling of Passenger Property - Damaged/Missi		1		1			1	1					4
Mishandling of Passenger Property - Dam	3	2	1		1	1	2	2	2	5	2	7	28
Mishandling of Passenger Property - Disarrayed Item		1	1	1	3			1	2	2	1		12
Patdown	3	1		3	5	2	4	4	3	3	5	5	38
Patdown - Flyer	3	1		3	5	2	4	4	3	3	5	5	38
Persons w/ Disabilities (PWD)	5	8	8	3	3	4	1	3	4	6	2	2	49
Persons w/ Disabilities (PWD) - Autism Spectrum				1									1
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - Cognitive	1		1			1							3
Persons w/ Disabilities (PWD) - Diabetes								2					2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks												1	1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - General		1			1		1	1					4
Persons w/ Disabilities (PWD) - Hearing I	1									2			3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		1	2								1		4
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1	1			1							3
Persons w/ Disabilities (PWD) - Mobility D	1	2			2				1	2			8
Persons w/ Disabilities (PWD) - Ostomy/Ostomates										1			1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Service Animals			2							1			3
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1	1						1			1	4
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		2		2		1			2		1		8
Property - Special Handling	5	3	6	8	3	7	8	10	5	3	8	4	70
Property - Special Handling - Damaged Items - Carry		1		1		1	1	1			2	1	8
Property - Special Handling - Damaged Items - Checked			2		1	2	3	3	1	1	2		15
Property - Special Handling - Missing Item	3		4	2	1	1	1	2	2		2	3	21
Property - Special Handling - Missing Item	2	2		5	1	3	3	4	2	2	2		26
Request for Assistance	2	2	2		1						1		8
Request for Assistance - Other	2	1			1								4
Request for Assistance - Wounded Warrior (MSIJSO		1	2								1		4
Screening	17	18	12	7	15	14	13	17	16	10	14	12	165
Screening - Inconsistency	1	1	1			1	2			1		1	8
Screening - Lengthy Lines	8	5	2		2	3		2	2	3	3	1	31
Screening - Procedures/Process	6	11	9	7	11	9	11	14	13	5	10	6	112
Screening - Retrieving Abandoned/Confis	1	1				1					1	1	5
Screening - Security Breach	1				2			1	1	1		3	9
2020	**47**	**49**	**58**	**55**	**53**	**33**	**4**	**4**	**11**	**13**	**13**	**16**	**356**
Civil Rights	3	1	2	2	4	1			1	2			16
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights				1									1
Civil Rights - Headwear					1								1
Civil Rights - Racial Profiling or Discrimina	1	1	2		2				1	2			9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1	1							3
Civil Rights - Transgender Screening	1												1
Customer Service	11	13	12	10	15	13	1		3	2	2	1	83
Customer Service - Others		2	2	1	2								7
Customer Service - TSO	11	11	10	9	13	13	1		3	2	2	1	76
Flying Armed											1		1
Flying Armed - General											1		1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Locks	2	2		4	4				1	1	3		17
Locks - Missing or Damaged Lock	2	2		4	4				1	1	3		17
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	7	4	11	7	6	5	1	1	2	1	4	4	53
Mishandling of Passenger Property - Dam	2		4	3	3	2			1	1	3		19
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												2	2
Mishandling of Passenger Property - Dam	4	4	6	4	1	3	1	1	1			1	26
Mishandling of Passenger Property - Disa	1		1		2						1	1	6
Patdown	3	5	3	1	2	2		1				1	18
Patdown - Flyer	2	5	3	1	2	2		1				1	17
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	4	3	6		3					1	1	1	19
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medically Necessary		1	1		1								3
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility D	1		2		1					1			5
Persons w/ Disabilities (PWD) - Touch Av	1		1		1								3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1										2
Property - Special Handling	5	6	5	11	3	5		2	3	2		4	46
Property - Special Handling - Damaged Items - Carry-On			1	2				1	1				5
Property - Special Handling - Damaged It	1			3	1	2			1	1		2	11
Property - Special Handling - Missing Item	2	2	3	2								1	10
Property - Special Handling - Missing Item	2	4	1	4	2	3		1	1	1		1	20
Screening	12	15	19	19	16	6	2		1	4	2	4	100
Screening - Crew Member or Airline Employee					1						1		2
Screening - Lengthy Lines	5	3	4	6	2								20
Screening - Procedures/Process	5	12	14	10	13	6	1		1	4	1	4	71
Screening - Retrieving Abandoned/Confis	1			3									4
Screening - Security Breach	1		1				1						3
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area) - General												1	1
2021	**18**	**23**	**7**	**11**	**17**	**17**							**93**
Civil Rights	1	2		1		2							6
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimina	1	1				2							4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Claims					1								1
Claims - General					1								1
Customer Service	5	4	2	2	2	3							18
Customer Service - Others	1					1							2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	4	4	2	2	2	2							16
Expedited Passenger Screening Program					1	5							6
Expedited Passenger Screening Program - TSA PreCheck					1	5							6
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	3	6	2	3	5	2							21
Mishandling of Passenger Property - Dam	1	2	1										4
Mishandling of Passenger Property - Dam	2	1											3
Mishandling of Passenger Property - Damaged/Missi		3		2	5	2							12
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1									2
No Jurisdiction				1	1								2
No Jurisdiction - No Referral				1									1
No Jurisdiction - Refer to Other					1								1
Patdown						2							2
Patdown - Flyer						2							2
Persons w/ Disabilities (PWD)	2												2
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Property - Special Handling	2	5	1	3	5	2							18
Property - Special Handling - Damaged Ite	1			1		1							3
Property - Special Handling - Missing Items - Carry-C		4	1		1								6
Property - Special Handling - Missing Item	1	1		2	4	1							9
Screening	4	6	2	1	2	1							16
Screening - Procedures/Process	4	6	2	1	2	1							16

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGF	**11**	**11**	**5**	**9**	**4**	**9**	**4**	**12**	**9**	**12**	**7**	**7**	**100**
2018				**3**	**1**	**3**	**3**	**8**	**2**	**4**	**3**	**3**	**30**
Civil Rights										1		1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service				1		1				1			3
Customer Service - TSO				1		1				1			3
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property				1	1	1		5	1	1	1		11
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1		4	1		1		8
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Patdown								2			1		3
Patdown - Flyer								2			1		3
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling							1						1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1		1	1		1	1	1	1	7
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1		1			1		1	1	5
Screening - Security Breach										1			1
2019	**3**	**7**	**3**	**1**		**1**	**1**	**2**	**7**	**3**	**4**	**1**	**33**
Civil Rights		1								1	1	1	4
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimination		1								1		1	3
Customer Service			1						1				2
Customer Service - TSO			1						1				2
Locks	1					1					1		3
Locks - Missing or Damaged Lock	1					1					1		3
Mishandling of Passenger Property	2	2	1						1	1	1		8
Mishandling of Passenger Property - Dam	2	2	1						1	1	1		8
Patdown			1						3	1			5
Patdown - Flyer			1						2	1			4
Patdown - Flyer as Observer									1				1
Property - Special Handling		2		1			1	2					6
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checked				1			1	2					4
Property - Special Handling - Missing Items - Checke		1											1
Screening		2							2		1		5
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1							2		1		4
2020	**5**	**3**	**2**	**4**	**3**	**3**		**2**		**5**		**3**	**30**
Civil Rights	3				1					1			5
Civil Rights - Constitutional Rights	1												1
Civil Rights - Racial Profiling or Discrimina	2				1					1			4
Customer Service		2				1		1					4
Customer Service - Others		1				1							2
Customer Service - TSO		1						1					2
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Mishandling of Passenger Property						1				1		2	4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1				1			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												2	2
Patdown			2		1					1			4
Patdown - Flyer			2		1					1			4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Service Animals										1			1
Property - Special Handling	2			1				1		1		1	6
Property - Special Handling - Damaged Items - Carry-On										1			1
Property - Special Handling - Damaged Ite	1							1					2
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Item	1											1	2
Screening		1		1	1	1							4
Screening - Lengthy Lines						1							1
Screening - Procedures/Process		1		1	1								3
2021	**3**	**1**		**1**		**2**							**7**
Civil Rights	1												1
Civil Rights - Transgender Screening	1												1
Customer Service				1									1
Customer Service - TSO				1									1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Locks						1							1
Locks - General						1							1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility D	1												1
Screening		1											1
Screening - Security Breach		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGJ	**1**												**1**
2019	**1**												**1**
Locks	1												1
Locks - Missing or Damaged Lock	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGU	**2**	**5**	**4**	**2**	**1**	**6**	**1**	**4**	**1**	**3**	**2**	**1**	**32**
2018								**2**	**1**	**2**	**1**		**6**
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1				1
Patdown										1			1
Patdown - Flyer										1			1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Property - Special Handling								1					1
Property - Special Handling - Damaged Items - Carry-On								1					1
Screening											1		1
Screening - Procedures/Process											1		1
2019	**1**	**2**	**3**	**2**		**3**	**1**	**2**					**14**
Customer Service			1	1		1							3
Customer Service - Others						1							1
Customer Service - TSO			1	1									2
Mishandling of Passenger Property	1					1		1					3
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1		1					2
Property - Special Handling		1	2			1		1					5
Property - Special Handling - Damaged Items - Checked			1			1		1					3
Property - Special Handling - Missing Items - Checke		1	1										2
Screening		1		1			1						3
Screening - Procedures/Process		1		1			1						3
2020		**1**								**1**	**1**	**1**	**4**
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)										1			1
Screening												1	1
Screening - Procedures/Process												1	1
2021	**1**	**2**	**1**		**1**	**3**							**8**
Civil Rights		1				1							2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service			1		1	1							3
Customer Service - Others					1								1
Customer Service - TCC			1										1
Customer Service - TSO						1							1
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening		1											1
Screening - Lengthy Lines		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHD	**1**	**1**	**1**				**1**		**1**	**1**	**2**		**8**
2018							**1**				**1**		**2**
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
2019		**1**	**1**						**1**	**1**			**4**
Mishandling of Passenger Property		1							1	1			3
Mishandling of Passenger Property - Damaged/Missi		1							1	1			3
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
2020	**1**										**1**		**2**
Property - Special Handling	1										1		2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Checked											1		1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHV	**9**	**7**	**10**	**7**	**8**	**3**	**6**	**9**	**8**	**12**	**8**	**3**	**90**
2018				**4**	**1**	**2**	**5**	**4**	**5**	**8**	**3**	**2**	**34**
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - Flyer									1				1
Civil Rights							1			1			2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Transgender Screening										1			1
Customer Service				1		1			1	1			4
Customer Service - TSO				1		1			1	1			4
Locks								1	1	1	1		4
Locks - Missing or Damaged Lock								1	1	1	1		4
Mishandling of Passenger Property				1			1	3	1	1			7
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1	2	1				4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1				1					2
Patdown				1			1			2		1	5
Patdown - Flyer				1			1			1		1	4
Patdown - Flyer as Observer										1			1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked							1						1
Screening				1	1	1	1		1	1	2	1	9
Screening - Inconsistency						1					1		2
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1	1				1	1	1	1	6
2019	**4**	**5**	**4**		**1**		**1**	**4**	**3**	**4**	**3**	**1**	**30**
Civil Rights		2											2
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans(		1											1
Customer Service		1	2		1		1	1	2	1	1		10
Customer Service - Others			1					1	2		1		5
Customer Service - TSO		1	1		1		1			1			5
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property		1	1					1		2			5
Mishandling of Passenger Property - Damaged/Missing Items--C			1					1		2			4
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown	1							1					2
Patdown - Flyer	1							1					2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Property - Special Handling	1		1					1			1	1	5
Property - Special Handling - Damaged Items - Carry-On											1		1
Property - Special Handling - Damaged Ite	1											1	2
Property - Special Handling - Missing Items - Checked			1					1					2
Screening	2	1								1			4
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	1								1			3
2020	**1**	**2**	**5**	**3**	**2**	**1**		**1**			**2**		**17**
Customer Service			1	1	1			1					4
Customer Service - TSO			1	1	1			1					4
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property			1		1	1							3
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1	1							3
Patdown			1										1
Patdown - Flyer			1										1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Property - Special Handling	1	1		2							1		5
Property - Special Handling - Damaged Items - Checl		1											1
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Items - Checked				2							1		3
Screening			1								1		2
Screening - Procedures/Process			1										1
Screening - Security Breach											1		1
2021	**4**		**1**		**4**								**9**
Lost and Found	1												1
Lost and Found - Airport/TSA	1												1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage					1								1
Patdown	2												2
Patdown - Flyer	2												2
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Service Animals					1								1
Property - Special Handling	1				1								2
Property - Special Handling - Damaged Ite	1												1
Property - Special Handling - Missing Items - Checked					1								1
Screening			1		1								2
Screening - Inconsistency					1								1
Screening - Procedures/Process			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SIT	**2**	**3**	**1**	**1**	**1**	**3**			**5**	**7**	**4**		**27**
2018						**1**			**2**	**4**	**2**		**9**
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - General									1				1
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Checked									1				1
Screening						1				3	1		5
Screening - Inconsistency										1	1		2
Screening - Procedures/Process						1				2			3
2019		**1**	**1**		**1**				**1**	**3**	**1**		**8**
Civil Rights		1									1		2
Civil Rights - National Origin		1											1
Civil Rights - Racial Profiling or Discrimination											1		1
Mishandling of Passenger Property			1						1	2			4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										2			2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1						1				2
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening					1								1
Screening - Procedures/Process					1								1
2020	**1**	**2**		**1**					**2**		**1**		**7**
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Screening	1	2							1				4
Screening - Procedures/Process	1	2							1				4
2021	**1**					**2**							**3**
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening	1					1							2
Screening - Inconsistency						1							1
Screening - Procedures/Process	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJC	**72**	**47**	**75**	**88**	**86**	**79**	**69**	**75**	**71**	**81**	**73**	**68**	**884**
2018				**33**	**33**	**30**	**34**	**41**	**34**	**31**	**36**	**18**	**290**
Civil Rights				1	2		1	2		1	2		9
Civil Rights - Age								1			1		2
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination				1	1			1					3
Civil Rights - Sex/Gender/Gender Identity- Not Transgender										1	1		2
Civil Rights - Transgender Screening							1						1
Customer Service				4	7	5	7	7	1	6	2	3	42
Customer Service - Others				1	3	2		1		2			9
Customer Service - TSO				3	4	3	7	6	1	4	2	3	33
Locks				2	2	2			2	3	1		12
Locks - General				1						1			2
Locks - Missing or Damaged Lock				1	2	2			2	2	1		10
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				10	9	4	10	8	12	5	10	4	72
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1			1				2		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				7	6	3	5	5	10	4	6	4	50
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	3	1	4	3	2	1	2		17
Patdown				3	1	2	3	1	3	3	1	1	18
Patdown - Flyer				1	1	2	3	1	3	3	1	1	16
Patdown - Non-Flyer				2									2
Persons w/ Disabilities (PWD)						3	1	2	3		2	2	13
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability									1				1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks								1					1
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1	1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1	1	1		1	1	6
Property - Special Handling				8	2	5	6	5	9	6	9	6	56
Property - Special Handling - Damaged Items - Carry-On							2	2					4
Property - Special Handling - Damaged Items - Checked				4	1	1	1		2	1	3	2	15
Property - Special Handling - Missing Items - Carry-On								2	3	1	1		7
Property - Special Handling - Missing Items - Checked				4	1	4	3	1	4	4	5	4	30
Request for Assistance											1	1	2
Request for Assistance - Other											1	1	2
Screening				5	10	9	6	15	4	7	8	1	65
Screening - Inconsistency						1			1	1			3
Screening - Lengthy Lines					2	2	2	8		2			16
Screening - Military					1								1
Screening - Procedures/Process				5	7	6	4	7	3	3	6	1	42
Screening - Retrieving Abandoned/Confiscated Items											1		1
Screening - Security Breach										1	1		2
2019	**34**	**19**	**26**	**27**	**24**	**23**	**31**	**33**	**32**	**43**	**31**	**39**	**362**
Civil Rights	1	1					3	3	1	1	2	1	13
Civil Rights - Age											1		1
Civil Rights - Headwear	1												1
Civil Rights - Racial Profiling or Discrimination							1	1	1			1	4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1	1		1	1		4
Civil Rights - Sexual Orientation - Not Transgender								1					1
Civil Rights - Transgender Screening		1					1						2
Customer Service	4	1	3	4	6	3	7	7	5	10	8	8	66
Customer Service - Others			1			1	2						4
Customer Service - TSO	4	1	2	4	6	2	5	7	5	10	8	8	62
Locks	3	2	1		3	3	1	1	1	2	1	1	19
Locks - Missing or Damaged Lock	3	2	1		3	3	1	1	1	2	1	1	19
Lost and Found	1						1						2
Lost and Found - Airport/TSA	1						1						2
Mishandling of Passenger Property	10	6	6	12	3	8	8	4	6	9	6	7	85
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1			1	1	3
Mishandling of Passenger Property - Dam	8	5	4	12	2	7	7	1	6	8	5	6	71
Mishandling of Passenger Property - Damaged/Missing Items--U			1										1
Mishandling of Passenger Property - Disa	2	1	1		1	1	1	2		1			10
Patdown		1	1	1	1			2	2	2		2	12
Patdown - Flyer		1	1	1	1			1	2	1		1	9
Patdown - Flyer as Observer								1		1		1	3
Persons w/ Disabilities (PWD)	2	3	1	2		2	2	2	1	2	5	4	26
Persons w/ Disabilities (PWD) - Autism Spectrum		1	1							1			3
Persons w/ Disabilities (PWD) - Diabetes		1									2	1	4
Persons w/ Disabilities (PWD) - Medically	1						1				1	1	4
Persons w/ Disabilities (PWD) - Metal Imp	1												1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1					1	1		1	1		5
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		2		1	1		1	2	9
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items								1					1
Property - Special Handling	9	3	7	7	8	5	4	10	8	11	4	10	86
Property - Special Handling - Damaged It	2				1	1		1		2		2	9
Property - Special Handling - Damaged It	3	1	1	2	3		1	1		1		2	15
Property - Special Handling - Missing Items - Carry-On			2			1		5	3	1	2	2	16
Property - Special Handling - Missing Item	4	2	4	5	4	3	3	3	5	7	2	4	46
Request for Assistance	1				1								2
Request for Assistance - Other	1				1								2
Screening	3	2	7	1	2	2	5	3	8	6	5	6	50

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Categories	10-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 - Children									1				1
Screening - Inconsistency		1			1								2
Screening - Lengthy Lines			1			1							2
Screening - Procedures/Process	3	1	5		1	1	4	3	7	6	3	6	40
Screening - Retrieving Abandoned/Confiscated Items			1	1			1				2		5
2020	**29**	**24**	**43**	**25**	**21**	**19**	**4**	**1**	**5**	**7**	**6**	**11**	**195**
Civil Rights	3	1	3		1				1		1	1	11
Civil Rights - Racial Profiling or Discrimina	3	1	2		1				1			1	9
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening			1										1
Customer Service	4	2	7	2	5	1				1			22
Customer Service - Others				1									1
Customer Service - TSO	4	2	7	1	5	1				1			21
Locks			1	3	1	2						2	9
Locks - Missing or Damaged Lock			1	3	1	2						2	9
Lost and Found			2							1			3
Lost and Found - Airport/TSA			2							1			3
Mishandling of Passenger Property	4	4	15	7	5	4	1			2	3	3	48
Mishandling of Passenger Property - Dam	1	1				1					1	1	5
Mishandling of Passenger Property - Dam	3	3	13	4	5	3	1			2	2	2	38
Mishandling of Passenger Property - Disarrayed Items--Carry-on			2	3									5
Patdown	3		1	2	1				1		1		9
Patdown - Flyer	3		1	2	1				1				8
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	3	3		2	1	3	1						13
Persons w/ Disabilities (PWD) - Cognitive /Developm		1				1							2
Persons w/ Disabilities (PWD) - Medically	1	1		2		1	1						6
Persons w/ Disabilities (PWD) - Mobility D	1												1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Service Animals		1			1								2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling	6	6	13	7	5	6	2	1	2	1	1	4	54
Property - Special Handling - Damaged Ite	1	1		1	1							1	5
Property - Special Handling - Damaged Ite	3	1	1	2	1	2		1	1				12
Property - Special Handling - Missing Items - Carry-C		2	4	1	1	2					1	1	12
Property - Special Handling - Missing Item	2	2	8	3	2	2	2		1	1		2	25
Screening	6	8	1	2	2	3			1	2		1	26
Screening - Inconsistency				1						1			2
Screening - Lengthy Lines	2	1				1							4
Screening - Procedures/Process	4	7	1	1	2	2			1	1		1	20
2021	**9**	**4**	**6**	**3**	**8**	**7**							**37**
Civil Rights	1		1		4								6
Civil Rights - Headwear					2								2
Civil Rights - Racial Profiling or Discrimina	1				2								3
Civil Rights - Sexual Harassment (TSA Employee)			1										1
Customer Service		1	1	2	1	1							6
Customer Service - CSM						1							1
Customer Service - TSO		1	1	2	1								5
Expedited Passenger Screening Program						3							3
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							1
Identification (ID) Requirements						1							1
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Mishandling of Passenger Property	1		3										4
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1		2										3
No Jurisdiction					1								1
No Jurisdiction - Refer to Other					1								1
Patdown	1												1
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Property - Special Handling	5	1		1		2							9
Property - Special Handling - Damaged Ite	1			1									2
Property - Special Handling - Damaged Ite	1	1				1							3
Property - Special Handling - Missing Item	3					1							4
Screening	1	1	1		2								5
Screening - Procedures/Process	1		1		2								4
Screening - Shoe Screening		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJT	**1**	**1**	**4**	**5**		**1**	**1**	**1**			**3**	**3**	**20**
2018				**1**				**1**			**2**		**4**
Patdown											1		1
Patdown - Non-Flyer											1		1
Screening				1				1			1		3
Screening - Procedures/Process				1				1			1		3
2019	**1**	**1**	**1**	**3**		**1**	**1**					**1**	**9**
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property			1	1			1						3
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1			1						3
Patdown						1							1
Patdown - Flyer						1							1
Screening	1	1											2
Screening - Procedures/Process	1	1											2
2020			**2**								**1**	**2**	**5**
Civil Rights												2	2
Civil Rights - Hair Patdowns												2	2
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1
2021			**1**	**1**									**2**
No Subject				1									1
No Subject - General				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - General			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJU	**46**	**58**	**47**	**87**	**65**	**70**	**47**	**42**	**61**	**85**	**60**	**53**	**721**
2018				**20**	**15**	**19**	**24**	**20**	**31**	**39**	**32**	**19**	**219**
Civil Rights					1					2	3	1	7
Civil Rights - Constitutional Rights					1							1	2
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimination										1	1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				6	2	2	4	4	6	8	4	1	37
Customer Service - Others				1				1	2	3	2		9
Customer Service - TSO				5	2	2	4	3	4	5	2	1	28
Locks								1	2	3	2	1	9
Locks - Missing or Damaged Lock								1	2	3	2	1	9
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property				2	4	11	7	6	8	11	9	8	66
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	2	11	5	6	7	9	8	7	57
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					2		2		1	2			7
Patdown				1				1		1			3
Patdown - Flyer				1				1					2
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				2			1	1	1	5	1	1	12
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General										2			2
Persons w/ Disabilities (PWD) - Metal Implants (joint)								1					1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				2									2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Visual Impairment							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										3		1	4
Property - Special Handling				6	4	1	7	4	13	7	7	6	55
Property - Special Handling - Damaged Items - Carry-On							1		1				2
Property - Special Handling - Damaged Items - Checked				1	2		1		2	1		2	9
Property - Special Handling - Missing Items - Carry-On				1		1	1	2	4	2			11
Property - Special Handling - Missing Items - Checked				4	2		4	2	6	4	7	4	33
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening				3	3	5	5	3		2	6	1	28
Screening - Inconsistency											1		1
Screening - Lengthy Lines					1	3		1		1			6
Screening - Procedures/Process				3	2	2	4	2		1	4	1	19
Screening - Security Breach							1				1		2
2019	**15**	**29**	**19**	**26**	**20**	**24**	**21**	**21**	**23**	**36**	**13**	**23**	**270**
Civil Rights		1	1		2				2				6
Civil Rights - Age					1								1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimination		1	1						1				3
Civil Rights - Sexual Orientation - Not Transgender									1				1
Customer Service		3	3	5	4	4	3	3	4	9	7		45
Customer Service - Others		1			1			1		2	2		7
Customer Service - TSO		2	3	5	3	4	3	2	4	7	5		38
Locks	2	1	2	1		2				3		1	12
Locks - Missing or Damaged Lock	2	1	2	1		2				3		1	12
Lost and Found			1		1		2						4
Lost and Found - Airport/TSA			1		1		2						4
Mishandling of Passenger Property	9	9	5	10	8	9	3	7	7	8	2	8	85
Mishandling of Passenger Property - Damaged/Missing Items--C			1					1		1		1	4
Mishandling of Passenger Property - Dam	8	7	3	10	7	8	2	4	5	6	2	7	69
Mishandling of Passenger Property - Dam	1					1		1					3
Mishandling of Passenger Property - Disarrayed Item		2	1		1		1	1	2	1			9
Patdown		1			1		1	2	1	1		1	8
Patdown - Flyer		1			1		1	1		1		1	6
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	1		1	1			1		1	1		1	7
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1			1	2
Persons w/ Disabilities (PWD) - Service Animals				1									1
Persons w/ Disabilities (PWD) - Wheelcha	1		1										2
Property - Special Handling	3	11	4	7	3	5	7	6	6	13	4	10	79
Property - Special Handling - Damaged Items - Carry		1						1	1	1			4
Property - Special Handling - Damaged Items - Checl		5		1		3		2		3	2	2	18
Property - Special Handling - Missing Item	1		3				3	1	2	3		3	16
Property - Special Handling - Missing Item	2	5	1	6	3	2	4	2	3	6	2	5	41
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening		3	2	2	1	4	4	2	2	1		2	23
Screening - Cruise Ships						1							1
Screening - Inconsistency							1	1					2
Screening - Lengthy Lines			1										1
Screening - Procedures/Process		3	1	1	1	3	3	1	2	1		2	18
Screening - Retrieving Abandoned/Confiscated Items				1									1
2020	**20**	**20**	**27**	**35**	**23**	**13**	**2**	**1**	**7**	**10**	**15**	**11**	**184**
Civil Rights			1	2						1	1	3	8

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimination			1	2						1	1	2	7
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	1	3	5	5	3	3	1			1	3	2	27
Customer Service - Others					1						1		2
Customer Service - TCC					1								1
Customer Service - TSO	1	3	5	5	1	3	1			1	2	2	24
Locks			2	1	2	1							6
Locks - Missing or Damaged Lock			2	1	2	1							6
Lost and Found	1				2							1	4
Lost and Found - Airport/TSA	1				2							1	4
Mishandling of Passenger Property	5	6	8	8	6	1			4		3	3	44
Mishandling of Passenger Property - Damaged/Missing Items--C			1		1								2
Mishandling of Passenger Property - Dam	5	5	7	8	5	1			4		3	3	41
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown			2		1	1							4
Patdown - Flyer			2		1	1							4
Persons w/ Disabilities (PWD)	2	1	1	3		3			1	1		1	13
Persons w/ Disabilities (PWD) - Autism Spectrum		1											1
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically	2			1		2							5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Persons w/ Disabilities (PWD) - Service Animals				1					1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	8	6	5	10	5	3			1	5	7		50
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged It	2		3	1	1	2				2	3		14
Property - Special Handling - Missing Item	2	1		2	1	1			1		2		10
Property - Special Handling - Missing Item	4	5	2	6	3					3	2		25
Screening	3	4	3	6	4	1	1	1	1	2	1	1	28
Screening - Crew Member or Airline Employee		1											1
Screening - Inconsistency										1		1	2
Screening - Lengthy Lines				3	2								5
Screening - Procedures/Process	3	3	3	3	2	1	1	1	1	1	1		20
2021	**11**	**9**	**1**	**6**	**7**	**14**							**48**
Customer Service	7	2	1	3	4	4							21
Customer Service - Others	2					1							3
Customer Service - TSO	5	2	1	3	4	3							18
Expedited Passenger Screening Program				1	1	4							6
Expedited Passenger Screening Program - TSA PreCheck				1	1	4							6
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				1							3
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - General					1								1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling	1	2				3							6
Property - Special Handling - Damaged Items - Checl		2											2
Property - Special Handling - Missing Items - Carry-On						2							2
Property - Special Handling - Missing Item	1					1							2
Screening	1	3		1	1	2							8
Screening - Inconsistency					1								1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	1	3		1		1							6

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLC	**95**	**78**	**80**	**125**	**135**	**148**	**84**	**80**	**72**	**120**	**91**	**77**	**1,185**
2018				**37**	**40**	**44**	**41**	**38**	**36**	**50**	**38**	**25**	**349**
Advanced Imaging Technology (AIT)									1				1
Advanced Imaging Technology (AIT) - General									1				1
Civil Rights					2	1		2	2	3	2	2	14
Civil Rights - Hair Patdowns									1				1
Civil Rights - Racial Profiling or Discrimination								1	1	2	1		5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1			1			1	2	5
Civil Rights - Sexual Orientation - Not Transgender					1					1			2
Civil Rights - Transgender Screening						1							1
Customer Service				7	2	6	8	7	5	7	4	3	49
Customer Service - Others				2	1		2	1		1		1	8
Customer Service - TSO				5	1	6	6	6	5	6	4	2	41
Locks				1	3	3	1	2	4	2	1	1	18
Locks - Missing or Damaged Lock				1	3	3	1	2	4	2	1	1	18
Lost and Found					1	2		1					4
Lost and Found - Airport/TSA					1	2		1					4
Mishandling of Passenger Property				13	14	9	12	12	10	11	11	7	99
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1	2	2	1	1		1	1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				11	11	6	9	7	6	9	8	5	72
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	1	1	2	4	4	1	2	2	18
Patdown				3	4	5	1	4	3	5	2	3	30
Patdown - Flyer				3	4	4	1	2	3	4	2	3	26
Patdown - Flyer as Observer						1		2					3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)						2	5	2	2	5	1	2	19
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1		1			2
Persons w/ Disabilities (PWD) - Hearing Impairment								1			1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies							2			1		1	4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1			2		1	4
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Service Animals						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1		1	1			3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1			1				2
Property - Special Handling				8	7	13	10	4	6	10	8	3	69
Property - Special Handling - Damaged Items - Carry-On				3		3	1	1		2	1	1	12
Property - Special Handling - Damaged Items - Checked					1	2	4	2	2	4	2		17
Property - Special Handling - Missing Items - Carry-On				1	1	3	4	1	1		2		13
Property - Special Handling - Missing Items - Checked				4	5	5	1		3	4	3	2	27
Screening				5	7	3	4	4	3	7	9	4	46
Screening - Inconsistency					1				1	1			3
Screening - Lengthy Lines				2	1			1		1			5
Screening - Procedures/Process				3	5	3	4	3	2	5	8	4	37
Screening - Retrieving Abandoned/Confiscated Items											1		1
2019	**34**	**32**	**31**	**39**	**33**	**40**	**38**	**36**	**30**	**48**	**36**	**33**	**430**
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Flyer							1						1
Civil Rights			1	4	1	5		4		2	1	1	19
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimination				3		3		4		1	1	1	13
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1	1					1			3
Civil Rights - Transgender Screening			1										1
Customer Service	4	3	4	5	6	7	8	4	2	7	8	2	60
Customer Service - Others						1		1	1	2			5
Customer Service - TSO	4	3	4	5	6	6	8	3	1	5	8	2	55
Locks	5	1		1	2	2	4	1	3	4	5	2	30
Locks - Missing or Damaged Lock	5	1		1	2	2	4	1	3	4	5	2	30
Lost and Found			1	1			1		1	1			5
Lost and Found - Airport/TSA			1	1			1		1	1			5
Mishandling of Passenger Property	14	15	12	9	7	8	4	8	10	9	10	10	116
Mishandling of Passenger Property - Damaged/Missi		2		4						1	2	1	10
Mishandling of Passenger Property - Dam	12	9	11	5	7	7	3	5	8	6	6	7	86
Mishandling of Passenger Property - Disa	2	4	1			1	1	3	2	2	2	2	20
Patdown	1	1		2	1	2	3	1	2	3	2	3	21
Patdown - Flyer	1	1		2	1	2	3	1	2	3	2	3	21
Persons w/ Disabilities (PWD)	1	2	3	4	4	1	4		2	1	2		24
Persons w/ Disabilities (PWD) - Autism Spectrum				1	1								2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma			1								1		2
Persons w/ Disabilities (PWD) - General		1	1		1								3
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies					1		3			1			5
Persons w/ Disabilities (PWD) - Mobility Disability (N		1		2		1			1				5
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Service Animals							1						1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1	1							1		3
Property - Special Handling	5	9	8	9	9	10	10	13	6	15	5	8	107
Property - Special Handling - Damaged It	1	1	3	1		2	2			3	1	1	15
Property - Special Handling - Damaged It	1	7	3	3	4	2	4	3	1	3	2		33
Property - Special Handling - Missing Items - Carry-On				3	1	1		5	1	2		1	14
Property - Special Handling - Missing Item	3	1	2	2	4	5	4	5	4	7	2	6	45
Screening	4	1	2	4	3	5	3	5	4	6	3	7	47
Screening - Children							1						1
Screening - Crew Member or Airline Employee				1									1
Screening - Inconsistency				1					1	2			4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - International Screening					1								1
Screening - Lengthy Lines	1		1		1		1						4
Screening - Procedures/Process	3	1	1	1	1	5	1	5	3	3	3	7	34
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach										1			1
2020	**38**	**24**	**39**	**32**	**33**	**35**	**5**	**6**	**6**	**22**	**17**	**19**	**276**
Civil Rights	1	1	4	1	5	1				1		2	16
Civil Rights - Age			1										1
Civil Rights - Constitutional Rights	1				1								2
Civil Rights - Hair Patdowns				1									1
Civil Rights - Racial Profiling or Discrimination		1	2		4	1				1		1	10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1									1	2
Customer Service	1	1	1	5	4	3	2	1		4	4	1	27
Customer Service - TSO	1	1	1	5	4	3	2	1		4	4	1	27
Locks	3	2	4	2		2		1		2	1	2	19
Locks - Missing or Damaged Lock	3	2	4	2		2		1		2	1	2	19
Mishandling of Passenger Property	11	6	6	9	9	13		2	1	4	7	6	74
Mishandling of Passenger Property - Dam	3				1								4
Mishandling of Passenger Property - Dam	7	4	4	7	8	9		2	1	4	6	5	57
Mishandling of Passenger Property - Disa	1	2	2	2		4					1	1	13
Patdown	1	4	4	3	3	1							16
Patdown - Flyer	1	4	4	3	2	1							15
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	4	1	4	2	3	3				2			19
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Hearing Impairment			1										1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1										1
Persons w/ Disabilities (PWD) - Medically	2			2									4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1		1								2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Av	1					1							2
Persons w/ Disabilities (PWD) - Visual Impairment										1			1
Persons w/ Disabilities (PWD) - Wheelcha	1		1		2	2							6
Property - Special Handling	11	8	11	8	7	7	2	1	4	6	4	4	73
Property - Special Handling - Damaged Items - Carry		1	1		1		1			1	1	2	8
Property - Special Handling - Damaged Ite	5	4	2	1	3	2			1	3	2	2	25
Property - Special Handling - Missing Item	1	2	2	3	1	1	1						11
Property - Special Handling - Missing Item	5	1	6	4	2	4		1	3	2	1		29
Screening	6	1	5	2	2	5	1	1	1	3	1	4	32
Screening - Crew Member or Airline Employee									1				1
Screening - Inconsistency	1				1	1		1		1			5
Screening - International Screening				1									1
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	5	1	4	1	1	4	1			2	1	4	24
2021	**23**	**22**	**10**	**17**	**29**	**29**							**130**
Civil Rights	1			2									3
Civil Rights - National Origin				1									1
Civil Rights - Racial Profiling or Discrimina	1			1									2
Claims					1								1
Claims - General					1								1
Customer Service	2	4	7	6	9	4							32
Customer Service - CSM			1										1
Customer Service - Others			1	1	1								3
Customer Service - TCC			1										1
Customer Service - TSO	2	4	4	5	8	4							27
Expedited Passenger Screening Program			1		6	6							13
Expedited Passenger Screening Program - TSA Application Program						2							2
Expedited Passenger Screening Program - TSA PreCheck			1		6	4							11
Locks	1	1											2
Locks - Missing or Damaged Lock	1	1											2
Lost and Found				3									3
Lost and Found - Airport/TSA				3									3
Mishandling of Passenger Property	8	4			3	2							17
Mishandling of Passenger Property - Dam	1	2			2	1							6
Mishandling of Passenger Property - Dam	6	1			1	1							9
Mishandling of Passenger Property - Disa	1	1											2
No Jurisdiction				1	1								2
No Jurisdiction - Refer to Other				1	1								2
No Subject					1								1
No Subject - General					1								1
Patdown	1					4							5
Patdown - Children						1							1
Patdown - Flyer	1					3							4
Persons w/ Disabilities (PWD)	1	1											2
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items				1	1								2
Prohibited & Permitted Items - General				1	1								2
Property - Special Handling	6	5		2	2	5							20
Property - Special Handling - Damaged Ite	3	1			1								5
Property - Special Handling - Damaged Ite	1	3		1	1	2							8
Property - Special Handling - Missing Item	1	1		1									3
Property - Special Handling - Missing Item	1					3							4
Screening	3	7	2	2	5	8							27
Screening - Children						1							1
Screening - Inconsistency					2	1							3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines			1		1	1							3
Screening - Procedures/Process	3	6	1	1	2	5							18
Screening - Retrieving Abandoned/Confiscated Items				1									1
Screening - Security Breach		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLK										**1**			**1**
2018										**1**			**1**
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMF	**92**	**76**	**78**	**78**	**74**	**87**	**65**	**79**	**91**	**76**	**92**	**72**	**960**
2018				**27**	**27**	**31**	**32**	**39**	**38**	**29**	**35**	**31**	**289**
Civil Rights					1		2				1		4
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening							1						1
Customer Service				2	2	2	4	2	5	8	6	6	37
Customer Service - Others									1	1			2
Customer Service - TSO				2	2	2	4	2	4	7	6	6	35
Locks				2	1	5		2	2	2	2	5	21
Locks - Missing or Damaged Lock				2	1	5		2	2	2	2	5	21
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				14	9	9	9	15	6	10	12	9	93
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		1		2		1			5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				8	8	5	7	10	3	8	11	6	66
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1			1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				4	1	3	1	3	3	1	1	3	20
Patdown					2	1		1	5		3	2	14
Patdown - Flyer					2	1		1	4		2	2	12
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)					1	3	4		2	1	2	2	15
Persons w/ Disabilities (PWD) - Diabetes						1						2	3
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - General							2						2
Persons w/ Disabilities (PWD) - Hearing Impairment						1							1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies									1		1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)							1						1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1	1				1		3
Property - Special Handling				3	8	7	10	11	10	8	7	5	69
Property - Special Handling - Damaged Items - Carry-On				1		1	2	1	2	1	1	2	11
Property - Special Handling - Damaged Items - Checked				2	4	2	1	1	4	3	2	1	20
Property - Special Handling - Missing Items - Carry-On						1		1			1	1	4
Property - Special Handling - Missing Items - Checked					4	3	7	8	4	4	3	1	34
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening				5	3	4	3	8	8		1	2	34
Screening - Lengthy Lines						1		2	2				5
Screening - Procedures/Process				4	2	2	3	4	5		1	2	23
Screening - Retrieving Abandoned/Confiscated Items						1			1				2
Screening - Security Breach				1				2					3
Screening - Shoe Screening					1								1
2019	**38**	**40**	**38**	**19**	**21**	**30**	**30**	**33**	**39**	**35**	**37**	**28**	**388**
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights	1	4	4		1		1	1	2	1	1	1	17
Civil Rights - Hair Patdowns												1	1
Civil Rights - Headwear									1				1
Civil Rights - Racial Profiling or Discrimination		1	2				1	1		1	1		7
Civil Rights - Screening of Religious Cultural and Cer		1											1
Civil Rights - Screening of Religious or Cultural Garments									1				1
Civil Rights - Sex/Gender/Gender Identity-	1	2	2										5
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service	10	4	10	2	3	5	3	4	6	12	6	2	67
Customer Service - Others	3				1	1	1		1	4	1		12
Customer Service - TSO	7	4	10	2	2	4	2	4	5	8	5	2	55
Locks		2	1	2	3	1	3	1	3	2	1		19
Locks - Missing or Damaged Lock		2	1	2	3	1	3	1	3	2	1		19
Lost and Found		1							1				2
Lost and Found - Airport/TSA		1							1				2
Mishandling of Passenger Property	8	13	8	5	10	5	5	6	9	6	13	12	100
Mishandling of Passenger Property - Damaged/Missi		2									2		4
Mishandling of Passenger Property - Dam	6	9	6	4	7	5	3	5	8	6	9	11	79
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disa	2	2	2	1	3		2	1	1		1	1	16
Patdown	3	3	1			3	1	2	2	3	2	1	21
Patdown - Flyer	3	3				2	1	2	2	3	2	1	19
Patdown - Flyer as Observer						1							1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)		1	1	3		2	1	3	2	1	1		15
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability								1	1				2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General		1									1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1		1							2
Persons w/ Disabilities (PWD) - Metal Implants (joint)									1				1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1			1	1						3
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)				1									1
Persons w/ Disabilities (PWD) - Visual Impairment								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Marijuana												1	1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	7	6	7	6	3	11	9	10	4	2	5	5	75
Property - Special Handling - Damaged Items - Carry		1	1	1		1	2	1		1			8
Property - Special Handling - Damaged Ite	1	2			1	3	2	3			2	1	15
Property - Special Handling - Missing Item	1	1			1	3	1		1		1	1	10
Property - Special Handling - Missing Item	5	2	6	5	1	4	4	6	3	1	2	3	42
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	9	6	6	1	1	3	7	5	10	8	8	5	69
Screening - Children										1			1
Screening - Inconsistency	1						1		2	1	2	2	9
Screening - Lengthy Lines								1	1	1			3
Screening - Procedures/Process	8	5	3	1	1	2	4	4	7	4	6	3	48
Screening - Retrieving Abandoned/Confiscated Items		1	2				2			1			6
Screening - Security Breach			1			1							2
2020	**36**	**30**	**31**	**27**	**15**	**18**	**3**	**7**	**14**	**12**	**20**	**13**	**226**
Civil Rights	1	2				1			1	1			6
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination		2				1				1			4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service	6	5	5	8	1	4	1	1	1	1	3	5	41
Customer Service - Others	1			1									2
Customer Service - TSO	5	5	5	7	1	4	1	1	1	1	3	5	39
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domestic											1		1
Locks	1	4		2						2			9
Locks - Missing or Damaged Lock	1	4		2						2			9
Lost and Found					2								2
Lost and Found - Airport/TSA					2								2
Mishandling of Passenger Property	9	7	13	4	4	6	1		5	2	4	1	56
Mishandling of Passenger Property - Damaged/Missing Items--C			2										2
Mishandling of Passenger Property - Dam	6	6	11	4	3	4	1		5	1	3	1	45
Mishandling of Passenger Property - Disa	3	1			1	2				1	1		9
Patdown	1				2					1	2		6
Patdown - Flyer	1				1					1	2		5
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)	6	4		4	1			1	1		3		20
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cognitive	2										1		3
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Diapers/C	1												1
Persons w/ Disabilities (PWD) - General		2		1									3
Persons w/ Disabilities (PWD) - Hearing Impairment									1				1
Persons w/ Disabilities (PWD) - Medically Necessary		1											1
Persons w/ Disabilities (PWD) - Mobility D	1	1		1							1		4
Persons w/ Disabilities (PWD) - Service Animals											1		1
Persons w/ Disabilities (PWD) - Wheelcha	2			2									4
Property - Special Handling	8	8	10	8	4	2	1	3	4	2	6	4	60
Property - Special Handling - Damaged Items - Carry		2				1							3
Property - Special Handling - Damaged Ite	3	2	2	1		1		2	1	1	2	2	17
Property - Special Handling - Missing Items - Carry-C		1	4	1	1				2			1	10
Property - Special Handling - Missing Item	5	3	4	6	3		1	1	1	1	4	1	30
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	3		3	1	1	5		2	2	3	1	3	24
Screening - Inconsistency			1						1				2
Screening - Procedures/Process	2		2	1	1	5		2	1	3	1	2	20
Screening - Security Breach	1											1	2
2021	**18**	**6**	**9**	**5**	**11**	**8**							**57**
Civil Rights			2		1								3
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimination			1		1								2
Claims			1										1
Claims - General			1										1
Customer Service	3		2	2	5								12
Customer Service - TSO	3		2	2	5								12
Expedited Passenger Screening Program					1	3							4
Expedited Passenger Screening Program - TSA Application Program					1	1							2
Expedited Passenger Screening Program - TSA PreCheck						2							2
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							6
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	2	1				1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Service Animals		1											1
Property - Special Handling	7	4	1	1	1	2							16
Property - Special Handling - Damaged Items - Carry		1		1									2
Property - Special Handling - Damaged Ite	2	1			1	2							6
Property - Special Handling - Missing Item	2		1										3
Property - Special Handling - Missing Item	3	2											5
Screening	5		1	2	2	1							11
Screening - Inconsistency				1									1
Screening - Procedures/Process	3		1		2	1							7

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SNA	**37**	**45**	**45**	**41**	**45**	**57**	**30**	**38**	**40**	**46**	**34**	**33**	**491**
2018				**16**	**13**	**18**	**18**	**22**	**22**	**17**	**12**	**14**	**152**
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Flyer								1					1
Civil Rights						1			1			2	4
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1						1	2
Civil Rights - Transgender Screening									1				1
Customer Service				2	4	3	3	5	2	3	2	2	26
Customer Service - TSO				2	4	3	3	5	2	3	2	2	26
Locks				3	1			1	2		1	1	9
Locks - General									1				1
Locks - Missing or Damaged Lock				3	1			1	1		1	1	8
Mishandling of Passenger Property				3	5	6	9	7	7	4	4	3	48
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								2	2				4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	5	6	7	4	4	3	3	1	36
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							2	1	1	1		2	7
Patdown				2		2	2	1	2	2	2		13
Patdown - Flyer				2		2	2	1	2	1	2		12
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)					1	2		2	1			1	7
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies								1					1
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1		1				1	3
Property - Special Handling				4	2	1	2	2	6	6	2	5	30
Property - Special Handling - Damaged Items - Carry-On				2							1		3
Property - Special Handling - Damaged Items - Checked					1					3	1		5
Property - Special Handling - Missing Items - Carry-On				1					1	2		3	7
Property - Special Handling - Missing Items - Checked				1	1	1	2	2	5	1		2	15
Screening				2		3	2	3	1	2	1		14
Screening - Inconsistency										1			1
Screening - Procedures/Process				2		3	2	3	1	1	1		13
2019	**16**	**17**	**12**	**8**	**15**	**18**	**11**	**15**	**14**	**23**	**16**	**12**	**177**
Civil Rights	4	1	1			2	1		2		2		13
Civil Rights - Age	2												2
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination						1					2		3
Civil Rights - Sex/Gender/Gender Identity-	2	1	1						1				5
Civil Rights - Transgender Screening						1			1				2
Customer Service	1	3	2		5	5	2	3	1	4	1	2	29
Customer Service - TSO	1	3	2		5	5	2	3	1	4	1	2	29
Locks		1		1	1				3	2	1	1	10
Locks - Missing or Damaged Lock		1		1	1				3	2	1	1	10
Mishandling of Passenger Property	5	7	3	2	3	2	1	2	1	3	4	4	37
Mishandling of Passenger Property - Damaged/Missing Items--C			1					1					2
Mishandling of Passenger Property - Dam	3	6	1	1	3	1	1	1	1	3	2	4	27
Mishandling of Passenger Property - Disa	2	1	1	1		1					2		8
Patdown	1		2			1		3	1	4			12
Patdown - Flyer	1		2			1		3	1	4			12
Persons w/ Disabilities (PWD)	1				1	2	1			5	1		11
Persons w/ Disabilities (PWD) - Autism Spectrum										1			1
Persons w/ Disabilities (PWD) - Diabetes	1										1		2
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1				2			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates							1						1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway					1								1
Property - Special Handling	2	5	1	4	3	5	2	6	5	3	5	4	45
Property - Special Handling - Damaged Items - Carry-On								1	1		1		3
Property - Special Handling - Damaged It	2	1		2	1	3		1	1	2	1	2	16
Property - Special Handling - Missing Items - Carry-C		1			1				1	1	1		5
Property - Special Handling - Missing Items - Checke		3	1	2	1	2	2	4	2		2	2	21
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	1		3	1	2	1	4	1	1	2	2	1	19
Screening - Inconsistency					1						1		2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1		3	1		1	4		1	2	1	1	15
Screening - Security Breach								1					1
2020	**13**	**19**	**28**	**12**	**16**	**12**	**1**	**1**	**4**	**6**	**6**	**7**	**125**
Civil Rights			2	1	1					1			5
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Transgender Screening			1		1								2
Customer Service	2	1	4	3	3	2					1		16
Customer Service - TSO	2	1	4	3	3	2					1		16
Identification (ID) Requirements	1		1										2
Identification (ID) Requirements - Domest	1		1										2
Locks	3	1	2			2			1				9
Locks - Missing or Damaged Lock	3	1	2			2			1				9
Mishandling of Passenger Property	1	2	11	6	6	2			1	2		1	32

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missi		2	10	4	3	2			1	1		1	24
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	2	3					1			7
Patdown		4								1	1		6
Patdown - Flyer		3								1	1		5
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)	3	3	3										9
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma			1										1
Persons w/ Disabilities (PWD) - Medically Necessary		2	1										3
Persons w/ Disabilities (PWD) - Mobility D	1		1										2
Persons w/ Disabilities (PWD) - Prosthesi	1	1											2
Property - Special Handling	3	4	2	1	2	2		1	1	2	4	4	26
Property - Special Handling - Damaged Items - Carry-On						1						1	2
Property - Special Handling - Damaged Items - Checl		1			1						2		4
Property - Special Handling - Missing Item	1		1										2
Property - Special Handling - Missing Item	2	3	1	1	1	1		1	1	2	2	3	18
Screening		4	3	1	4	4	1		1			2	20
Screening - Inconsistency					1								1
Screening - Procedures/Process		4	3	1	3	4			1			2	18
Screening - Retrieving Abandoned/Confiscated Items							1						1
2021	**8**	**9**	**5**	**5**	**1**	**9**							**37**
Customer Service	1	2	2	5	1	1							12
Customer Service - TSO	1	2	2	5	1	1							12
Expedited Passenger Screening Program						5							5
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						4							4
Lost and Found		1											1
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	3	4	2										9
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	3	4	1										8
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling	3		1			2							6
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Missing Item	1		1										2
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening						1							1
Screening - Inconsistency						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SOW												**1**	**1**
2019												**1**	**1**
Locks												1	1
Locks - General												1	1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPI	**1**	**1**		**1**	**3**	**3**	**2**			**1**	**1**		**13**
2018				**1**	**2**	**1**					**1**		**5**
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling											1		1
Property - Special Handling - Missing Items - Checked											1		1
Screening				1	1	1							3
Screening - Inconsistency				1									1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process					1								1
2019						**1**	**2**						**3**
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Patdown							1						1
Patdown - Flyer							1						1
2020	**1**				**1**	**1**				**1**			**4**
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening						1							1
Screening - Lengthy Lines						1							1
2021		**1**											**1**
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPS		**1**		**1**		**2**	**2**			**2**	**2**	**1**	**11**
2018										**1**	**2**		**3**
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling											2		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked											1		1
2019						**1**	**1**			**1**		**1**	**4**
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Items - Checked						1	1						2
Screening												1	1
Screening - Procedures/Process												1	1
2020		**1**		**1**		**1**	**1**						**4**
Property - Special Handling		1		1			1						3
Property - Special Handling - Damaged Items - Checked				1			1						2
Property - Special Handling - Missing Items - Checke		1											1
Screening						1							1
Screening - Procedures/Process						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SRQ	**11**	**13**	**13**	**12**	**10**	**19**	**10**	**1**	**6**	**4**	**9**	**4**	**112**
2018				**3**	**1**	**7**	**8**		**3**	**1**	**1**	**3**	**27**
Civil Rights					1		1						2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Civil Rights - Sexual Orientation - Not Transgender					1								1
Customer Service				2			1					1	4
Customer Service - Others				1									1
Customer Service - TSO				1			1					1	3
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property							1		1		1		3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1		1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown						3	2		1	1			7
Patdown - Flyer						3			1	1			5
Patdown - Flyer as Observer							1						1
Patdown - General							1						1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - General						1							1
Property - Special Handling									1				1
Property - Special Handling - Damaged Items - Checked									1				1
Screening				1		2	3					2	8
Screening - Procedures/Process						2	3					1	6
Screening - Retrieving Abandoned/Confiscated Items				1								1	2
2019	**5**	**7**	**4**	**1**	**1**	**5**	**2**	**1**	**3**	**1**	**6**	**1**	**37**
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights						1	1	1		1	1		5
Civil Rights - Constitutional Rights						1							1
Civil Rights - Racial Profiling or Discrimination							1	1		1	1		4
Customer Service	1			1	1								3
Customer Service - TSO	1			1	1								3
Mishandling of Passenger Property		2	1						1				4
Mishandling of Passenger Property - Damaged/Missing Items Pr			1										1
Mishandling of Passenger Property - Damaged/Missi		2							1				3
Patdown		1				1	1				3	1	7
Patdown - Flyer		1				1	1				3	1	7
Persons w/ Disabilities (PWD)	1	1				1			1				4
Persons w/ Disabilities (PWD) - Internal Medical Devices						1							1
Persons w/ Disabilities (PWD) - Mobility D	1								1				2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling						2					1		3
Property - Special Handling - Missing Items - Carry-On						1					1		2
Property - Special Handling - Missing Items - Checked						1							1
Screening	2	3	3						1		1		10
Screening - Inconsistency			1										1
Screening - Procedures/Process	2	3	2						1		1		9
2020	**3**	**5**	**6**	**8**	**5**	**1**				**2**	**2**		**32**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service		2		2						1	1		6
Customer Service - Others		1											1
Customer Service - TSO		1		2						1	1		5
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Dam	1		1										2
Patdown	2	1	1	1	2					1			8
Patdown - Flyer	2	1	1	1	2					1			8
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Property - Special Handling			2	1	1						1		5
Property - Special Handling - Damaged Items - Carry-On				1	1								2
Property - Special Handling - Missing Items - Checked			2								1		3
Screening		2		3	2	1							8
Screening - Procedures/Process		2		3	2	1							8
2021	**3**	**1**	**3**		**3**	**6**							**16**
Customer Service	1		1		1	2							5
Customer Service - TSO	1		1		1	2							5
Expedited Passenger Screening Program						4							4
Expedited Passenger Screening Program - TSA Application Program						2							2
Expedited Passenger Screening Program - TSA PreCheck						2							2
Locks	1												1
Locks - General	1												1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown			2										2
Patdown - Flyer			2										2
Property - Special Handling	1												1
Property - Special Handling - Missing Item	1												1
Screening					2								2
Screening - Inconsistency					1								1
Screening - Procedures/Process					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STC				**1**	**2**								**3**
2018				**1**	**1**								**2**
Property - Special Handling					1								1
Property - Special Handling - Missing Items - Checked					1								1
Screening				1									1
Screening - Procedures/Process				1									1
2021					**1**								**1**
Expedited Passenger Screening Program					1								1
Expedited Passenger Screening Program - TSA PreCheck					1								1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STL	**101**	**46**	**63**	**94**	**74**	**95**	**55**	**66**	**71**	**76**	**83**	**74**	**898**
2018				**29**	**30**	**34**	**26**	**33**	**28**	**41**	**36**	**33**	**290**
Civil Rights				1		1	3		1	1	1	2	10
Civil Rights - Hair Patdowns							1						1
Civil Rights - Racial Profiling or Discrimination				1			2		1	1	1	1	7
Civil Rights - Screening of Religious or Cultural Garments						1							1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service				6	5	9	7	6	5	6	6	6	56
Customer Service - Others								3				1	4
Customer Service - TSO				6	5	9	7	3	5	6	6	5	52
Locks				2			1	1	1	3		2	10
Locks - Missing or Damaged Lock				2			1	1	1	3		2	10
Lost and Found						1		1			1		3
Lost and Found - Airport/TSA						1		1			1		3
Mishandling of Passenger Property				8	8	5	4	11	7	7	8	5	63
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage												1	1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				6	7	5	2	7	3	4	6	3	43
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				2	1		2	4	4	3	2	1	19
Patdown				1	2	6	1	3	2	5	5		25
Patdown - Flyer				1	2	6	1	3	2	4	5		24
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				3	1	1			2	5	2	3	17
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability										1			1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Internal Medical Devices				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1	2		3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1				1	1			3
Persons w/ Disabilities (PWD) - Ostomy/Ostomates												1	1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling				6	9	6	4	6	5	8	6	8	58
Property - Special Handling - Damaged Items - Carry-On						1		1	2			1	5
Property - Special Handling - Damaged Items - Checked				1	5	2	1	2	2	3	3		19
Property - Special Handling - Missing Items - Carry-On				2	3	2				2	1	2	12
Property - Special Handling - Missing Items - Checked				3	1	1	3	3	1	3	2	5	22
Screening				2	5	5	6	5	5	6	7	7	48
Screening - Crew Member or Airline Employee										1			1
Screening - Inconsistency										1	1		2
Screening - Lengthy Lines					1	1		1		1	1		5
Screening - Procedures/Process				2	4	4	6	4	5	3	4	6	38
Screening - Security Breach											1	1	2
2019	**37**	**23**	**35**	**26**	**18**	**34**	**29**	**29**	**35**	**23**	**30**	**26**	**345**
Civil Rights	2	1	1	2	1	1	3	1	3			1	16
Civil Rights - Constitutional Rights				1					1				2
Civil Rights - Racial Profiling or Discrimina	1	1		1	1	1	2	1	2			1	11
Civil Rights - Sex/Gender/Gender Identity-	1						1						2
Civil Rights - Transgender Screening			1										1
Customer Service	6	4	5	3	2	10	3	3	5	5	3	2	51
Customer Service - Others							1						1
Customer Service - TSO	6	4	5	3	2	10	2	3	5	5	3	2	50
Locks						1	1	3	2		1	2	10
Locks - General								1	1				2
Locks - Missing or Damaged Lock						1	1	2	1		1	2	8
Lost and Found							2		1				3
Lost and Found - Airport/TSA							2		1				3
Mishandling of Passenger Property	13	2	8	6	5	6	6	9	8	6	7	9	85
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	8	1	7	6	3	3	5	8	4	6	6	7	64
Mishandling of Passenger Property - Disa	4	1	1		2	3	1	1	4		1	2	20
Patdown		1	2	2		2	3	1	4		3		18
Patdown - Flyer		1	2	2		2	3	1	4		2		17
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1	3	3	1	1	4	1	1	1	1	1	4	22
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1					1				2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability												1	1
Persons w/ Disabilities (PWD) - Diabetes											1	1	2
Persons w/ Disabilities (PWD) - Internal M	1				1			1					3
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1			2	1					1	5
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1	1							1			3
Property - Special Handling	3	7	8	6	7	4	8	5	7	9	11	5	80
Property - Special Handling - Damaged Items - Carry-On					2						2	1	5
Property - Special Handling - Damaged It	1	2	3	2	1	2	4		4	1	4	2	26
Property - Special Handling - Missing Items - Carry-C		1	1	1	1	1	1	1		2	1		10
Property - Special Handling - Missing Item	2	4	4	3	3	1	3	4	3	6	4	2	39
Request for Assistance												1	1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance - Other												1	1
Screening	12	5	8	6	2	6	2	6	4	2	4	2	59
Screening - Inconsistency	3	1	1				1				1		7
Screening - Lengthy Lines			2			3		1					6
Screening - Procedures/Process	9	3	4	4	2	3	1	5	4	2	1	1	39
Screening - Retrieving Abandoned/Confiscated Items				1								1	2
Screening - Security Breach		1	1	1							2		5
2020	**40**	**17**	**21**	**30**	**20**	**15**		**4**	**8**	**12**	**17**	**15**	**199**
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Flyer		1											1
Civil Rights	1					2			1			2	6
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimination						2			1			2	5
Customer Service	6	5	6	4	2	2				1	2		28
Customer Service - Others	1				1								2
Customer Service - TSO	5	5	6	4	1	2				1	2		26
Locks	1	1	1	4									7
Locks - Missing or Damaged Lock	1	1	1	4									7
Lost and Found	1				1					1			3
Lost and Found - Airport/TSA	1				1					1			3
Mishandling of Passenger Property	13	4	4	4	8	6		1	2	5	7	5	59
Mishandling of Passenger Property - Dam	1			2	1						1		5
Mishandling of Passenger Property - Dam	11	3	4	2	5	6		1	2	4	6	4	48
Mishandling of Passenger Property - Disa	1	1			2					1		1	6
Patdown	2		2	3					1				8
Patdown - Flyer	1		2	3									6
Patdown - Flyer as Observer	1								1				2
Persons w/ Disabilities (PWD)	1			1		2			1	2			7
Persons w/ Disabilities (PWD) - Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer									1				1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Persons w/ Disabilities (PWD) - Medically	1			1									2
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling	10	4	5	10	2	1		3	3	2	7	7	54
Property - Special Handling - Damaged Items - Carry-On					1							1	2
Property - Special Handling - Damaged It	4	1	1	1	1			2	1		2	4	17
Property - Special Handling - Missing Item	1	1		2							1	1	6
Property - Special Handling - Missing Item	5	2	4	7		1		1	2	2	4	1	29
Screening	5	2	3	4	7	2				1	1	1	26
Screening - Crew Member or Airline Employee					1								1
Screening - Inconsistency				1	1					1			3
Screening - Procedures/Process	5	2	3	3	5	2					1	1	22
2021	**24**	**6**	**7**	**9**	**6**	**12**							**64**
Civil Rights			1			1							2
Civil Rights - Racial Profiling or Discrimination			1										1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Customer Service		2	2	6	1	4							15
Customer Service - TCC			1										1
Customer Service - TSO		2	1	6	1	4							14
Expedited Passenger Screening Program			1		2	3							6
Expedited Passenger Screening Program - DoD			1										1
Expedited Passenger Screening Program - TSA PreCheck					2	3							5
Locks	3												3
Locks - Missing or Damaged Lock	3												3
Lost and Found	3		1										4
Lost and Found - Airport/TSA	3		1										4
Mishandling of Passenger Property	6			1									7
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	4			1									5
Mishandling of Passenger Property - Disa	1												1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)		3				1							4
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Persons w/ Disabilities (PWD) - Respiratory and Inha		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Firearm/Ammunition			1										1
Property - Special Handling	6				1	2							9
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Damaged It	1					1							2
Property - Special Handling - Missing Item	2					1							3
Property - Special Handling - Missing Item	2				1								3
Screening	5	1	1	2	2	1							12
Screening - Inconsistency	1					1							2
Screening - Procedures/Process	4	1	1	2	2								10

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STS	**2**	**2**	**2**	**4**	**2**	**2**				**2**	**1**	**5**	**22**
2018				**2**						**1**		**3**	**6**
Customer Service				1									1
Customer Service - TSO				1									1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage												2	2
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2019	**1**	**1**				**1**				**1**	**1**	**1**	**6**
Customer Service	1										1		2
Customer Service - TSO	1										1		2
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)		1								1			2
Persons w/ Disabilities (PWD) - Hearing Impairment		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)										1			1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
2020		**1**	**1**	**2**	**2**	**1**						**1**	**8**
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown			1			1							2
Patdown - Flyer			1			1							2
Screening				2	1							1	4
Screening - Procedures/Process				2	1								3
Screening - Retrieving Abandoned/Confiscated Items												1	1
2021	**1**		**1**										**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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STT	**1**	**7**	**8**	**6**	**8**	**11**	**9**	**7**	**4**	**10**	**15**	**6**	**92**
2018				**3**	**1**	**1**	**4**	**3**	**1**	**3**	**11**	**2**	**29**
Civil Rights						1				1			2
Civil Rights - Racial Profiling or Discrimination						1				1			2
Customer Service							1		1	1	3	1	7
Customer Service - TSO							1		1	1	3	1	7
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property				2	1		2			1	3		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1		2			1	3		9
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling				1							2		3
Property - Special Handling - Damaged Items - Checked											2		2
Property - Special Handling - Missing Items - Checked				1									1
Screening							1	2			2	1	6
Screening - Procedures/Process							1	2			2		5
Screening - Security Breach												1	1
2019	**1**	**3**	**2**	**1**	**2**	**4**	**4**	**4**	**3**	**5**	**2**	**3**	**34**
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimination		1											1
Customer Service	1	1			1	1	2		1		1	1	9
Customer Service - Others	1	1											2
Customer Service - TSO					1	1	2		1		1	1	7
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property		1	1		1		1	2	1	1			8
Mishandling of Passenger Property - Damaged/Missi		1	1		1			2	1				6
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling			1	1		2	1	1	1	2	1	1	11
Property - Special Handling - Damaged Items - Checked				1					1	1	1		4
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checked			1			1	1	1		1		1	6
Screening								1		2		1	4
Screening - Lengthy Lines										1			1
Screening - Procedures/Process										1		1	2
Screening - Retrieving Abandoned/Confiscated Items								1					1
2020		**3**	**3**	**1**	**4**	**3**	**1**			**2**	**2**	**1**	**20**
Customer Service					1								1
Customer Service - TSO					1								1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Lost and Found			1			1							2
Lost and Found - Airport/TSA			1			1							2
Mishandling of Passenger Property		2		1	2								5
Mishandling of Passenger Property - Damaged/Missi		2		1	2								5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Property - Special Handling						1					1	1	3
Property - Special Handling - Damaged Items - Carry-On						1							1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked												1	1
Screening			2		1	1	1			1	1		7
Screening - Procedures/Process			2		1	1	1			1	1		7
2021		**1**	**3**	**1**	**1**	**3**							**9**
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 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 - Missing Items - Checked						1							1
Screening			1										1
Screening - Procedures/Process			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STX	**2**	**2**	**3**	**5**	**8**			**2**	**3**	**2**	**1**	**1**	**29**
2018				**1**	**2**			**1**	**1**	**2**	**1**		**8**
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property					2					1			3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					2					1			3
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Service Animals				1									1
Property - Special Handling								1		1	1		3
Property - Special Handling - Missing Items - Checked								1		1	1		3
2019	**1**	**1**	**1**	**1**	**1**			**1**	**2**			**1**	**9**
Customer Service			1									1	2
Customer Service - TSO			1									1	2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disarrayed Item		1											1
Property - Special Handling	1							1	1				3
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Items - Checked								1					1
Screening				1	1				1				3
Screening - Procedures/Process				1	1				1				3
2020	**1**	**1**	**1**		**3**								**6**
Mishandling of Passenger Property	1		1										2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Dam	1												1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1
Screening					3								3
Screening - Lengthy Lines					2								2
Screening - Procedures/Process					1								1
2021			**1**	**3**	**2**								**6**
Claims				1									1
Claims - General				1									1
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Prohibited & Permitted Items				2									2
Prohibited & Permitted Items - General				1									1
Prohibited & Permitted Items - Liquids/Gels/Aerosols				1									1
Property - Special Handling					1								1
Property - Special Handling - Damaged Items - Checked					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUN		**1**	**1**		**1**	**4**		**1**	**1**	**5**	**6**	**2**	**22**
2018					**1**	**1**		**1**	**1**	**4**	**6**		**14**
Mishandling of Passenger Property						1			1	1	1		4
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage									1	1	1		3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Screening					1			1		3	5		10
Screening - Lengthy Lines								1		2	3		6
Screening - Procedures/Process					1					1	2		4
2019			**1**			**2**				**1**		**1**	**5**
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway						1							1
Screening						1						1	2
Screening - Procedures/Process						1						1	2
2020		**1**										**1**	**2**
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1
2021						**1**							**1**
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUX	**1**	**5**	**2**	**3**	**1**	**2**	**1**	**2**	**1**	**3**	**5**	**3**	**29**
2018						**1**		**1**		**1**	**3**	**2**	**8**
Mishandling of Passenger Property											1	1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1	1	2
Property - Special Handling						1		1		1	2	1	6
Property - Special Handling - Damaged Items - Checked											1	1	2
Property - Special Handling - Missing Items - Checked						1		1		1	1		4
2019		**1**	**1**	**2**		**1**	**1**	**1**	**1**	**2**	**2**	**1**	**13**
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property			1	2		1	1	1		2	1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		1		1		1		1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1	1			1			1	1		5
Property - Special Handling									1		1		2
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked									1				1
2020	**1**	**3**	**1**	**1**	**1**								**7**
Civil Rights		2											2
Civil Rights - Racial Profiling or Discrimination		2											2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Metal Implants (joint)					1								1
Property - Special Handling			1	1									2
Property - Special Handling - Missing Items - Checked			1	1									2
2021		**1**											**1**
Property - Special Handling		1											1
Property - Special Handling - Missing Items - Checke		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWF	**4**	**8**	**7**	**5**	**6**	**4**	**8**	**8**	**3**	**6**	**8**	**4**	**71**
2018				**1**	**2**	**3**	**3**	**1**	**2**	**2**	**6**	**3**	**23**
Civil Rights												1	1
Civil Rights - Age												1	1
Customer Service					2		1		1	1			5
Customer Service - TSO					2		1		1	1			5
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1			1	1			1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1				1				1	3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown						1	1				2		4
Patdown - Flyer						1	1				2		4
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway									1				1
Property - Special Handling						1				1	1	1	4
Property - Special Handling - Missing Items - Checked						1				1	1	1	4
Screening						1					1		2
Screening - Procedures/Process						1					1		2
2019	**4**	**3**	**1**	**3**	**1**	**1**	**5**	**6**	**1**	**4**	**2**	**1**	**32**
Civil Rights								2	1	1			4
Civil Rights - Age									1				1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimination								2					2
Customer Service							2	3			1	1	7
Customer Service - TSO							2	3			1	1	7
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property	3			3		1	1				1		9
Mishandling of Passenger Property - Dam	2			2		1					1		6
Mishandling of Passenger Property - Disa	1			1			1						3
Patdown		1			1		2	1		1			6
Patdown - Flyer		1			1		2	1		1			6
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Items - Checl		1											1
Property - Special Handling - Missing Item	1												1
Screening			1							1			2
Screening - Procedures/Process			1							1			2
2020		**4**	**6**	**1**	**3**			**1**					**15**
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service		2	1			1			1				5
Customer Service - TSO		2	1			1			1				5
Mishandling of Passenger Property			1	1		1							3
Mishandling of Passenger Property - Damaged/Missing Items--C			1	1		1							3
Patdown		1											1
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1											1
Property - Special Handling			1			1							2
Property - Special Handling - Damaged Items - Checked			1										1
Property - Special Handling - Missing Items - Checked						1							1
Screening			2										2
Screening - Procedures/Process			2										2
2021		**1**											**1**
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWO	**1**		**3**	**1**	**1**	**1**	**2**			**2**	**3**		**14**
2019			**1**	**1**		**1**	**2**				**1**		**6**
Mishandling of Passenger Property				1			2						3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			1						2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
Screening						1							1
Screening - Procedures/Process						1							1
2020	**1**		**1**		**1**					**2**	**2**		**7**
Mishandling of Passenger Property	1		1		1					1	2		6
Mishandling of Passenger Property - Dam	1		1		1						2		5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged Items - Checked										1			1
2021			**1**										**1**
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SYR	**20**	**19**	**14**	**23**	**9**	**21**	**18**	**15**	**8**	**20**	**18**	**14**	**199**
2018				**5**	**4**	**3**	**8**	**6**	**6**	**8**	**3**	**8**	**51**
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Flyer				1									1
Civil Rights							1				1		2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service						1	1	1					3
Customer Service - Others							1						1
Customer Service - TSO						1		1					2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property				1	1	2	2	1		5	1	5	18
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage						1						1	2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	1	1	2			5	1	4	15
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown					1		1		1				3
Patdown - Flyer					1		1		1				3
Persons w/ Disabilities (PWD)				1	2			2					5
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1			1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1			1					2
Property - Special Handling				2			2	1	4	3		2	14
Property - Special Handling - Damaged Items - Carry-On				1				1		1			3
Property - Special Handling - Damaged Items - Checked									4			1	5
Property - Special Handling - Missing Items - Checked				1			2			2		1	6
Screening							1	1	1		1		4
Screening - Procedures/Process							1	1			1		3
Screening - Security Breach									1				1
2019	**7**	**14**	**7**	**3**	**4**	**8**	**10**	**5**	**2**	**10**	**10**	**5**	**85**
Civil Rights				1							1	1	3
Civil Rights - National Origin				1							1		2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Customer Service	3		1	1	1	1	1	2		1			11
Customer Service - Others										1			1
Customer Service - TSO	3		1	1	1	1	1	2					10
Locks	1					1	1	1					4
Locks - Missing or Damaged Lock	1					1	1	1					4
Mishandling of Passenger Property	2	3	2		3	2	5			3	3	1	24
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Dam	2	2	2		3	2	4			3	1	1	20
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1				2		3
Patdown		2								2	1		5
Patdown - Flyer		1								2	1		4
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)			1				1			1		1	4
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body										1			1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch			1										1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)							1						1
Property - Special Handling	1	6	1			3	2	2	1	1	4	1	22
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged It	1	2						1			1		5
Property - Special Handling - Missing Items - Carry-C		1									2		3
Property - Special Handling - Missing Items - Checke		2	1			3	2	1	1	1	1	1	13
Screening		3	2	1		1			1	2	1	1	12
Screening - Inconsistency		1											1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process		2	2	1		1			1	1	1		9
Screening - Security Breach										1			1
2020	**9**	**3**	**6**	**11**	**1**	**6**		**4**		**2**	**5**	**1**	**48**
Civil Rights	1							1			1		3
Civil Rights - Racial Profiling or Discrimination								1			1		2
Civil Rights - Sex/Gender/Gender Identity-	1												1
Customer Service	1			2	1			1		1			6
Customer Service - TSO	1			2	1			1		1			6
Human Capital		1											1
Human Capital - Prospective Employment with TSA		1											1
Locks				1		1		1			2		5
Locks - Missing or Damaged Lock				1		1		1			2		5
Mishandling of Passenger Property	3	2	2	1		1					1		10
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missi		2	1	1		1					1		6
Mishandling of Passenger Property - Disa	3												3
Persons w/ Disabilities (PWD)	1		2										3
Persons w/ Disabilities (PWD) - Medically	1												1
Persons w/ Disabilities (PWD) - Metal Implants (joint)			1										1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Property - Special Handling	3		1	6		2				1	1	1	15
Property - Special Handling - Damaged It	1			1									2
Property - Special Handling - Damaged It	2		1							1			4
Property - Special Handling - Missing Items - Carry-On				1									1
Property - Special Handling - Missing Items - Checked				4		2					1	1	8
Screening			1	1		2		1					5
Screening - Procedures/Process			1	1		1							3
Screening - Security Breach						1		1					2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2021	**4**	**2**	**1**	**4**		**4**							**15**
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service	1	1	1	2									5
Customer Service - TSO	1	1	1	2									5
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Notice of Violation/Civil Penalties						1							1
Notice of Violation/Civil Penalties - General						1							1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening		1		1		2							4
Screening - Procedures/Process		1		1		2							4

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TBN			**1**						**1**				**2**
2018									**1**				**1**
Customer Service									1				1
Customer Service - TSO									1				1
2021			**1**										**1**
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TEX						**2**							**2**
2019						**1**							**1**
Customer Service						1							1
Customer Service - TSO						1							1
2021						**1**							**1**
Expedited Passenger Screening Program						1							1
Expedited Passenger Screening Program - TSA PreCheck						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TLH	**12**	**15**	**18**	**12**	**14**	**10**	**9**	**14**	**12**	**10**	**10**	**9**	**145**
2018				**1**	**7**	**4**	**4**	**6**	**7**	**5**	**3**	**3**	**40**
Civil Rights							2						2
Civil Rights - Hair Patdowns							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender							1						1
Customer Service					1		1	2		1			5
Customer Service - TSO					1		1	2		1			5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property				1	2	1		2	3	2	1	2	14
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1	2	1		2	3	2	1	2	14
Patdown					2				2		2	1	7
Patdown - Flyer					2				2		1	1	6
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - General						1							1
Property - Special Handling					1			2	1	1			5
Property - Special Handling - Damaged Items - Carry-On									1				1
Property - Special Handling - Damaged Items - Checked					1			1		1			3
Property - Special Handling - Missing Items - Checked								1					1
Screening						2	1		1	1			5
Screening - Lengthy Lines									1	1			2
Screening - Procedures/Process						2	1						3
2019	**4**	**10**	**12**	**4**	**3**	**2**	**5**	**6**	**5**	**4**	**6**	**4**	**65**
Advanced Imaging Technology (AIT)	1		1										2
Advanced Imaging Technology (AIT) - Fly	1		1										2
Civil Rights		3			1								4
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		2			1								3
Customer Service	1		2				1				1		5
Customer Service - CSM			1										1
Customer Service - Others	1												1
Customer Service - TSO			1				1				1		3
Mishandling of Passenger Property		1		1	1		1			1	3		8
Mishandling of Passenger Property - Damaged/Missi		1		1	1		1			1	2		7
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											1		1
Patdown		3	1		1	2			1		1		9
Patdown - Flyer		1	1		1	2			1		1		7
Patdown - Flyer as Observer		1											1
Patdown - General		1											1
Persons w/ Disabilities (PWD)		1		1				2	1			1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1									1
Persons w/ Disabilities (PWD) - Mobility Disability (N		1											1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts									1				1
Persons w/ Disabilities (PWD) - Service Animals								2					2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway												1	1
Property - Special Handling	1	1	1				1	1	3	3		2	13
Property - Special Handling - Damaged Items - Checked										3		1	4
Property - Special Handling - Missing Items - Carry-On									1				1
Property - Special Handling - Missing Item	1	1	1				1	1	2			1	8
Screening	1	1	7	2			2	3			1	1	18
Screening - Lengthy Lines			5				1						6
Screening - Procedures/Process	1	1	2	2			1	3			1	1	12
2020	**5**	**5**	**4**	**6**	**3**			**2**		**1**	**1**	**2**	**29**
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Flyer					1								1
Civil Rights				2									2
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	1	1	1	1	2			1					7
Customer Service - TSO	1	1	1	1	2			1					7
Mishandling of Passenger Property	3	1						1		1			6
Mishandling of Passenger Property - Dam	2	1						1		1			5
Mishandling of Passenger Property - Disa	1												1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Property - Special Handling		2	2								1	2	7
Property - Special Handling - Damaged Items - Checl		2										2	4
Property - Special Handling - Missing Items - Checked			2								1		3
Screening	1	1		3									5
Screening - Procedures/Process	1	1		2									4
Screening - Retrieving Abandoned/Confiscated Items				1									1
2021	**3**		**2**	**1**	**1**	**4**							**11**
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Customer Service				1	1								2
Customer Service - Others					1								1
Customer Service - TSO				1									1
Expedited Passenger Screening Program						2							2
Expedited Passenger Screening Program - TSA PreCheck						2							2
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disa	1												1
Notice of Violation/Civil Penalties	1												1
Notice of Violation/Civil Penalties - Gener	1												1
Property - Special Handling			1			1							2

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TOL	**2**	**1**		**2**	**2**	**4**	**4**	**3**	**3**	**4**	**2**	**2**	**29**
2018						**1**	**2**	**1**	**2**	**2**			**8**
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property								1	1				2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1	1				2
Patdown						1	1		1	1			4
Patdown - Children									1				1
Patdown - Flyer							1			1			2
Patdown - Flyer as Observer						1							1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Carry-On							1						1
2019		**1**		**2**	**1**	**2**	**1**	**2**	**1**	**2**	**2**	**2**	**16**
Customer Service								2				2	4
Customer Service - Others								1					1
Customer Service - TSO								1				2	3
Mishandling of Passenger Property		1		1		1			1		1		5
Mishandling of Passenger Property - Damaged/Missi		1		1		1			1		1		5
Patdown				1	1					1			3
Patdown - Flyer				1	1					1			3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices										1			1
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1
Screening							1				1		2
Screening - Procedures/Process							1				1		2
2020	**2**				**1**	**1**	**1**						**5**
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Property - Special Handling					1	1							2
Property - Special Handling - Missing Items - Checked					1	1							2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TPA	**119**	**142**	**148**	**195**	**179**	**222**	**137**	**152**	**126**	**142**	**133**	**118**	**1,813**
2018				**57**	**50**	**85**	**58**	**69**	**51**	**42**	**53**	**41**	**506**
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Flyer						1							1
Civil Rights				3	2	2			4	4	2		17
Civil Rights - Age									1		1		2
Civil Rights - Hair Patdowns									1				1
Civil Rights - National Origin									1		1		2
Civil Rights - Racial Profiling or Discrimination				2	2	1			1	4			10
Civil Rights - Sex/Gender/Gender Identity- Not Transgender						1							1
Civil Rights - Transgender Screening				1									1
Customer Service				6	5	15	8	13	5	6	6	7	71
Customer Service - Others							1					1	2
Customer Service - TSO				6	5	15	7	13	5	6	6	6	69
Locks					4	4	7	4	2		3		24
Locks - Missing or Damaged Lock					4	4	7	4	2		3		24
Lost and Found				1								1	2
Lost and Found - Airport/TSA				1								1	2
Mishandling of Passenger Property				18	17	21	17	21	12	10	12	9	137
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1		2		3	2		1		9
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				16	11	16	16	12	9	10	10	6	106
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					2			1				1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1	4	3	1	5	1		1	2	18
Patdown				1	2	6	4	6	5	4	6	1	35
Patdown - Flyer				1	2	6	4	5	5	3	5	1	32
Patdown - Flyer as Observer										1	1		2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)				4	2	4	3	7	5	6	4	4	39
Persons w/ Disabilities (PWD) - Autism Spectrum									1				1
Persons w/ Disabilities (PWD) - Breast Cancer						2							2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer				1									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1					1			2
Persons w/ Disabilities (PWD) - Diabetes					1		1	1					3
Persons w/ Disabilities (PWD) - General								1			2	1	4
Persons w/ Disabilities (PWD) - Hearing Impairment										1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices						1		1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1			1			2			4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)								2		2	2	2	8
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)									1				1
Persons w/ Disabilities (PWD) - Visual Impairment									1				1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				2		1	1	1	2			1	8
Property - Special Handling				18	7	19	12	11	13	8	11	12	111
Property - Special Handling - Damaged Items - Carry-On				4	1	7	2	1	2		2	2	21
Property - Special Handling - Damaged Items - Checked				5		5	5		2	5	6		28
Property - Special Handling - Missing Items - Carry-On				1	3	1	2	3		1		1	12
Property - Special Handling - Missing Items - Checked				8	3	6	3	7	9	2	3	9	50
Request for Assistance				2									2
Request for Assistance - Other				1									1
Request for Assistance - Wounded Warrior (MSIJSOC)				1									1
Screening				4	11	13	7	7	5	4	9	7	67
Screening - Inconsistency					1	1	3		2			1	8
Screening - Lengthy Lines				1		2		1			2		6
Screening - Procedures/Process				3	10	10	4	4	3	4	7	4	49
Screening - Retrieving Abandoned/Confiscated Items								1				2	3
Screening - Security Breach								1					1
2019	**41**	**59**	**72**	**53**	**51**	**76**	**73**	**70**	**51**	**81**	**55**	**50**	**732**
Civil Rights	2	2	3	3	2	5	1	4	1	4	1	3	31
Civil Rights - Age			1			1		1	1				4
Civil Rights - Constitutional Rights										1			1
Civil Rights - Hair Patdowns												1	1
Civil Rights - National Origin										1			1
Civil Rights - Racial Profiling or Discrimination			1	1	2	3	1	3		2		2	15
Civil Rights - Screening of Religious or Cultural Garments				1									1
Civil Rights - Sex/Gender/Gender Identity-	2	2	1	1		1							7
Civil Rights - Transgender Screening											1		1
Customer Service	4	16	10	8	7	15	12	5	11	15	13	4	120
Customer Service - CSM			1										1
Customer Service - Others		2					1		1		1		5
Customer Service - TSO	4	14	9	8	7	15	11	5	10	15	12	4	114
Locks	5	4	3	1	3	2	3	1	4	4	4	1	35
Locks - General									1				1
Locks - Missing or Damaged Lock	5	4	3	1	3	2	3	1	3	4	4	1	34
Lost and Found	2	1				1	1	1		1			7
Lost and Found - Airport/TSA	2	1				1	1	1		1			7
Mishandling of Passenger Property	12	8	18	12	17	16	26	21	14	19	9	11	183
Mishandling of Passenger Property - Dam	3	2	1		4	1	1	2		2	1		17
Mishandling of Passenger Property - Dam	7	5	17	11	9	14	22	13	12	14	7	9	140
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disa	2	1		1	3	1	3	6	2	3	1	2	25
Patdown	3	3	4		4		1	4	3	5	4	6	37
Patdown - Children			1										1
Patdown - Flyer	3	2	3		4		1	3	3	5	2	6	32
Patdown - Flyer as Observer		1						1			1		3
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)		6	5	1	3	7	2	2	4	7	6	4	47

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Autism Spectrum					1								1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer											1		1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1							2
Persons w/ Disabilities (PWD) - Diabetes		1	1					1		2			5
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma			1							1			2
Persons w/ Disabilities (PWD) - General						2	1				1	1	5
Persons w/ Disabilities (PWD) - Hearing Impairment			1							1		1	3
Persons w/ Disabilities (PWD) - Internal Medical Devi		1								1			2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to th			1						1				2
Persons w/ Disabilities (PWD) - Medically Necessary		1				1			1		2	1	6
Persons w/ Disabilities (PWD) - Metal Implants (joint)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (N		2	1		1				1	1	1		7
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts											1		1
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)						1			1	1			3
Persons w/ Disabilities (PWD) - Visual Impairment						1							1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1					1	1				1	4
Property - Special Handling	10	14	18	19	11	20	20	23	10	18	11	16	190
Property - Special Handling - Damaged Items - Carry		2	1	2	2	1	3	4		3	2	2	22
Property - Special Handling - Damaged Ite	3	3	6	4	4	4	4	6	4	7	5	4	54
Property - Special Handling - Missing Item	1	3	2	5		3	4	1	1	2	1	1	24
Property - Special Handling - Missing Item	6	6	9	8	5	12	9	12	5	6	3	9	90
Request for Assistance						1				1			2
Request for Assistance - Other						1				1			2
Screening	3	5	11	9	4	9	7	9	4	7	7	5	80
Screening - Crew Member or Airline Employee							1						1
Screening - Inconsistency		1		1							1		3
Screening - Lengthy Lines					1	1		2					4
Screening - Procedures/Process	3	4	8	7	2	8	6	7	3	7	6	5	66
Screening - Retrieving Abandoned/Confiscated Items			2	1									3
Screening - Security Breach			1		1				1				3
2020	**47**	**63**	**62**	**58**	**57**	**36**	**6**	**13**	**24**	**19**	**25**	**27**	**437**
Civil Rights	1	4		4	2	1			1	1		3	17
Civil Rights - Hair Patdowns	1											2	3
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimination		2			2	1							5
Civil Rights - Sex/Gender/Gender Identity- Not Transg		1		4						1			6
Civil Rights - Sexual Orientation - Not Transgender		1										1	2
Customer Service	7	10	9	7	8	7	1	3		4	2	3	61
Customer Service - Others		1	1					1					3
Customer Service - TSO	7	9	8	7	8	7	1	2		4	2	3	58
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Domestic			1										1
Locks	1	3	6	5	6	1						1	23
Locks - General					1								1
Locks - Missing or Damaged Lock	1	3	6	5	5	1						1	22
Lost and Found	1	1											2
Lost and Found - Airport/TSA	1	1											2
Mishandling of Passenger Property	23	13	13	12	8	9		3	7	7	3	7	105
Mishandling of Passenger Property - Damaged/Missi		2				1			1	2		1	7
Mishandling of Passenger Property - Dam	17	9	12	11	8	7		3	4	4	3	5	83
Mishandling of Passenger Property - Damaged/Missi		1											1
Mishandling of Passenger Property - Disa	6	1	1	1		1			2	1		1	14
Patdown	1	3	3	3	2	1			2		2	2	19
Patdown - Flyer	1	3	3	3	2	1			2		2	2	19
Persons w/ Disabilities (PWD)	4	5	7	4	5	2		1	1		1		30
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Ment			1										1
Persons w/ Disabilities (PWD) - Diabetes		1	1	1									3
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General			1			1							2
Persons w/ Disabilities (PWD) - Hearing Impairment					1								1
Persons w/ Disabilities (PWD) - Internal Medical Devi		1											1
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1			1					1		3
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1			1								2
Persons w/ Disabilities (PWD) - Mobility D	2		1	1	2								6
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts			1										1
Persons w/ Disabilities (PWD) - Respirato	1		1										2
Persons w/ Disabilities (PWD) - Touch Av	1				1								2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/		1		1				1	1				4
Property - Special Handling	6	19	15	14	9	10	3	3	8	3	12	9	111
Property - Special Handling - Damaged Items - Carry		5	2	2	1	4			2	1	2	1	20
Property - Special Handling - Damaged Ite	2	4	5	5				1	2	2	4	1	26
Property - Special Handling - Missing Item	2	1	1	2	2	3					3		14
Property - Special Handling - Missing Item	2	9	7	5	6	3	3	2	4		3	7	51
Screening	3	5	8	9	17	5	2	3	5	4	5	2	68
Screening - Crew Member or Airline Employee				1	1								2
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines	1				1								2
Screening - Procedures/Process	2	5	8	7	15	5	1	3	4	2	5	1	58
Screening - Security Breach				1					1	2			4
2021	**31**	**20**	**14**	**27**	**21**	**25**							**138**
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Airline					1								1
Airline - Wheelchair Assistance					1								1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights			1	1									2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Civil Rights - Sexual Harassment (TSA Employee)			1										1
Claims			1										1
Claims - Status			1										1
Customer Service	9	4	5	10	9	4							41
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							36
DHS TRIP				1									1
DHS TRIP - General				1									1
Duplicate E-mail			1	1									2
Duplicate E-mail - General			1	1									2
Expedited Passenger Screening Program		1	1	5	2	12							21
Expedited Passenger Screening Program - DoD				1									1
Expedited Passenger Screening Program - TSA PreC		1	1	4	2	12							20
Locks	2	1											3
Locks - Missing or Damaged Lock	2	1											3
Mishandling of Passenger Property	7	2		3									12
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Dam	7	2		2									11
No Jurisdiction				1									1
No Jurisdiction - Refer to CBP				1									1
Patdown	2				1	1							4
Patdown - Flyer	1				1	1							3
Patdown - Flyer as Observer	1												1
Persons w/ Disabilities (PWD)	1		2	1									4
Persons w/ Disabilities (PWD) - Autism Spectrum			2										2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1									1
Persons w/ Disabilities (PWD) - Mobility D	1												1
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							18
Property - Special Handling - Damaged Ite	2	2	1	1									6
Property - Special Handling - Missing Item	2	1		1		1							5
Property - Special Handling - Missing Item	2	3			1	1							7
Screening	3	5	2	1	6	6							23
Screening - Inconsistency			2		1	3							6
Screening - Military		1											1
Screening - Procedures/Process	3	4		1	5	3							16

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TRI	**7**	**8**	**7**	**7**	**7**	**11**	**7**	**3**	**5**	**8**	**9**	**3**	**82**
2018				**3**	**1**	**2**	**3**	**2**	**2**	**3**	**4**	**1**	**21**
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimination								1					1
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				1			2			2	2	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1			2			2		1	6
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked											2		2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Property - Special Handling				2	1		1	1	1	1	1		8
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked											1		1
Property - Special Handling - Missing Items - Checked				1	1		1	1	1	1			6
Screening									1		1		2
Screening - Lengthy Lines									1		1		2
2019	**1**	**6**	**2**	**2**	**4**	**8**	**3**	**1**	**2**	**1**	**4**	**2**	**36**
Customer Service			1	1		2	1						5
Customer Service - Others							1						1
Customer Service - TSO			1	1		2							4
Locks									1	1			2
Locks - Missing or Damaged Lock									1	1			2
Mishandling of Passenger Property	1	2		1	3			1	1		1	1	11
Mishandling of Passenger Property - Dam	1	2		1	2			1	1		1	1	10
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling		2	1			2	1				2		8
Property - Special Handling - Damaged Items - Checl		1	1			1							3
Property - Special Handling - Missing Items - Carry-On						1							1
Property - Special Handling - Missing Items - Checke		1					1				2		4
Screening		2			1	3	1				1	1	9
Screening - Lengthy Lines		2			1	1	1						5
Screening - Procedures/Process						2					1		3
Screening - Security Breach												1	1
2020		**2**	**5**	**1**	**1**	**1**	**1**		**1**	**4**	**1**		**17**
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service							1						1
Customer Service - TSO							1						1
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property		1	2		1	1				2			7
Mishandling of Passenger Property - Damaged/Missi		1	1		1	1				2			6
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1										1
Patdown			2							1			3
Patdown - Flyer			2							1			3
Property - Special Handling		1		1									2
Property - Special Handling - Damaged Items - Checl		1		1									2
Screening										1	1		2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process										1			1
2021	**6**			**1**	**1**								**8**
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2												2
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Disa	1												1
Patdown	1												1
Patdown - Flyer	1												1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Liquids/Gels/Aerosols					1								1
Screening	2			1									3
Screening - Procedures/Process	2			1									3

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TTN	**8**	**3**	**2**	**5**	**10**	**3**	**8**	**4**	**8**	**5**	**7**	**8**	**71**
2018				**2**	**1**		**6**	**1**	**3**	**3**	**4**	**3**	**23**
Customer Service							1	1	1	2		1	6
Customer Service - TSO							1	1	1	2		1	6
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property							2		1	1	1		5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage											1		1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							2			1			3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Patdown				1								1	2
Patdown - Children				1									1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)							1				1		2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Hearing Impairment											1		1
Property - Special Handling					1		1		1		1		4
Property - Special Handling - Damaged Items - Checked					1								1
Property - Special Handling - Missing Items - Carry-On							1		1				2
Property - Special Handling - Missing Items - Checked											1		1
Screening				1							1	1	3
Screening - Inconsistency											1		1
Screening - Procedures/Process				1								1	2
2019	**3**		**1**		**4**	**3**	**2**	**3**	**5**	**2**	**3**	**5**	**31**
Civil Rights	1									1			2
Civil Rights - Racial Profiling or Discrimination										1			1
Civil Rights - Transgender Screening	1												1
Customer Service	1				1		2		2		1	3	10
Customer Service - TSO	1				1		2		2		1	3	10
Lost and Found	1					1			1	1			4
Lost and Found - Airport/TSA	1					1			1	1			4
Mishandling of Passenger Property					1			2	2			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1				2			1	4
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage								1					1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1					1
Patdown						1							1
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1								1
Property - Special Handling					1						1		2
Property - Special Handling - Missing Items - Carry-On					1						1		2
Screening			1			1		1			1	1	5
Screening - Procedures/Process			1			1		1			1	1	5
2020	**5**	**3**	**1**	**1**	**4**								**14**
Customer Service	3	2											5
Customer Service - TSO	3	2											5
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
Patdown				1	1								2
Patdown - Flyer				1	1								2
Property - Special Handling	1	1											2
Property - Special Handling - Missing Item	1	1											2
Screening	1				1								2
Screening - Inconsistency					1								1
Screening - Procedures/Process	1												1
2021				**2**	**1**								**3**
Expedited Passenger Screening 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

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUL	**25**	**19**	**21**	**22**	**21**	**21**	**20**	**15**	**18**	**21**	**14**	**21**	**238**
2018				**5**	**6**	**6**	**10**	**8**	**11**	**10**	**3**		**59**
Civil Rights					1	1		1					3
Civil Rights - Racial Profiling or Discrimination					1	1		1					3
Customer Service				1	2	1	3	2	1	1			11
Customer Service - Others								1					1
Customer Service - TSO				1	2	1	3	1	1	1			10
Locks							1			1	1		3
Locks - Missing or Damaged Lock							1			1	1		3
Mishandling of Passenger Property					1	3	4		7	1	2		18
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	3	3		6	1	2		16
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Patdown				2						1			3
Patdown - Flyer				2						1			3
Persons w/ Disabilities (PWD)				1				2	1				4
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer								1					1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts								1					1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1					1				2
Property - Special Handling					1	1	2	1	1	3			9
Property - Special Handling - Damaged Items - Checked					1			1					2
Property - Special Handling - Missing Items - Carry-On						1	1						2
Property - Special Handling - Missing Items - Checked							1		1	3			5
Screening				1	1			2	1	3			8
Screening - Inconsistency				1						1			2
Screening - Lengthy Lines										1			1
Screening - Procedures/Process					1			2	1	1			5
2019	**7**	**7**	**7**	**2**	**2**	**6**	**10**	**7**	**6**	**5**	**6**	**8**	**73**
Civil Rights		1					1						2
Civil Rights - Racial Profiling or Discrimination							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		1											1
Customer Service	1	2	2				2		2				9
Customer Service - TSO	1	2	2				2		2				9
Locks						1	1	1	1				4
Locks - Missing or Damaged Lock						1	1	1	1				4
Mishandling of Passenger Property	2	1	2			2	4	2		2	2	2	19
Mishandling of Passenger Property - Damaged/Missing Items--C			1									1	2
Mishandling of Passenger Property - Dam	2					2	2	2		1	2	1	12
Mishandling of Passenger Property - Disarrayed Item		1	1				2			1			5
Patdown							1	1				1	3
Patdown - Flyer							1	1				1	3
Persons w/ Disabilities (PWD)	1									1	1	1	4
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies										1			1
Persons w/ Disabilities (PWD) - Mobility D	1											1	2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway											1		1
Property - Special Handling	2	2	1	1	2	3	1	1	1	2	3	2	21
Property - Special Handling - Damaged Items - Carry-On					1					1			2
Property - Special Handling - Damaged Items - Checked				1	1			1			1	1	5
Property - Special Handling - Missing Item	1		1								1		3
Property - Special Handling - Missing Item	1	2				3	1		1	1	1	1	11
Screening	1	1	2	1				2	2			2	11
Screening - Inconsistency			1										1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1	1	1	1				1	2			2	9
2020	**6**	**5**	**9**	**10**	**10**	**5**			**1**	**6**	**5**	**13**	**70**
Civil Rights			1										1
Civil Rights - Transgender Screening			1										1
Customer Service	1		2	2	1	1			1		1	8	17
Customer Service - Others												6	6
Customer Service - TSO	1		2	2	1	1			1		1	2	11
Locks		1	1										2
Locks - Missing or Damaged Lock		1	1										2
Mishandling of Passenger Property	3	1	1	3	1	3				2		2	16
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1	1	1	2	1	2				2		2	12
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				1									1
Mishandling of Passenger Property - Disa	1					1							2
Patdown				1							1		2
Patdown - Flyer				1							1		2
Persons w/ Disabilities (PWD)		1		1	1							1	4
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1								1
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				1									1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)												1	1
Property - Special Handling	1	1	3	1	5					2	1	1	15
Property - Special Handling - Damaged Items - Checl		1	1		3					1			6
Property - Special Handling - Missing Items - Carry-On										1			1
Property - Special Handling - Missing Item	1		2	1	2						1	1	8
Screening	1	1	1	2	2	1				2	2	1	13
Screening - Lengthy Lines	1												1
Screening - Procedures/Process		1	1	1	2	1				2	2	1	11
Screening - Security Breach				1									1
2021	**12**	**7**	**5**	**5**	**3**	**4**							**36**
Civil Rights						2							2
Civil Rights - Racial Profiling or Discrimination						2							2
Customer Service	4	4	2	2		1							13
Customer Service - Others	2	3											5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	2	1	2	2		1							8
Expedited Passenger Screening Program			2										2
Expedited Passenger Screening Program - TSA PreCheck			2										2
Mishandling of Passenger Property	1	2	1	1									5
Mishandling of Passenger Property - Dam	1	2	1	1									5
No Jurisdiction				1									1
No Jurisdiction - Refer to Other				1									1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Electronic Devices				1									1
Property - Special Handling	4				1								5
Property - Special Handling - Damaged It	2												2
Property - Special Handling - Missing Item	2				1								3
Screening	3	1			2	1							7
Screening - Inconsistency	1				1								2
Screening - Procedures/Process	2	1			1	1							5

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUP											**1**		**1**
2019											**1**		**1**
Customer Service											1		1
Customer Service - TSO											1		1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUS	**32**	**32**	**18**	**27**	**53**	**47**	**29**	**24**	**22**	**17**	**22**	**20**	**343**
2018				**14**	**15**	**15**	**16**	**12**	**11**	**5**	**10**	**6**	**104**
Civil Rights							1	1	1		1		4
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimination							1		1				2
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Customer Service				3	1	1	8		1	1	2	1	18
Customer Service - Others				2			5						7
Customer Service - TSO				1	1	1	3		1	1	2	1	11
Locks				1	1	1	2	2	2		1		10
Locks - Missing or Damaged Lock				1	1	1	2	2	2		1		10
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property				5	5	7	1	5	5	3	4	3	38
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1				1					2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				3	4	7	1	4	1	2	4	2	28
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1					4	1		1	7
Patdown				1	1		1	1			1		5
Patdown - Flyer				1	1		1	1			1		5
Persons w/ Disabilities (PWD)				1				1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1									1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway								1					1
Property - Special Handling				3	5	4	1		1			1	15
Property - Special Handling - Damaged Items - Carry-On						1						1	2
Property - Special Handling - Damaged Items - Checked				1	1	3	1						6
Property - Special Handling - Missing Items - Checked				2	4				1				7
Screening					2	1	2	2	1	1	1	1	11
Screening - Lengthy Lines							1						1
Screening - Procedures/Process					2	1	1	2	1	1	1	1	10
2019	**16**	**15**	**8**	**7**	**14**	**14**	**12**	**11**	**5**	**7**	**10**	**9**	**128**
Civil Rights	2	1			1	1	2						7
Civil Rights - Hair Patdowns							1						1
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimina	2				1	1	1						5
Customer Service	2	1	1	1	2			1			2		10
Customer Service - Others	1	1			1								3
Customer Service - TSO	1		1	1	1			1			2		7
Locks	1	2		1		1		2		3			10
Locks - Missing or Damaged Lock	1	2		1		1		2		3			10
Mishandling of Passenger Property	7	3	4	2	3	4	2	3	3	1	4	3	39
Mishandling of Passenger Property - Dam	1										1		2
Mishandling of Passenger Property - Dam	5	2	3	2	1	3	2	1	2		3	2	26
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1	1			2
Mishandling of Passenger Property - Disa	1	1	1		2	1		2				1	9
Patdown		1	1				2					2	6
Patdown - Flyer		1	1				2					2	6
Persons w/ Disabilities (PWD)	1	3						1			1	1	7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal Medical Dev		1											1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Mobility D	1	1						1					3
Persons w/ Disabilities (PWD) - Visual Impairment		1											1
Property - Special Handling	1	2	1	2	7	6	2	4	1	3	2	2	33
Property - Special Handling - Damaged Ite	1							1					2
Property - Special Handling - Damaged Items - Checl		1			2	2		1		2	1		9
Property - Special Handling - Missing Items - Carry-On							1						1
Property - Special Handling - Missing Items - Checke		1	1	2	5	4	1	2	1	1	1	2	21
Screening	2	2	1	1	1	2	4		1		1	1	16
Screening - Inconsistency	1												1
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	1	2	1	1	1		3		1		1	1	12
Screening - Security Breach							1						1
2020	**9**	**12**	**9**	**5**	**15**	**11**	**1**	**1**	**6**	**5**	**2**	**5**	**81**
Civil Rights		4			1				1				6
Civil Rights - Age									1				1
Civil Rights - Racial Profiling or Discrimination		1											1
Civil Rights - Sex/Gender/Gender Identity- Not Trans		3			1								4
Customer Service	1	1			3	2	1	1	2		1	1	13
Customer Service - Others	1												1
Customer Service - TSO		1			3	2	1	1	2		1	1	12
Locks	1	1	2	1	1								6
Locks - Missing or Damaged Lock	1	1	2	1	1								6
Mishandling of Passenger Property	4	3	2		3	3			3	3		3	24
Mishandling of Passenger Property - Dam	2	2	1		3	2			3	2		3	18
Mishandling of Passenger Property - Disa	2	1	1			1				1			6
Patdown			1			2							3
Patdown - Flyer			1			2							3
Persons w/ Disabilities (PWD)		2	1	1		2							6
Persons w/ Disabilities (PWD) - Autism Spectrum			1										1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies						1							1
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot				1									1
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees		1											1
Property - Special Handling	2	1	1	2	4	1				1	1	1	14

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Items - Carry-On					1								1
Property - Special Handling - Damaged Items - Checked				1	2								3
Property - Special Handling - Missing Item	1			1									2
Property - Special Handling - Missing Item	1	1	1		1	1				1	1	1	8
Screening	1		2	1	3	1				1			9
Screening - Inconsistency			1										1
Screening - Procedures/Process	1		1	1	3	1				1			8
2021	**7**	**5**	**1**	**1**	**9**	**7**							**30**
Civil Rights		1											1
Civil Rights - Age		1											1
Customer Service	1	1			2	1							5
Customer Service - TSO	1	1			2	1							5
Expedited Passenger Screening Program					2	3							5
Expedited Passenger Screening Program - TSA Application Program						1							1
Expedited Passenger Screening Program - TSA PreCheck					2	2							4
Locks		1				1							2
Locks - Missing or Damaged Lock		1				1							2
Mishandling of Passenger Property	1	1			1								3
Mishandling of Passenger Property - Dam	1				1								2
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown		1											1
Patdown - Non-Flyer		1											1
Property - Special Handling	4		1			1							6
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Item	2					1							3
Property - Special Handling - Missing Item	1		1										2
Screening	1			1	4	1							7
Screening - Inconsistency				1	2	1							4
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1				1								2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVC	**4**	**4**		**3**	**2**	**2**	**1**	**5**	**5**	**8**	**9**	**9**	**52**
2018				**2**		**1**		**2**	**4**	**3**	**3**	**2**	**17**
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimination									1				1
Customer Service									1			1	2
Customer Service - TSO									1			1	2
Mishandling of Passenger Property						1		1		1	1	1	5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage								1		1	1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1							1
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling									2	1	1		4
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Carry-On											1		1
Property - Special Handling - Missing Items - Checked									2				2
Screening				2						1	1		4
Screening - Inconsistency										1			1
Screening - Procedures/Process				2							1		3
2019	**1**				**1**		**1**	**3**	**1**	**5**	**3**	**6**	**21**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Customer Service											2		2
Customer Service - TSO											2		2
Locks							1					2	3
Locks - Missing or Damaged Lock							1					2	3
Mishandling of Passenger Property	1							1	1	1	1	1	6
Mishandling of Passenger Property - Dam	1								1		1	1	4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked								1		1			2
Property - Special Handling								1		3		1	5
Property - Special Handling - Missing Items - Checked								1		3		1	5
Screening					1			1				2	4
Screening - Procedures/Process					1			1				1	3
Screening - Security Breach												1	1
2020	**2**	**4**			**1**						**3**	**1**	**11**
Customer Service											2		2
Customer Service - TSO											2		2
Locks		1			1								2
Locks - General					1								1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2	3									1	1	7
Mishandling of Passenger Property - Dam	2	3									1	1	7
2021	**1**			**1**		**1**							**3**
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1							1
Mishandling of Passenger Property - Disa	1												1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVF						**1**					**1**		**2**
2018											**1**		**1**
Customer Service											1		1
Customer Service - TSO											1		1
2020						**1**							**1**
Customer Service						1							1
Customer Service - TSO						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TWF	**2**	**1**	**1**	**2**	**1**			**2**	**2**	**1**	**2**	**1**	**15**
2018					**1**			**1**			**1**	**1**	**4**
Customer Service								1				1	2
Customer Service - TSO								1				1	2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1								1
2019		**1**						**1**	**2**	**1**	**1**		**6**
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1	1		2
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1
Screening									1				1
Screening - Procedures/Process									1				1
2020	**2**			**2**									**4**
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1			1									2
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening				1									1
Screening - Procedures/Process				1									1
2021			**1**										**1**
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TXK	**2**	**3**	**2**	**1**	**1**	**4**	**1**	**1**	**3**		**1**		**19**
2018						**1**		**1**	**1**				**3**
Customer Service						1							1
Customer Service - TSO						1							1
Patdown									1				1
Patdown - Flyer as Observer									1				1
Screening								1					1
Screening - Procedures/Process								1					1
2019	**1**	**1**	**2**			**2**	**1**		**2**		**1**		**10**
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1				1
Customer Service	1												1
Customer Service - TSO	1												1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property		1	1			1			1				4
Mishandling of Passenger Property - Damaged/Missi		1							1				2
Mishandling of Passenger Property - Disarrayed Items--Carry-on			1			1							2
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling							1						1
Property - Special Handling - Damaged Items - Checked							1						1
Screening			1										1
Screening - Procedures/Process			1										1
2020	**1**	**2**		**1**	**1**								**5**
Civil Rights		1											1
Civil Rights - Age		1											1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Property - Special Handling	1												1
Property - Special Handling - Damaged It	1												1
Screening		1			1								2
Screening - Procedures/Process		1			1								2
2021						**1**							**1**
Patdown						1							1
Patdown - General						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYR	**3**	**2**	**6**	**3**	**3**	**2**	**2**	**2**	**3**	**4**	**2**	**3**	**35**
2018						**1**		**2**		**2**	**2**	**1**	**8**
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property						1		2			2		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		2			2		5
Property - Special Handling										1			1
Property - Special Handling - Missing Items - Checked										1			1
Screening										1			1
Screening - Inconsistency										1			1
2019	**1**		**3**				**2**		**3**	**2**		**1**	**12**
Customer Service			1										1
Customer Service - TSO			1										1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property							2		1				3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1		1				2
Property - Special Handling			2						2				4
Property - Special Handling - Damaged Items - Checked			1						1				2
Property - Special Handling - Missing Items - Checked			1						1				2
Screening	1									2			3
Screening - Procedures/Process	1									2			3
2020	**2**		**1**	**1**	**2**							**1**	**7**
Customer Service	1		1		1								3
Customer Service - TSO	1		1		1								3
Locks					1							1	2
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property	1			1									2
Mishandling of Passenger Property - Dam	1			1									2
2021		**2**	**2**	**2**	**1**	**1**							**8**
Customer Service			2	2									4
Customer Service - TCC				1									1
Customer Service - TSO			2	1									3
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1
Screening		1			1	1							3
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process		1											1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYS	**10**	**19**	**13**	**17**	**9**	**11**	**7**	**23**	**12**	**11**	**10**	**11**	**153**
2018				**6**	**2**	**5**	**4**	**12**	**4**	**5**	**4**	**2**	**44**
Civil Rights				1			1	2	1				5
Civil Rights - Hair Patdowns								1	1				2
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimination				1									1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender								1					1
Customer Service				2		3		2	1	3			11
Customer Service - Others				1		2							3
Customer Service - TSO				1		1		2	1	3			8
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property					1	1		2	1	1	1	1	8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1			1		1	1	1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1			1				2
Patdown								1			2		3
Patdown - Flyer								1			2		3
Property - Special Handling				3			1	3					7
Property - Special Handling - Damaged Items - Carry-On				1									1
Property - Special Handling - Damaged Items - Checked				1									1
Property - Special Handling - Missing Items - Carry-On							1	1					2
Property - Special Handling - Missing Items - Checked				1				2					3
Screening					1	1	1	2	1	1	1	1	9
Screening - Lengthy Lines					1								1
Screening - Procedures/Process						1	1	2	1	1	1	1	8
2019	**4**	**8**	**5**	**3**	**1**	**5**	**3**	**11**	**5**	**5**	**5**	**7**	**62**
Civil Rights			1				1						2
Civil Rights - National Origin							1						1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender			1										1
Customer Service			1			3		1	1		1	1	8
Customer Service - Others						3							3
Customer Service - TSO			1					1	1		1	1	5
Locks	1	1		1				1				1	5
Locks - Missing or Damaged Lock	1	1		1				1				1	5
Mishandling of Passenger Property	1	1		1			1	1		1	3		9
Mishandling of Passenger Property - Dam	1	1		1			1	1		1	3		9
Patdown	1	1		1					1			1	5
Patdown - Flyer	1	1		1					1			1	5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway										1			1
Property - Special Handling	1	3					1	3		1		1	10
Property - Special Handling - Damaged It	1						1						2
Property - Special Handling - Damaged Items - Checked								1					1
Property - Special Handling - Missing Items - Carry-On												1	1
Property - Special Handling - Missing Items - Checke		3						2		1			6
Request for Assistance		1											1
Request for Assistance - Other		1											1
Screening		1	3		1	2		5	3	2	1	2	20
Screening - Inconsistency								1			1	1	3
Screening - Procedures/Process		1	3		1	2		4	3	2		1	17
SIDA (Security Identification Display Area)												1	1
SIDA (Security Identification Display Area) - General												1	1
2020	**3**	**4**	**2**	**7**	**5**				**3**	**1**	**1**	**2**	**28**
Civil Rights				1								1	2
Civil Rights - Racial Profiling or Discrimination												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender				1									1
Customer Service	1	1	1		2								5
Customer Service - TSO	1	1	1		2								5
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property		1		3	1								5
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				1									1
Mishandling of Passenger Property - Damaged/Missi		1		2	1								4
Patdown		2											2
Patdown - Flyer		2											2
Persons w/ Disabilities (PWD)									1		1		2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)									1				1
Property - Special Handling	1			2									3
Property - Special Handling - Damaged Items - Checked				2									2
Property - Special Handling - Missing Iten	1												1
Screening	1		1	1	2				2	1			8
Screening - Procedures/Process	1		1	1	2				2	1			8
2021	**3**	**7**	**6**	**1**	**1**	**1**							**19**
Civil Rights			2										2
Civil Rights - Racial Profiling or Discrimination			2										2
Customer Service		2	2	1									5
Customer Service - Others		1											1
Customer Service - TSO		1	2	1									4
Mishandling of Passenger Property	1	4			1								6
Mishandling of Passenger Property - Damaged/Missi		3			1								4
Mishandling of Passenger Property - Disa	1	1											2
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Property - Special Handling	2	1				1							4

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UIN						**1**	**1**						**2**
2019							**1**						**1**
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage							1						1
2021						**1**							**1**
Property - Special Handling						1							1
Property - Special Handling - Missing Items - Checked						1							1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UNV	**1**	**5**	**2**	**3**	**2**	**2**	**1**	**5**	**2**	**1**	**3**	**2**	**29**
2018				**2**		**1**	**1**	**2**	**1**		**2**		**9**
Customer Service						1		1					2
Customer Service - TSO						1		1					2
Patdown				2							1		3
Patdown - Flyer				2									2
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies											1		1
Screening							1	1	1				3
Screening - Procedures/Process							1	1	1				3
2019		**3**	**1**	**1**	**1**	**1**		**2**	**1**		**1**	**2**	**13**
Civil Rights				1								1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimination				1									1
Customer Service					1			1					2
Customer Service - Others					1								1
Customer Service - TSO								1					1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Property - Special Handling		1	1										2
Property - Special Handling - Missing Items - Carry-C		1											1
Property - Special Handling - Missing Items - Checked			1										1
Screening		2				1		1	1				5
Screening - Inconsistency		1						1					2
Screening - Procedures/Process		1				1			1				3
2020	**1**	**2**	**1**		**1**			**1**		**1**			**7**
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimination					1								1
Customer Service			1					1					2
Customer Service - TSO			1					1					2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage										1			1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
Screening		2											2
Screening - Procedures/Process		2											2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VCT					**1**	**1**						**1**	**3**
2019						**1**						**1**	**2**
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Screening												1	1
Screening - Security Breach												1	1
2020					**1**								**1**
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VLD	**3**	**5**	**9**	**6**	**7**	**1**	**4**	**4**	**7**	**3**	**6**	**4**	**59**
2018				**2**	**2**		**3**	**4**	**5**	**1**		**1**	**18**
Customer Service							1					1	2
Customer Service - Others							1						1
Customer Service - TSO												1	1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				2	2			2	2				8
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				2	1			2					5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1				1				2
Property - Special Handling							1	1	2				4
Property - Special Handling - Damaged Items - Checked								1	1				2
Property - Special Handling - Missing Items - Checked							1		1				2
Screening							1	1		1			3
Screening - Lengthy Lines								1					1
Screening - Procedures/Process							1			1			2
2019	**3**	**1**	**5**		**3**				**1**	**2**	**5**	**2**	**22**
Locks					1							1	2
Locks - Missing or Damaged Lock					1							1	2
Mishandling of Passenger Property	2	1	2		1						4	1	11
Mishandling of Passenger Property - Dam	1	1	2		1						3		8
Mishandling of Passenger Property - Disa	1										1	1	3
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Property - Special Handling			3		1				1		1		6
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On			1										1
Property - Special Handling - Missing Items - Checked			2		1						1		4
Screening	1									1			2
Screening - Procedures/Process	1												1
Screening - Retrieving Abandoned/Confiscated Items										1			1
2020		**4**	**2**	**4**	**1**	**1**	**1**		**1**		**1**	**1**	**16**
Customer Service		1			1				1		1		4
Customer Service - TSO		1			1				1		1		4
Mishandling of Passenger Property			1	3		1							5
Mishandling of Passenger Property - Damaged/Missing Items--C			1	2		1							4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				1									1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Internal Medical Devices			1										1
Property - Special Handling		3										1	4
Property - Special Handling - Damaged Items - Carry		1											1
Property - Special Handling - Damaged Items - Checl		2											2
Property - Special Handling - Missing Items - Checked												1	1
Screening				1			1						2
Screening - Procedures/Process				1			1						2
2021			**2**		**1**								**3**
Customer Service					1								1
Customer Service - TSO					1								1
Locks			1										1
Locks - General			1										1
Property - Special Handling			1										1
Property - Special Handling - Damaged Items - Checked			1										1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VPS	**12**	**14**	**10**	**12**	**7**	**15**	**12**	**14**	**14**	**23**	**16**	**16**	**165**
2018				**6**	**5**	**4**	**9**	**10**	**5**	**9**	**8**	**7**	**63**
Advanced Imaging Technology (AIT)										1	1		2
Advanced Imaging Technology (AIT) - Flyer										1	1		2
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimination											1		1
Customer Service				2	1	1	1	3	1	1	1		11
Customer Service - Others				1									1
Customer Service - TSO				1	1	1	1	3	1	1	1		10
Mishandling of Passenger Property						2	4	2			1	1	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage							1				1		2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1	1	2				1	5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked						1	2						3
Patdown							1	2	1		1	1	6
Patdown - Flyer							1	2	1		1	1	6
Persons w/ Disabilities (PWD)					1			1		2	1	1	6
Persons w/ Disabilities (PWD) - Diabetes										1	1	1	3
Persons w/ Disabilities (PWD) - Metal Implants (joint)										1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Service Animals								1					1
Property - Special Handling				2	1	1	1		1	1	1	1	9
Property - Special Handling - Damaged Items - Carry-On					1						1		2
Property - Special Handling - Damaged Items - Checked						1				1		1	3
Property - Special Handling - Missing Items - Checked				2			1		1				4
Screening				2	2		2	2	2	4	1	3	18
Screening - Inconsistency							1					1	2
Screening - Lengthy Lines								1	1	2		1	5
Screening - Procedures/Process				1	2		1	1	1	2	1	1	10
Screening - Security Breach				1									1
2019	**5**	**8**	**3**	**4**	**1**	**6**	**2**	**3**	**7**	**10**	**4**	**5**	**58**
Civil Rights		1				1	1	1		1	1		6
Civil Rights - Racial Profiling or Discrimination		1				1	1	1					4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender											1		1
Civil Rights - Transgender Screening										1			1
Customer Service		3	1				1		1	3	2	1	12
Customer Service - TSO		3	1				1		1	3	2	1	12
Locks										2			2
Locks - Missing or Damaged Lock										2			2
Mishandling of Passenger Property	1			1		2			1	3		2	10
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage										1			1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1		2			1	2		2	8
Mishandling of Passenger Property - Disa	1												1
Patdown			1	1					1			1	4
Patdown - Flyer				1					1			1	3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		1				1		1					3
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability						1							1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1					1
Property - Special Handling	2	1											3
Property - Special Handling - Damaged It	1	1											2
Property - Special Handling - Missing Iten	1												1
Screening	2	2	1	2	1	2		1	4	1	1	1	18
Screening - Inconsistency		1											1
Screening - Lengthy Lines					1	1			3		1		6
Screening - Procedures/Process	2		1	2		1		1	1	1		1	10
Screening - Security Breach		1											1
2020	**5**	**3**	**5**			**2**	**1**	**1**	**2**	**4**	**4**	**4**	**31**
Civil Rights			1									1	2
Civil Rights - Racial Profiling or Discrimination			1									1	2
Customer Service	3					1			1		1	1	7
Customer Service - TSO	3					1			1		1	1	7
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property		1	1			1		1		2		1	7
Mishandling of Passenger Property - Damaged/Missing Items--C			1										1
Mishandling of Passenger Property - Damaged/Missi		1				1		1		2			5
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked												1	1
Patdown		1											1
Patdown - Flyer		1											1
Persons w/ Disabilities (PWD)		1	2										3
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			1										1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1										1
Property - Special Handling	1		1						1	1	1		5
Property - Special Handling - Damaged Items - Carry-On			1										1
Property - Special Handling - Damaged Items - Checked									1	1			2
Property - Special Handling - Missing Iten	1										1		2
Screening	1									1	2	1	5
Screening - Lengthy Lines	1												1
Screening - Procedures/Process										1	2	1	4
2021	**2**	**3**	**2**	**2**	**1**	**3**							**13**
Civil Rights		1	1										2
Civil Rights - Age		1											1
Civil Rights - Racial Profiling or Discrimination			1										1
Customer Service	1	2		2									5

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

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

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WRG									**3**	**1**			**4**
2018									**1**	**1**			**2**
Property - Special Handling									1				1
Property - Special Handling - Missing Items - Carry-On									1				1
Screening										1			1
Screening - Procedures/Process										1			1
2020									**2**				**2**
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - Internal Medical Devices									2				2

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WYS	**1**								**1**			**3**	**5**
2018												**1**	**1**
Customer Service												1	1
Customer Service - TSO												1	1
2019												**2**	**2**
Customer Service												1	1
Customer Service - TSO												1	1
Patdown												1	1
Patdown - Flyer												1	1
2020	**1**								**1**				**2**
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage									1				1
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Metal Imp	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XNA	**9**	**15**	**6**	**10**	**4**	**7**	**4**	**6**	**13**	**6**	**11**	**9**	**100**
2018					**1**	**2**	**1**	**5**	**7**	**1**	**1**	**3**	**21**
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimination												1	1
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property						1		3	1			1	6
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage						1		3	1			1	6
Patdown								1	2				3
Patdown - Flyer								1	1				2
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)						1			1				2
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks									1				1
Property - Special Handling							1	1	2		1	1	6
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Items - Carry-On									1			1	2
Property - Special Handling - Missing Items - Checked							1	1			1		3
Screening					1				1				2
Screening - Procedures/Process					1				1				2
2019	**5**	**9**	**3**	**3**		**1**	**2**	**1**	**5**	**3**	**6**	**6**	**44**
Customer Service		2	1	1					2	1	1	2	10
Customer Service - Others									1				1
Customer Service - TSO		2	1	1					1	1	1	2	9
Locks						1			1		1	1	4
Locks - Missing or Damaged Lock						1			1		1	1	4
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	1	2	1				1		1	1	2	1	10
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Damaged/Missi		1	1				1		1	1	2	1	8
Mishandling of Passenger Property - Disarrayed Item		1											1
Patdown		2									2		4
Patdown - Flyer		2									1		3
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)	2	1		1								1	5
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - General	2												2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies												1	1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling	1		1	1				1	1			1	6
Property - Special Handling - Damaged Items - Checked									1				1
Property - Special Handling - Missing Item	1		1	1				1				1	5
Screening	1	2					1						4
Screening - Procedures/Process	1	2					1						4
2020	**2**	**5**	**2**	**7**	**3**	**3**	**1**		**1**	**2**	**4**		**30**
Civil Rights					1								1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender					1								1
Customer Service			1	1					1				3
Customer Service - TSO			1	1					1				3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	2	1		1						1	1		6
Mishandling of Passenger Property - Dam	2	1		1						1	1		6
Patdown		1		2		1							4
Patdown - Flyer		1		2		1							4
Persons w/ Disabilities (PWD)		1			1	1					1		4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pair		1											1
Property - Special Handling			1	3	1						1		6
Property - Special Handling - Damaged Items - Checked			1	1							1		3
Property - Special Handling - Missing Items - Checked				2	1								3
Screening		2					1			1	1		5
Screening - Procedures/Process		2					1			1	1		5
2021	**2**	**1**	**1**			**1**							**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 - Dam	1												1
Property - Special Handling	1	1											2
Property - Special Handling - Damaged Items - Checl		1											1
Property - Special Handling - Missing Item	1												1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XWA	**2**	**4**	**1**	**3**	**5**	**9**	**2**	**3**	**2**	**3**	**4**		**38**
2018				**1**	**2**	**2**		**1**	**1**	**1**	**2**		**10**
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property					1	1		1	1		1		5
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1	1		1			1		4
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked									1				1
Property - Special Handling										1	1		2
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked											1		1
Screening					1	1							2
Screening - Inconsistency						1							1
Screening - Security Breach					1								1
2019	**2**	**1**	**1**	**1**	**1**	**5**	**2**	**2**	**1**	**2**	**2**		**20**
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimination						1							1
Customer Service				1		1	1						3
Customer Service - TSO				1		1	1						3
Mishandling of Passenger Property	1		1					2		1			5
Mishandling of Passenger Property - Dam	1		1					2		1			5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Property - Special Handling						1				1	1		3
Property - Special Handling - Missing Items - Checked						1				1	1		3
Screening	1	1			1	2	1				1		7
Screening - Procedures/Process	1	1			1	2					1		6
Screening - Retrieving Abandoned/Confiscated Items							1						1
2020		**2**			**1**	**2**							**5**
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Property - Special Handling						1							1
Property - Special Handling - Damaged Items - Checked						1							1
Screening		1			1								2
Screening - Procedures/Process		1			1								2
2021		**1**		**1**	**1**								**3**
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				1									1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Property - Special Handling		1											1
Property - Special Handling - Damaged Items - Checl		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YAK	**2**	**2**					**2**				**1**	**5**	**12**
2018											**1**	**1**	**2**
Customer Service											1		1
Customer Service - TSO											1		1
Screening												1	1
Screening - Procedures/Process												1	1
2019	**1**	**1**					**2**					**3**	**7**
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender												1	1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked							1						1
Patdown							1						1
Patdown - Flyer							1						1
Screening	1	1										2	4
Screening - Procedures/Process	1	1										2	4
2020	**1**	**1**										**1**	**3**
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1
Property - Special Handling	1											1	2
Property - Special Handling - Missing Iten	1											1	2

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YKM	**2**	**2**	**3**	**2**	**5**	**3**		**2**	**1**	**4**	**2**	**2**	**28**
2018						**2**			**1**	**2**	**2**	**1**	**8**
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property										1	1	1	3
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage											1		1
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked										1		1	2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)											1		1
Property - Special Handling						2				1			3
Property - Special Handling - Damaged Items - Checked										1			1
Property - Special Handling - Missing Items - Checked						2							2
2019	**2**	**1**	**1**	**1**	**2**	**1**		**1**		**1**			**10**
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimination										1			1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	2		1		1								4
Mishandling of Passenger Property - Dam	2		1										3
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked					1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts						1							1
Property - Special Handling		1			1			1					3
Property - Special Handling - Damaged Items - Checl		1											1
Property - Special Handling - Missing Items - Checked					1			1					2
2020			**2**	**1**	**3**			**1**		**1**		**1**	**9**
Customer Service			1										1
Customer Service - TSO			1										1
Locks				1	2								3
Locks - Missing or Damaged Lock				1	2								3
Mishandling of Passenger Property					1			1		1		1	4
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage								1					1
Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage					1					1			2
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage												1	1
Property - Special Handling			1										1
Property - Special Handling - Missing Items - Checked			1										1
2021		**1**											**1**
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Damaged/Missi		1											1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
z None z	**14,087**	**12,064**	**10,822**	**15,093**	**14,577**	**14,553**	**11,382**	**11,445**	**11,482**	**12,316**	**13,887**	**11,823**	**153,531**
2018				**4,740**	**4,511**	**5,007**	**5,147**	**5,461**	**5,303**	**5,486**	**6,604**	**4,780**	**47,039**
Additional Information Required/Insufficient Information				7	7	18	15	19	14	10	9	6	105
Additional Information Required/Insufficient Information - EMAIL ONLY				7	7	18	15	19	14	10	9	6	105
Advanced Imaging Technology (AIT)				1			1		4			1	7
Advanced Imaging Technology (AIT) - Flyer				1			1		3			1	6
Advanced Imaging Technology (AIT) - General									1				1
Airline				145	134	137	125	119	159	187	201	130	1,337
Airline - Baggage Requirements				3	3	1	2	1		1	3	1	15
Airline - Lost Baggage				43	24	32	28	31	44	69	100	42	413
Airline - Oxygen Regulations							1			1			2
Airline - Policy/Regulations/Service				98	105	102	92	84	111	114	97	84	887
Airline - Positive Bag Match Program					1	1			2	1		2	7
Airline - Wheelchair Assistance				1	1	1	2	3	2	1	1	1	13
Animals				1									1
Animals - Carry-On				1									1
Business, Suggestions, and Ideas							1						1
Business, Suggestions, and Ideas - General							1						1
Cargo				1	1	3	1	3	2	4	6	3	24
Cargo - Indirect Air Carrier (IAC)					1	1	1		1	1	1	1	7
Cargo - Known Shipper				1		2		3	1	3	5	2	17
Civil Rights				13	9	10	7	7	8	12	7	8	81
Civil Rights - Age					1	2					1		4
Civil Rights - Civil Rights Violation (TSA Employee)				6	2	4	1	2	1	2	3	2	23
Civil Rights - Constitutional Rights				1	2								3
Civil Rights - Hair Patdowns				1	1	1	2			2			7
Civil Rights - Hostile Work Environment (TSA Employee)												1	1
Civil Rights - National Origin					2					2	1		5
Civil Rights - Perceived Religion				1			1	1					3
Civil Rights - Racial Profiling or Discrimination				3	1	2	3	3	2	4	1	2	21
Civil Rights - Screening of Religious Cultural and Ceremonial Items												1	1
Civil Rights - Sex/Gender/Gender Identity- Not Transgender									1	2	1	1	5
Civil Rights - Sexual Harassment (TSA Employee)									1				1
Civil Rights - Sexual Orientation - Not Transgender												1	1
Civil Rights - Transgender Screening				1		1		1	3				6
Claims				83	92	78	80	52	55	65	67	44	616
Claims - General				3	5	9	8	9	1	4	7	6	52
Claims - Request to be Transferred					1								1
Claims - Status				80	86	69	72	43	54	61	60	38	563
Current Topic									1				1
Current Topic - Current Topic									1				1
Customer Service				39	35	30	38	28	29	42	25	27	293
Customer Service - CSM				1									1
Customer Service - Others				21	12	17	11	9	12	16	13	9	120
Customer Service - TCC				1	3	1	2	5		2	2	3	19
Customer Service - TSO				16	20	12	25	14	17	24	10	15	153
DHS TRIP				27	18	16	10	14	12	15	12	21	145
DHS TRIP - General				10	7	5	2		3	4	2	5	38
DHS TRIP - Status				17	11	11	8	14	9	11	10	16	107
Expedited Passenger Screening Program				3,479	3,525	3,959	4,071	4,416	4,188	4,245	5,395	3,870	37,148
Expedited Passenger Screening Program - Active Duty Military				2	1	3	1						7
Expedited Passenger Screening Program - Children Under 12									1				1
Expedited Passenger Screening Program - DoD				5	9	11	10	14	16	26	19	17	127
Expedited Passenger Screening Program - Known Crew Member				2	1		1	2	3	8	1		18
Expedited Passenger Screening Program - Over 75				1							2	1	4
Expedited Passenger Screening Program - TSA Application Program				111	76	103	92	128	88	100	819	79	1,596
Expedited Passenger Screening Program - TSA PreCheck				3,354	3,430	3,834	3,959	4,262	4,076	4,106	4,549	3,772	35,342
Expedited Passenger Screening Program - TSA/DHS Employees - Opt In				4	8	8	8	10	4	5	5	1	53
Freedom of Information Act (FOIA)					1	1		1		1			4
Freedom of Information Act (FOIA) - General					1	1		1		1			4
General Aviation				2					1	1		1	5
General Aviation - Alien Flight School Program (AFSP)				1						1		1	3
General Aviation - General				1					1				2
Hazardous Materials Safety				242	170	168	190	156	161	208	194	133	1,622
Hazardous Materials Safety - General				242	170	168	190	156	161	208	194	133	1,622
HAZMAT Endorsement				16	9	14	10	13	9	5	9	6	91
HAZMAT Endorsement - General				2	2	4	1	5	1	1	4	2	22
HAZMAT Endorsement - Status				14	7	10	9	8	8	4	5	4	69
Human Capital				2	10	7	7	1	1		3	2	33
Human Capital - Current Employee					2								2
Human Capital - Former Employee					1								1
Human Capital - Prospective Employment with TSA				2	7	7	7	1	1		3	1	29
Human Capital - TSA Background Check												1	1
Identification (ID) Requirements				11	3	8	4	6	1	5	4	4	46
Identification (ID) Requirements - Domestic				8	3	7	4	5	1	5	4	4	41
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Iss				2		1		1					4
Identification (ID) Requirements - Minors Domestic				1									1
Intranet/Internet Inquiries				1	4	5	3	6	3	1	4	4	31
Intranet/Internet Inquiries - General				1	4	5	3	6	3	1	4	4	31
Locks				108	64	70	86	105	95	96	102	70	796
Locks - General				11	5	3	8	5	4	3	3	4	46
Locks - Missing or Damaged Lock				97	59	67	78	100	91	93	99	66	750
Lost and Found				12	4	3	5	5	5		2	7	43
Lost and Found - Airport/TSA				12	4	3	5	5	5		2	7	43
Mishandling of Passenger Property				239	171	195	185	201	215	220	209	185	1,820
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor								1					1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug				13	5	8	2	7	5	7	5	6	58
Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag				201	140	159	147	168	161	171	167	141	1,455
Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I				9	7	10	5	5	10	10	6	10	72
Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke				16	19	18	31	20	39	32	31	28	234
No Jurisdiction				118	76	101	89	104	111	123	127	93	942
No Jurisdiction - No Referral				37	17	32	27	31	37	48	39	25	293
No Jurisdiction - Refer to CBP				76	49	62	57	73	73	68	83	63	604
No Jurisdiction - Refer to Department of State					4	2	3		1	2		2	14
No Jurisdiction - Refer to FAA				2	6	5				2	1		16
No Jurisdiction - Refer to Other				3			2			3	4	3	15
No Subject				3	2	1	1	1	2				10
No Subject - General				3	2	1	1	1	2				10
Notice of Violation/Civil Penalties				1	2	1	2	6	3	1	5	1	22
Notice of Violation/Civil Penalties - General				1	2	1	2	6	3	1	5	1	22
Ombudsman				1	1	2	1			1		1	7
Ombudsman - General				1	1	2	1			1		1	7
Patdown				9	12	8	4	4	15	10	10	5	77
Patdown - Children										1			1
Patdown - Flyer				7	9	5	3	4	12	7	9	5	61
Patdown - Flyer as Observer					1	1	1		1				4
Patdown - General				1		1				1			3
Patdown - Non-Flyer				1	2	1			2	1	1		8
Persons w/ Disabilities (PWD)				7	9	13	10	9	11	9	3	10	81
Persons w/ Disabilities (PWD) - Autism Spectrum												1	1
Persons w/ Disabilities (PWD) - Breast Cancer						1						1	2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer						1							1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1	1					1	4
Persons w/ Disabilities (PWD) - Diabetes				1		1		1		2		1	6
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks							1						1
Persons w/ Disabilities (PWD) - General					2			1	4			1	8
Persons w/ Disabilities (PWD) - Hearing Impairment									1	1			2
Persons w/ Disabilities (PWD) - Internal Medical Devices							3			1			4
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body						1		1					2
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medic				3	1	2		2	2	1	2		13
Persons w/ Disabilities (PWD) - Metal Implants (joint)				1		1	1				1	1	5
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						4	1	1	3	2		2	13
Persons w/ Disabilities (PWD) - Ostomy/Ostomates						1		1					2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts				1	2		1					1	5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment										1			1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)								1		1		1	3
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1	3		1	1	1				7
Persons w/ Disabilities (PWD) - Wounded Warrior							1						1
Prohibited & Permitted Items				3	5	6	11	5	12	9	4	1	56
Prohibited & Permitted Items - Alcohol and Tobacco					1				1				2
Prohibited & Permitted Items - Beauty & Grooming Items									1				1
Prohibited & Permitted Items - Chemical/Household Products				1							1		2
Prohibited & Permitted Items - Electronic Devices					1			1	1	1			4
Prohibited & Permitted Items - Firearm/Ammunition							2	1		1			4
Prohibited & Permitted Items - Food/Beverages				1		1	1		1				4
Prohibited & Permitted Items - General					2	2	5	2	4	6	1		22
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects									2		1		3
Prohibited & Permitted Items - Liquids/Gels/Aerosols						1	2					1	4
Prohibited & Permitted Items - Marijuana						1			1				2
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items					1	1				1			3
Prohibited & Permitted Items - Remains							1		1				2
Prohibited & Permitted Items - Sporting Goods				1				1			1		3
Property - Special Handling				46	42	27	59	32	36	59	57	41	399
Property - Special Handling - Damaged Items - Carry-On				3	4	1	2	1	5	2	2	1	21
Property - Special Handling - Damaged Items - Checked				17	19	13	24	9	10	17	32	14	155
Property - Special Handling - Missing Items - Carry-On				5	2	2	5	3	1	3	4	1	26
Property - Special Handling - Missing Items - Checked				21	17	11	28	19	20	37	19	25	197
Request for Assistance							2		2	3	1		8
Request for Assistance - Other							2		2	2	1		7
Request for Assistance - Wounded Warrior (MSIJSOC)										1			1
Screening				113	91	111	112	140	131	149	137	101	1,085
Screening - Children								1					1
Screening - Crew Member or Airline Employee				1		2		1	2				6
Screening - Cruise Ships						1			1		1		3
Screening - Gate Pass				1						2	2	1	6
Screening - Inconsistency				4	4	3	2	6	4	6	5	1	35
Screening - International Screening				35	33	32	48	39	55	37	46	34	359
Screening - Lengthy Lines				3	2	5	3	3	5	6	2	1	30
Screening - Procedures/Process				62	42	62	53	71	54	87	76	59	566
Screening - Rail				1									1
Screening - Retrieving Abandoned/Confiscated Items				4	6	2	5	12	5	9	3	4	50
Screening - Security Breach				2	4	4	1	7	5	2	2	1	28
SIDA (Security Identification Display Area)						1	2			1	3	1	8
SIDA (Security Identification Display Area) - General						1	2			1	3	1	8
Transcriptions							1	1	1				3
Transcriptions - Claim Form Request							1	1	1				3
TSA Contact Information				1	1	4	4		1	2	1	1	15
TSA Contact Information - General				1	1	4	4		1	2	1	1	15
TWIC				9	13	10	10	7	15	2	7	3	76
TWIC - General				3	5	2	6	3	5		2	1	27
TWIC - Required Documents				1	2		1	1					5
TWIC - Status				5	6	8	3	3	10	2	5	2	44

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2019	**5,842**	**5,163**	**4,727**	**4,343**	**4,749**	**5,414**	**5,850**	**5,364**	**5,103**	**5,420**	**5,655**	**5,096**	**62,726**
Additional Information Required/Insufficient Inf	8	4	8	5	1	16	4	8	4	25	22	20	125
Additional Information Required/Insufficier	8	4	8	5	1	16	4	8	4	25	22	20	125
Advanced Imaging Technology (AIT)	1	2	2	2	1	2	2		1	2	1		16
Advanced Imaging Technology (AIT) - Fly	1	1	2	2	1	2	2			2	1		14
Advanced Imaging Technology (AIT) - Flyer as Observer									1				1
Advanced Imaging Technology (AIT) - General		1											1
Airline	171	110	155	131	106	123	147	162	192	190	180	135	1,802
Airline - Baggage Requirements	4	2	3	4	2	4	3	3	4	2	2	5	38
Airline - Lost Baggage	47	44	79	56	53	53	51	84	97	89	99	63	815
Airline - Oxygen Regulations									1				1
Airline - Policy/Regulations/Service	114	63	70	69	49	62	89	65	83	96	76	64	900
Airline - Positive Bag Match Program	2	1		1		1	2	2	4	1			14
Airline - Wheelchair Assistance	4		3	1	2	3	2	8	3	2	3	3	34
Animals										1			1
Animals - Carry-On										1			1
Business, Suggestions, and Ideas									1		1		2
Business, Suggestions, and Ideas - General									1		1		2
Cargo	4	3	1	2	1	1			2		1	2	17
Cargo - Indirect Air Carrier (IAC)	3	2	1	1		1			1		1		10
Cargo - Known Shipper	1	1		1	1				1			2	7
Civil Rights	6	8	8	8	12	4	10	7	7	16	7	8	101
Civil Rights - Age								1		1			2
Civil Rights - Civil Rights Violation (TSA E	2	2		2	2		2	2	1	1	3		17
Civil Rights - Constitutional Rights	1			1	1		1						4
Civil Rights - Hair Patdowns			1		1		1	2		3		1	9
Civil Rights - National Origin					3				1	1			5
Civil Rights - Perceived Religion							1			1			2
Civil Rights - Racial Profiling or Discrimina	2	3	4	3	3	1	3	1	2	6	3	6	37
Civil Rights - Screening of Religious Cultural and Cer		1	1				1		1				4
Civil Rights - Sex/Gender/Gender Identity	1	2	2	2	1	2	1	1	1	1	1		15
Civil Rights - Sexual Harassment (TSA Employee)						1			1	1		1	4
Civil Rights - Transgender Screening					1					1			2
Claims	73	77	47	54	56	71	59	74	63	71	60	50	755
Claims - General	9	3	2	2	2	1	4	4	3	3	3	2	38
Claims - Status	64	74	45	52	54	70	55	70	60	68	57	48	717
CSM/Stakeholder Follow-up					1								1
CSM/Stakeholder Follow-up - General					1								1
Current Topic				1									1
Current Topic - Current Topic				1									1
Customer Service	26	31	28	19	29	42	33	31	43	34	35	39	390
Customer Service - CSM												1	1
Customer Service - Others	12	20	13	6	14	22	14	10	21	11	17	19	179
Customer Service - TCC	4	2	2	1		3	3		3	1	2	1	22
Customer Service - TSO	10	9	13	12	15	17	16	21	19	22	16	18	188
DHS TRIP	27	27	11	14	20	23	23	16	14	18	18	16	227
DHS TRIP - General	5	6	1	4	4	4	5	9	4	9	5	11	67
DHS TRIP - Status	22	21	10	10	16	19	18	7	10	9	13	5	160
Expedited Passenger Screening Program	4,685	4,177	3,684	3,367	3,870	4,344	4,731	4,095	3,821	3,987	4,280	4,010	49,051
Expedited Passenger Screening Program - Active Duty Military			1	2		2	2		4	2	1		14
Expedited Passenger Screening Program - Children Under 12											1		1
Expedited Passenger Screening Program	18	20	20	14	12	14	19	10	20	17	23	22	209
Expedited Passenger Screening Program	3	5	1			1			2	1	17	9	39
Expedited Passenger Screening Program	1	1						1			1	2	6
Expedited Passenger Screening Program	67	94	71	93	89	90	121	86	92	116	109	103	1,131
Expedited Passenger Screening Program	4,588	4,055	3,586	3,253	3,761	4,229	4,580	3,990	3,696	3,847	4,118	3,861	47,564
Expedited Passenger Screening Program	8	2	5	5	8	8	9	8	7	4	10	13	87
Federal Flight Deck Officer (FFDO) Program							1						1
Federal Flight Deck Officer (FFDO) Program - General							1						1
Freedom of Information Act (FOIA)	2			1	1	2	1	2			1	1	11
Freedom of Information Act (FOIA) - Gene	2			1	1	2	1	2			1	1	11
General Aviation	1	2		1	1			1	2	3	2		13
General Aviation - Alien Flight School Program (AFSI		2							2	3	2		9
General Aviation - General	1			1	1			1					4
Hazardous Materials Safety	187	209	241	231	159	194	170	189	178	179	210	163	2,310
Hazardous Materials Safety - General	187	209	241	231	159	194	170	189	178	179	210	163	2,310
HAZMAT Endorsement	4	13	9	9	4	4	13	13	3	8	7	6	93
HAZMAT Endorsement - General	1	2	4	3	2	3	5	6		2	3	1	32
HAZMAT Endorsement - Status	3	11	5	6	2	1	8	7	3	6	4	5	61
Human Capital	1	4	6	7	9	7	5	5	6	7	1	5	63
Human Capital - Current Employee								1	1				2
Human Capital - Former Employee			1										1
Human Capital - Prospective Employment	1	4	5	7	9	6	5	4	5	7	1	5	59
Human Capital - Wage Garnishment						1							1
Identification (ID) Requirements	6	4	3	4		6	5	2	4	2	6	4	46
Identification (ID) Requirements - Domest	5	2	3	3		3	5	2	3	2	6	4	38
Identification (ID) Requirements - ID Matching Ticket		1		1		2							4
Identification (ID) Requirements - Internati	1	1											2
Identification (ID) Requirements - Minors Domestic						1			1				2
Intranet/Internet Inquiries	7	3	3	6	2	4	3	1	4	4	5	1	43
Intranet/Internet Inquiries - General	7	3	3	6	2	4	3	1	4	4	5	1	43
Locks	110	79	62	79	64	73	80	103	94	86	118	83	1,031
Locks - General	1	7	1	2	1	2	2	3	2	1	2	2	26
Locks - Missing or Damaged Lock	109	72	61	77	63	71	78	100	92	85	116	81	1,005
Lost and Found	3		6	1		2	4		3	4	2	2	27
Lost and Found - Airport/TSA	3		6	1		2	4		3	4	2	2	27

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	198	135	185	160	132	148	145	189	182	220	266	195	2,155
Mishandling of Passenger Property - Damaged/Missi		1							1			1	3
Mishandling of Passenger Property - Dam	7	3	2	2	2	4	5	5	7	8	6	8	59
Mishandling of Passenger Property - Dam	147	110	153	125	111	111	106	153	130	174	222	152	1,694
Mishandling of Passenger Property - Dam	4	7	10	7	2	10	5	2	9	7	8	8	79
Mishandling of Passenger Property - Disa	40	14	20	26	17	23	29	29	35	31	30	26	320
No Jurisdiction	117	102	78	95	106	127	220	251	239	293	187	152	1,967
No Jurisdiction - No Referral	34	38	23	23	27	30	39	30	38	38	29	28	377
No Jurisdiction - Refer to CBP	79	62	54	72	77	89	178	217	194	255	156	121	1,554
No Jurisdiction - Refer to Department of S	1					1	1	2	2		1	2	10
No Jurisdiction - Refer to FAA	1	2	1		2	6	1		5		1	1	20
No Jurisdiction - Refer to Other	2					1	1	2					6
No Subject		2			1						1	1	5
No Subject - General		2			1						1	1	5
Notice of Violation/Civil Penalties	3	2	5	5	4	1	4	2	2	2	1	1	32
Notice of Violation/Civil Penalties - Gener	3	2	5	5	4	1	4	2	2	2	1	1	32
Ombudsman			3	1	1	1				1	1		8
Ombudsman - General			3	1	1	1				1	1		8
Patdown	5	3	8	3	3	11	11	8	9	16	4	10	91
Patdown - Children						1				1		1	3
Patdown - Flyer	5	3	6	3	3	10	9	6	6	14	4	8	77
Patdown - Flyer as Observer								2	1				3
Patdown - General			1						1				2
Patdown - Non-Flyer			1				2		1	1		1	6
Persons w/ Disabilities (PWD)	9	8	9	3	7	10	5	5	12	12	12	8	100
Persons w/ Disabilities (PWD) - Autism S	1								1			1	3
Persons w/ Disabilities (PWD) - Breast Ca	1	1											2
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Cognitive	1									1			2
Persons w/ Disabilities (PWD) - Diabetes			2			2	1		3	5	4	2	19
Persons w/ Disabilities (PWD) - Diapers/Garments/D		1											1
Persons w/ Disabilities (PWD) - General					2				1		1		4
Persons w/ Disabilities (PWD) - Hearing Impairment								1		1	2		4
Persons w/ Disabilities (PWD) - Internal Medical Dev		1							1				2
Persons w/ Disabilities (PWD) - Medically	1		3	1	1			1			1	1	9
Persons w/ Disabilities (PWD) - Metal Imp	1	1	2	2	2				1				9
Persons w/ Disabilities (PWD) - Mobility D	2	1				1	2		1		1	1	9
Persons w/ Disabilities (PWD) - Ostomy/Ostomates		1						1				1	3
Persons w/ Disabilities (PWD) - Prosthesi	1		1			1			1		1		5
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment						2							2
Persons w/ Disabilities (PWD) - Service A	1					1							2
Persons w/ Disabilities (PWD) - Touch Aversion (pair		2				2	1	1	1	2			9
Persons w/ Disabilities (PWD) - Visual Impairment												1	1
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1		1		1	1	2	3	2	1	12
Persons w/ Disabilities (PWD) - Wounded Warrior						1							1
Prohibited & Permitted Items	8	4	3	3	8	3	2	6	9	4	5	7	62
Prohibited & Permitted Items - Beauty & G	2												2
Prohibited & Permitted Items - Breast Milk/Baby Formula/Breast			1						1			1	3
Prohibited & Permitted Items - Chemical/Household F		1			2		1						4
Prohibited & Permitted Items - Electronic	1	1			1	1				1			5
Prohibited & Permitted Items - Firearm/Ar	1				1						1	1	4
Prohibited & Permitted Items - Food/Beverages						1				1		1	3
Prohibited & Permitted Items - General	1	2		2	2			1	5		3	4	20
Prohibited & Permitted Items - Ice/Gel Packs								1					1
Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects					1			1	1				3
Prohibited & Permitted Items - Lighters/Matches			1										1
Prohibited & Permitted Items - Liquids/Ge	1										1		2
Prohibited & Permitted Items - Marijuana	1						1	2	2				6
Prohibited & Permitted Items - Medication/Prescription/Medically			1	1						1			3
Prohibited & Permitted Items - Remains						1							1
Prohibited & Permitted Items - Sporting G	1				1			1		1			4
Property - Special Handling	57	47	55	49	40	65	60	64	73	71	82	61	724
Property - Special Handling - Damaged It	3	4	1	4	1	5	3	5	3	3	3	2	37
Property - Special Handling - Damaged It	21	18	16	22	16	19	19	26	23	31	35	26	272
Property - Special Handling - Missing Item	7	2	5	3	5	5	4		4	2	3	1	41
Property - Special Handling - Missing Item	26	23	33	20	18	36	34	33	43	35	41	32	374
Request for Assistance			2		2				2		1		7
Request for Assistance - Other			2		2				2		1		7
Screening	118	99	99	77	95	116	99	126	130	149	131	108	1,347
Screening - Children			1										1
Screening - Crew Member or Airline Employee		1						1	1		2	2	7
Screening - Cruise Ships			1		1	1		1	1		1		6
Screening - Gate Pass			1			1	1	1	1	1			6
Screening - Inconsistency	3	2	4		3	4	3		2	2	1	2	26
Screening - International Screening	43	32	39	41	39	44	35	49	44	53	53	44	516
Screening - Lengthy Lines	2	1	1		1	1	4	2		1	1	1	15
Screening - Military		1					1						2
Screening - Procedures/Process	56	55	45	28	43	50	48	60	67	79	57	54	642
Screening - Rail									1				1
Screening - Retrieving Abandoned/Confis	6	6	7	6	4	11	5	8	8	9	12	4	86
Screening - Security Breach	8	1		2	4	4	1	3	4	4	4	1	36
Screening - Traveling with Cash							1	1	1				3
SIDA (Security Identification Display Area)			2		1	1	1		1		2		8
SIDA (Security Identification Display Area) - General			2		1	1	1		1		2		8
SPAM									1				1
SPAM - General									1				1

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TSA Contact Information		2	1					1		2	1		7
TSA Contact Information - General		2	1					1		2	1		7
TWIC	5	6	3	5	12	13	12	3	1	13	4	8	85
TWIC - General	1	2	1	1	5	1	7	2		3	2	5	30
TWIC - Status	4	4	2	4	7	12	5	1	1	10	2	3	55
2020	**5,897**	**5,097**	**5,165**	**5,178**	**4,816**	**2,337**	**385**	**620**	**1,076**	**1,410**	**1,628**	**1,947**	**35,556**
Additional Information Required/Insufficient Inf	17	4	5	5	6	15	2		2	4	1	6	67
Additional Information Required/Insufficier	17	4	5	5	6	15	2		2	4	1	6	67
Advanced Imaging Technology (AIT)	1	1	1			1					1		5
Advanced Imaging Technology (AIT) - Flyer		1	1			1							3
Advanced Imaging Technology (AIT) - Ge	1												1
Advanced Imaging Technology (AIT) - Non-Flyer											1		1
Airline	144	117	145	126	120	134	48	45	81	67	82	64	1,173
Airline - Baggage Requirements	4	4	3		5		1		2	1			20
Airline - Lost Baggage	70	51	81	64	60	43	6	11	27	26	32	30	501
Airline - Oxygen Regulations											1		1
Airline - Policy/Regulations/Service	67	59	53	62	55	89	40	34	51	38	49	34	631
Airline - Positive Bag Match Program		2	1				1						4
Airline - Wheelchair Assistance	3	1	7			2			1	2			16
Animals		1						1					2
Animals - Carry-On		1											1
Animals - Checked								1					1
Business, Suggestions, and Ideas						2						1	3
Business, Suggestions, and Ideas - General						2						1	3
Cargo	3	1		1	2	1	1	3			2	2	16
Cargo - Indirect Air Carrier (IAC)	3	1		1	2	1	1	2			1	2	14
Cargo - Known Shipper								1			1		2
Civil Rights	12	6	6	9	8	2	3	3	2	3	3	1	58
Civil Rights - Age	1												1
Civil Rights - Civil Rights Violation (TSA E	4	1	2	2			1					1	11
Civil Rights - Constitutional Rights		1		1									2
Civil Rights - Hair Patdowns		1		1									2
Civil Rights - National Origin					1					1			2
Civil Rights - Racial Profiling or Discrimina	4	2	4	2	5	1	2	2	1	1	2		26
Civil Rights - Screening of Religious Cultural and Ceremonial Items				1									1
Civil Rights - Sex/Gender/Gender Identity	1	1		2	2	1		1		1			9
Civil Rights - Sexual Harassment (TSA Er	1												1
Civil Rights - Transgender Screening	1								1		1		3
Claims	68	62	53	58	47	26	30	28	23	31	26	23	475
Claims - General	2	6	10	3	1	4	4			2	4	3	39
Claims - Status	66	56	43	55	46	22	26	28	23	29	22	20	436
Current Topic			1		1								2
Current Topic - Current Topic			1		1								2
Customer Service	30	21	48	31	33	28	9	8	17	20	19	11	275
Customer Service - CSM		1	1										2
Customer Service - Others	13	8	21	16	22	13	5	7	14	13	10	7	149
Customer Service - TCC	1	2		2	1	1					1	1	9
Customer Service - TSO	16	10	26	13	10	14	4	1	3	7	8	3	115
DHS TRIP	8	9	10	11	10	10	5	6	2	4	1	4	80
DHS TRIP - General	6	7	6	9	4	8	2	1	1	1	1	2	48
DHS TRIP - Status	2	2	4	2	6	2	3	5	1	3		2	32
Expedited Passenger Screening Program	4,689	4,059	3,920	3,943	3,771	1,572	156	343	741	982	1,140	1,455	26,771
Expedited Passenger Screening Program - Active Duty Military			1							1	1		3
Expedited Passenger Screening Program - Children Under 12								1					1
Expedited Passenger Screening Program	24	25	20	13	8	2		1	3	3	8	8	115
Expedited Passenger Screening Program	7		1	2	5	1	2		1	2	2		23
Expedited Passenger Screening Program	1												1
Expedited Passenger Screening Program	110	77	127	154	101	54	14	22	15	29	21	28	752
Expedited Passenger Screening Program	4,536	3,948	3,767	3,770	3,654	1,513	140	319	719	946	1,106	1,415	25,833
Expedited Passenger Screening Program	11	9	4	4	3	2			3	1	2	4	43
Federal Air Marshall Service (FAMS)				1						1			2
Federal Air Marshall Service (FAMS) - General				1						1			2
Freedom of Information Act (FOIA)			2								1		3
Freedom of Information Act (FOIA) - General			2								1		3
General Aviation	2		1		1	1				2			7
General Aviation - Alien Flight School Pro	2		1			1				1			5
General Aviation - General					1					1			2
Hazardous Materials Safety	182	158	253	265	169	115	32	44	36	81	108	123	1,566
Hazardous Materials Safety - General	182	158	253	265	169	115	32	44	36	81	108	123	1,566
HAZMAT Endorsement	10	5	3	11	7	7	2	6	4	2	6	2	65
HAZMAT Endorsement - General	3	2	2	1	2	1	2	2	1	1	3	1	21
HAZMAT Endorsement - Status	7	3	1	10	5	6		4	3	1	3	1	44
Human Capital	4	1	3	5	6	1		3	2	2		3	30
Human Capital - Current Employee				2		1							3
Human Capital - Employment Verification				1	1				1				3
Human Capital - Former Employee				1						1			2
Human Capital - Prospective Employment	4	1	3	1	4			3	1	1		3	21
Human Capital - TSA Background Check					1								1
Identification (ID) Requirements	11	3	5	7	7	1			4	1	4	4	47
Identification (ID) Requirements - Domest	8	3	4	5	4	1			3	1	4	3	36
Identification (ID) Requirements - ID Matc	1		1	1	2								5
Identification (ID) Requirements - Minors Domestic												1	1
Identification (ID) Requirements - Real ID	2			1	1				1				5
Intranet/Internet Inquiries	3	2	2	4	2	1	2	2	2	4	3		27
Intranet/Internet Inquiries - General	3	2	2	4	2	1	2	2	2	4	3		27
Locks	105	78	90	92	74	34	7	4	17	18	23	30	572

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - General	2	1	1	1	1	1							7
Locks - Missing or Damaged Lock	103	77	89	91	73	33	7	4	17	18	23	30	565
Lost and Found	5	2	7	4	3	3	3		1	1	4	2	35
Lost and Found - Airport/TSA	5	2	7	4	3	3	3		1	1	4	2	35
Mishandling of Passenger Property	197	203	194	193	154	130	22	25	42	65	66	76	1,367
Mishandling of Passenger Property - Dam	8	5	8	7	4	5	2	1	1	1	1	11	54
Mishandling of Passenger Property - Dam	153	163	156	150	116	105	18	21	31	56	54	49	1,072
Mishandling of Passenger Property - Dam	5	6	7	6	5	7	1	2	3	1	3	4	50
Mishandling of Passenger Property - Disa	31	29	23	30	29	13	1	1	7	7	8	12	191
No Jurisdiction	195	157	163	177	169	114	30	46	42	39	50	46	1,228
No Jurisdiction - No Referral	29	30	38	30	20	23	7	16	9	13	17	14	246
No Jurisdiction - Refer to CBP	161	119	121	145	144	77	22	22	30	24	32	29	926
No Jurisdiction - Refer to Department of S	2	3	1		3	2		3	1	1		1	17
No Jurisdiction - Refer to FAA	2	4	2			1	1	2	1			1	14
No Jurisdiction - Refer to Other	1	1	1	2	2	11		3	1	1	1	1	25
No Subject			2								1		3
No Subject - General			2								1		3
Notice of Violation/Civil Penalties	3	2	2		2	1	2	3	3	2	5	5	30
Notice of Violation/Civil Penalties - Gener	3	2	2		2	1	2	3	3	2	5	5	30
Ombudsman	1		1	2	2				1			1	8
Ombudsman - General	1		1	2	2				1			1	8
Patdown	7	8	9	10	5	3	1	1	2	2			48
Patdown - Children				1		1							2
Patdown - Flyer	5	8	8	8	4	2	1		2	1			39
Patdown - Flyer as Observer	1		1										2
Patdown - General								1		1			2
Patdown - Non-Flyer	1			1	1								3
Persons w/ Disabilities (PWD)	13	10	5	5	12	4			2	3	4	1	59
Persons w/ Disabilities (PWD) - Breast Ca	1				1	1							3
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Car			1								1		2
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability					1	1							2
Persons w/ Disabilities (PWD) - Diabetes	2	1	2	1	1				1			1	9
Persons w/ Disabilities (PWD) - General	1	3	2		1	1							8
Persons w/ Disabilities (PWD) - Hearing I	1			1									2
Persons w/ Disabilities (PWD) - Internal M	1												1
Persons w/ Disabilities (PWD) - Medical D	1												1
Persons w/ Disabilities (PWD) - Medically	1			1	4				1				7
Persons w/ Disabilities (PWD) - Metal Implants (joint)		1											1
Persons w/ Disabilities (PWD) - Mobility D	1	2		1						1	2		7
Persons w/ Disabilities (PWD) - Prosthesi	1				1								2
Persons w/ Disabilities (PWD) - Respiratory and Inha		1											1
Persons w/ Disabilities (PWD) - Service A	1												1
Persons w/ Disabilities (PWD) - Touch Av	1									1			2
Persons w/ Disabilities (PWD) - Wheelcha	1	2		1	2	1				1	1		9
Persons w/ Disabilities (PWD) - Wounded Warrior					1								1
Prohibited & Permitted Items	2	6	9	7	7	2	1	1	2	1	2	4	44
Prohibited & Permitted Items - Alcohol and Tobacco			2										2
Prohibited & Permitted Items - Breast Milk/Baby Form		1											1
Prohibited & Permitted Items - Chemical/Household Products												2	2
Prohibited & Permitted Items - Electronic Devices			3										3
Prohibited & Permitted Items - Firearm/Ammunition		1			1							1	3
Prohibited & Permitted Items - Food/Beverages		1		1	1						1		4
Prohibited & Permitted Items - General	1	1	1	5	3				2	1	1		15
Prohibited & Permitted Items - Knives/Too	1		1									1	3
Prohibited & Permitted Items - Lighters/Matches		1	1	1		1							4
Prohibited & Permitted Items - Marijuana			1										1
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items					1								1
Prohibited & Permitted Items - Remains						1	1	1					3
Prohibited & Permitted Items - Sporting Goods		1			1								2
Property - Special Handling	61	70	84	81	73	45	10	15	16	33	27	37	552
Property - Special Handling - Damaged Ite	5	7	4	4	7	2				2		3	34
Property - Special Handling - Damaged Ite	23	28	25	31	21	19	3	7	7	13	14	18	209
Property - Special Handling - Missing Item	2	6	6	3	3	3		1	3	2	1	3	33
Property - Special Handling - Missing Item	31	29	49	43	42	21	7	7	6	16	12	13	276
Request for Assistance	1									1			2
Request for Assistance - Other	1									1			2
Screening	120	104	135	126	121	83	15	30	30	37	43	42	886
Screening - Children			1										1
Screening - Crew Member or Airline Employee				2	1		1	1		1			6
Screening - Cruise Ships				2			1						3
Screening - Gate Pass	2		2	1	1							2	8
Screening - Inconsistency	1	1	2		1	2			1			1	9
Screening - International Screening	39	32	32	46	29	26	3	1	6	3	4	7	228
Screening - Lengthy Lines	1	1	1	2	4					1			10
Screening - Procedures/Process	69	59	77	63	69	49	8	23	16	27	35	28	523
Screening - Rail				1				2					3
Screening - Retrieving Abandoned/Confis	3	8	14	7	13	2	1	3	6	4	4	3	68
Screening - Security Breach	4	3	6	2	2	4	1			1			23
Screening - Shoe Screening					1								1
Screening - Traveling with Cash	1								1			1	3
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Area	1												1
TSA Contact Information		1	1	1						1			4
TSA Contact Information - General		1	1	1						1			4
TWIC	2	6	5	3	4	1	4	3	2	3	6	4	43
TWIC - General	1	3	1		2	1	3	2	1	1	4	1	20

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TWIC - Status	1	3	4	3	2		1	1	1	2	2	3	23
2021	**2,348**	**1,804**	**930**	**832**	**501**	**1,795**							**8,210**
Additional Information Required/Insufficient Inf	8	8	10	4	7	5							42
Additional Information Required/Insufficier	8	8	10	4	7	5							42
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Flyer			1										1
Airline	90	52	14	7	4	11							178
Airline - Baggage Requirements	2		1			1							4
Airline - Lost Baggage	31	26	5	1	1	3							67
Airline - Policy/Regulations/Service	54	25	8	6	2	7							102
Airline - Positive Bag Match Program	1	1											2
Airline - Wheelchair Assistance	2				1								3
Business, Suggestions, and Ideas			1	1									2
Business, Suggestions, and Ideas - General			1	1									2
Call Disconnect/Dropped/Wrong Number			2		4	1							7
Call Disconnect/Dropped/Wrong Number - General			2		4	1							7
Cargo	1												1
Cargo - Known Shipper	1												1
Civil Rights	2	1	8	3		4							18
Civil Rights - Hair Patdowns			1										1
Civil Rights - National Origin			1	1									2
Civil Rights - Racial Profiling or Discrimina	2	1	6	2		3							14
Civil Rights - Transgender Screening						1							1
Claims	35	31	47	35	13	6							167
Claims - General	3	10	43	32	11	5							104
Claims - Status	32	21	4	3	2	1							63
Current Topic				1									1
Current Topic - Current Topic				1									1
Customer Service	15	22	44	17	18	9							125
Customer Service - CSM		4	2										6
Customer Service - Others	8	3	4	3	3	1							22
Customer Service - TCC	1	1	8	3	5	1							19
Customer Service - TSO	6	14	30	11	10	7							78
DHS TRIP	6	1	1	2	1	1							12
DHS TRIP - General	4		1	2	1	1							9
DHS TRIP - Status	2	1											3
Duplicate E-mail		1	6	6	4	1							18
Duplicate E-mail - General		1	6	6	4	1							18
Expedited Passenger Screening Program	1,817	1,324	486	589	336	1,637							6,189
Expedited Passenger Screening Program	2	2	1			3							8
Expedited Passenger Screening Program	7	4	2	4	4	11							32
Expedited Passenger Screening Program	1	1	1		1								4
Expedited Passenger Screening Program - Over 75		1											1
Expedited Passenger Screening Program	33	36	34	24	28	99							254
Expedited Passenger Screening Program	1,772	1,278	446	561	302	1,518							5,877
Expedited Passenger Screening Program	2	2	2		1	6							13
Federal Flight Deck Officer (FFDO) Program					1								1
Federal Flight Deck Officer (FFDO) Program - General					1								1
Freedom of Information Act (FOIA)	1		3										4
Freedom of Information Act (FOIA) - Gene	1		3										4
General Aviation	1	1	4	3									9
General Aviation - Alien Flight School Pro	1												1
General Aviation - General		1	4	3									8
Hazardous Materials Safety	122	108	8	7	3	6							254
Hazardous Materials Safety - General	122	108	8	7	3	6							254
HAZMAT Endorsement	6	5	1	3	1	4							20
HAZMAT Endorsement - General	2	3		1	1	3							10
HAZMAT Endorsement - Status	4	2	1	2		1							10
Human Capital	1	1	2		1	2							7
Human Capital - Current Employee			1		1								2
Human Capital - Employment Verification			1										1
Human Capital - Prospective Employment	1	1				2							4
Identification (ID) Requirements	2	6	6	1	3	9							27
Identification (ID) Requirements - Domest	2	6	6	1	3	8							26
Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issues						1							1
Intranet/Internet Inquiries	1			1									2
Intranet/Internet Inquiries - General	1			1									2
Locks	21	17	13	11	6	6							74
Locks - General	1		2	1									4
Locks - Missing or Damaged Lock	20	17	11	10	6	6							70
Lost and Found	2	6	12	4	1	6							31
Lost and Found - Airport/TSA	2	6	12	4	1	6							31
Mishandling of Passenger Property	82	79	155	83	52	38							489
Mishandling of Passenger Property - Dam	1				1								2
Mishandling of Passenger Property - Dam	3	5	20	8	6	9							51
Mishandling of Passenger Property - Dam	65	63	106	66	38	23							361
Mishandling of Passenger Property - Dam	1	5	13	5	2								26
Mishandling of Passenger Property - Disa	12	6	16	4	5	6							49
No Jurisdiction	54	53	22	16	8	16							169
No Jurisdiction - No Referral	18	19	3	1		1							42
No Jurisdiction - Refer to CBP	36	32	7	7	4	7							93
No Jurisdiction - Refer to FAA		1	1	3		1							6
No Jurisdiction - Refer to Other		1	11	5	4	7							28
No Subject		2	7	3	1	2							15
No Subject - General		2	7	3	1	2							15
Notice of Violation/Civil Penalties	2		1	2									5

TSA Contact Center (TCC) Data Tool - FOIA

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Notice of Violation/Civil Penalties - Gener	2		1	2									5
Patdown		2	2	1	2								7
Patdown - Flyer		2	2	1	2								7
Persons w/ Disabilities (PWD)			2		3	3							8
Persons w/ Disabilities (PWD) - Breast Cancer					1								1
Persons w/ Disabilities (PWD) - Medically Necessary Medication			1										1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)						1							1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts					1								1
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)					1	1							2
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway			1			1							2
Prohibited & Permitted Items	3	10	17	8	5	10							53
Prohibited & Permitted Items - Alcohol and Tobacco			1										1
Prohibited & Permitted Items - Beauty & Grooming Items			1										1
Prohibited & Permitted Items - Chemical/H	1	1	1										3
Prohibited & Permitted Items - Electronic Devices		1	2			2							5
Prohibited & Permitted Items - Firearm/Ammunition		1		2	1	1							5
Prohibited & Permitted Items - Food/Beverages		1	2	1									4
Prohibited & Permitted Items - General	1	1	3	1	1	3							10
Prohibited & Permitted Items - Knives/Tools/Razors/S		2	2	1	1	2							8
Prohibited & Permitted Items - Lighters/Matches		3	1										4
Prohibited & Permitted Items - Liquids/Gels/Aerosols			2		1								3
Prohibited & Permitted Items - Marijuana	1		1	1	1	1							5
Prohibited & Permitted Items - Medication/Prescription/Medically Necessary Items						1							1
Prohibited & Permitted Items - Sporting Goods			1	2									3
Property - Special Handling	23	27	11		6	4							71
Property - Special Handling - Damaged Ite	3	2			2	1							8
Property - Special Handling - Damaged Ite	6	9	3		3	1							22
Property - Special Handling - Missing Item	1	2	1			1							5
Property - Special Handling - Missing Item	13	14	7		1	1							36
Screening	51	42	37	21	15	13							179
Screening - Children				2									2
Screening - Classified Materials			1										1
Screening - Crew Member or Airline Empl	1	2	1										4
Screening - Gate Pass	1	1											2
Screening - Inconsistency	1		3	5	3								12
Screening - International Screening	12	5	1			1							19
Screening - Lengthy Lines	1		3			1							5
Screening - Military			1										1
Screening - Procedures/Process	29	30	26	14	12	11							122
Screening - Retrieving Abandoned/Confis	5	3	1										9
Screening - Security Breach	1	1											2
SIDA (Security Identification Display Area)	1												1
SIDA (Security Identification Display Area	1												1
SPAM			1										1
SPAM - General			1										1
System Administrator			1										1
System Administrator - General			1										1
Transfer to Security Specialist			1	1									2
Transfer to Security Specialist - Reportable Communication			1	1									2
TSA Contact Information		1	2	1	1								5
TSA Contact Information - General		1	2	1	1								5
TWIC	1	4	2	1	5	1							14
TWIC - General		2			4	1							7
TWIC - Status	1	2	2	1	1								7
Total	**24,578**	**21,318**	**21,063**	**28,010**	**26,444**	**27,233**	**20,372**	**21,343**	**21,583**	**23,343**	**24,800**	**20,732**	**280,819**