

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 7 | 9 | 5 | 10 | 9 | 11 | 9 | 5 | 92 |
| 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 Checked | | | | 1 | | | | | | 1 | | | 2 |
| Patdown | | | | 1 | 1 | | | | | | | | 2 |
| Patdown - Flyer | | | | 1 | 1 | | | | | | | | 2 |
| Property - Special Handling | | | | | | | | | | 1 | 1 | 1 | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | 1 | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | 1 | 2 | | 2 | 1 | 1 | | 7 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | 2 | | 2 | | 1 | | 5 |
| 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 - Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | 1 | 1 | | 2 | 1 | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked | 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 - Checked | | 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 Discrimination | 1 | | | | | 1 | | | | | | | 2 |
| Customer Service | | | | | 1 | 1 | | | | | | | 2 |
| Customer Service - TSO | | | | | 1 | 1 | | | | | | | 2 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 1 | 1 | | | | | 1 | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | 1 | | 1 | 1 | | | | | 1 | | | 4 |
| Mishandling of Passenger Property - Disarrayed Item | 1 | | 1 | | | | | | | | | | 2 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | 1 | | | | | 1 | | | | 4 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 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 | | | | | | | | | 5 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | 1 | | 1 | | | | | | | | | 2 |
| Screening | | | 1 | 1 | | | | | | | | | 2 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| ABI | 6 | 1 | 6 | 3 | 1 | 5 | 4 | 3 | 2 | 4 | 2 | 3 | 40 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 | | | | | | | | | 4 |
| Locks | 1 | | 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 | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| ABQ | 63 | 43 | 33 | 72 | 28 | 49 | 35 | 28 | 44 | 50 | 46 | 43 | 534 |
| 2018 | | | | 24 | 11 | 20 | 17 | 16 | 21 | 23 | 24 | 13 | 169 |
| Civil Rights | | | | | | | | 1 | | | 1 | | 3 |
| Civil Rights - Age | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | 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 Checked | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|------------|
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 |
| 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 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | | 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 | | 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 Item | 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 |
| 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 | | | | | | 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 It | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 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 | | | | | | | | | 15 |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 2 | | 1 | | | | | | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Disa | 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 It | 1 | | | | | | | | | | | | 1 |
| Screening | | 2 | | 2 | | | | | | | | | 4 |
| Screening - Procedures/Process | | 2 | | 2 | | | | | | | | | 4 |
| ABR | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 11 |
| 2018 | | | | 1 | 1 | 1 | 1 | 1 | | | | | 4 |
| Mishandling of Passenger Property | | | | 1 | 1 | | 1 | 1 | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | 1 | 1 | | | | | 2 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|-----------|
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| 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 - Disarrayed Items--Carry-on or Checked | 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 - Checked | | 1 | | | | | | | | | | | 1 |
| 2021 | | | | 1 | | | | | | | | | 1 |
| Lost and Found | | | | 1 | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | 1 | | | | | | | | | 1 |
| ABY | 2 | 5 | | 3 | 6 | 4 | 6 | 6 | 1 | 3 | 3 | 2 | 41 |
| 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 Baggage | | | | 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/Missing Items--Checked Baggage | | 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 |
| Customer Service - TSO | | | | | | | | | | | | | 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 | | | | 2 | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 1 | 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/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| 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 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | | 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 - Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| ACT | | 2 | 4 | 6 | | 4 | 3 | 1 | 6 | 4 | 3 | 1 | 34 |
| 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 Baggage | | | | 1 | | 1 | 1 | | 1 | | | 1 | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 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/Missing Items--Checked Baggage | | 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 | | | | 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 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 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-On | | 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 |
| ACY | 6 | 5 | 6 | 19 | 10 | 6 | 8 | 4 | 6 | 7 | 8 | 3 | 88 |
| 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 Baggage | | | | 1 | | 1 | | | | | | | 2 |
| Patdown | | | | 1 | | | 1 | | | | | 1 | 3 |
| Patdown - Flyer | | | | 1 | | | 1 | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | 3 | 2 | | | 6 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Screening | | | | 1 | | | 1 | | 1 | | 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 Discrimination | 1 | | | | | | 1 | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 1 | | 1 | | | | | | | | | 2 |
| Civil Rights - Sexual Orientation - Not Transgender | | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | 1 | | | 1 | | | 1 | | | | 5 |
| Customer Service - TSO | 1 | 1 | 1 | | | 1 | | | 1 | | | | 5 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items | 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 Items | 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 Transgender | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | 1 | 1 | 2 | | | | | | 1 | | 5 |
| Customer Service - TSO | | | 1 | 1 | 2 | | | | | | 1 | | 5 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contr | | | | | 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 | | | | 5 | | | | | | | | | 5 |
| 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--Carry-on Lug | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| ADK | 2 | 2 | | | | | | | | | | | 5 |
| 2018 | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | | 1 |
| 2019 | 2 | 2 | | | | | | | | | | | 4 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items | 1 | 1 | | | | | | | | | | | 2 |
| ADQ | 2 | 2 | | 1 | 2 | 2 | 3 | 1 | 2 | | | 4 | 19 |
| 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 Aversion | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | 1 | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 1 | | 1 | | | | 2 |
| 2020 | 1 | | | 1 | | | | | | | | | 6 |
| Customer Service | | | | | | | | | | | | | 1 |
| Customer Service - TSO | | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 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 | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | 1 | 2 |
| 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 Baggage | | | 1 | | | | | | | | | | 1 |
| AEX | | 2 | 2 | 2 | 3 | 4 | | 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 | 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 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2020 | | 1 | 1 | 1 | 1 | 3 | | | | | | | 8 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| Customer Service - TSO | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Screening | | 1 | 1 | 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 |
| AGS | | 7 | 3 | 5 | 9 | 4 | 10 | 10 | 5 | 6 | 3 | 4 | 71 |
| 2018 | | | | 2 | 4 | 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 | 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 - Damaged/Missing Items--Checked Baggage | | 1 | | 1 | 2 | | 1 | | | | | 1 | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | 1 | | 2 |
| Patdown | | | | | | | | 1 | | | | | 2 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | 1 | | | 1 | 1 | 1 | | | 1 | 5 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | 1 | | 1 | | | | 3 |
| Screening | | 1 | | | | | 1 | | 2 | 1 | 1 | 1 | 7 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | 1 | 1 | 4 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | 2 | | | | 2 |
| 2020 | | 3 | 2 | 3 | 2 | 1 | 1 | | | | 1 | 1 | 14 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|--------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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 - Damaged/Missing Items--Checked Baggage | | 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 Impaired | | 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 | |
| Screening - Procedures/Process | | | | | | | | | | | | | 1 | |
| 2021 | | | 1 | 1 | 2 | | | | | | | | 4 | |
| Claims | | | 1 | | | | | | | | | | 1 | |
| Claims - General | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | | | | 1 | | | | | | | | 1 | |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 | |
| Patdown | | | | 1 | | | | | | | | | 1 | |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 | |
| Prohibited & Permitted Items | | | | | | 1 | | | | | | | 1 | |
| Prohibited & Permitted Items - Lighters/Matches | | | | | | 1 | | | | | | | 1 | |
| AIA | | | | | | | | | | | 1 | | 1 | |
| 2019 | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | | | | | | | | 1 | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 | |
| 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 Baggage | | | | | 1 | | | | | | | | 1 | |
| ALB | | 33 | 29 | 29 | 25 | 15 | 25 | 18 | 23 | 19 | 44 | 46 | 22 | 328 |
| 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 Baggage | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | | | | 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 | | | 9 |
| Locks - Missing or Damaged Lock | 2 | | | | | 1 | | | 1 | 1 | | | 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 - Check | | 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 Discrimin | 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 |
| 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 | | 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 | | | | | | | | | 12 |
| Customer Service | 1 | 1 | | | | | | | | | | | 2 |
| Customer Service - TSO | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 3 | 1 | | | | | | | | | | 5 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 1 | | | | | | | | | | 4 |
| 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 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| ALO | | 2 | | 3 | | | | 1 | | 5 | 3 | 2 | 16 |
| 2018 | | | | 1 | | | | | | 4 | 3 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Screening - Procedures/Process | | | | | | | | | | 2 | | | 2 |
| Screening - Security Breach | | | | | | | | | | 1 | | | 1 |
| 2019 | | 1 | | | | | | 1 | | 1 | 2 | 1 | 6 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missii | | 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/Missii | | 1 | | | | | | | | | 1 | | 2 |
| Property - Special Handling | | | | 2 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | 2 | | | | | | | | | 2 |
| 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 Items - Checked | 1 | | | | | | | | | | | | 1 |
| ALW | 2 | 4 | 4 | 4 | 3 | 7 | 1 | 2 | | 4 | 7 | 1 | 39 |
| 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 Baggage | | | | 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 | | 2 |
| 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/Missii | | 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 - Checked | | 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 - Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | 1 | | | | | | | | | 2 |
| 2021 | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| AMA | 4 | 3 | 5 | 2 | 5 | 3 | 5 | 7 | 6 | 4 | 5 | 4 | 53 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|----|
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | | | | | | | | 1 | | | | 1 | |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 | |
| 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 - Damaged/Missing Items--Carry-on or Checked | | 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 | | 4 | |
| Property - Special Handling - Missing Items - Checked | | | 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--Carry-on or Checked | | | | 1 | | | | | | | | | 1 | |
| Patdown | | | | | 1 | | | 1 | | | | | 2 | |
| Patdown - Flyer | | | | | 1 | | | 1 | | | | | 2 | |
| Property - Special Handling | | | 1 | | | | | | | | 1 | | 2 | |
| Property - Special Handling - Missing Items - Checked | | | 1 | | | | | | | | 1 | | 2 | |
| Screening | | 1 | | 1 | | 1 | | | | | | | 3 | |
| Screening - Procedures/Process | | 1 | | 1 | | 1 | | | | | | | 3 | |
| 2021 | 1 | | 2 | | | | | | | | | | 3 | |
| Property - Special Handling | | 1 | | 1 | | | | | | | | | 2 | |
| Property - Special Handling - Damaged/Missing Items--Carry-on or Checked | | 1 | | 1 | | | | | | | | | 2 | |
| Screening | | | | 1 | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 | |
| ANC | 44 | 29 | 39 | 47 | 38 | 35 | 25 | 42 | 63 | 72 | 86 | 52 | 572 | |
| 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 | |
| Lost and Found - Airport/TSA | | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 6 | 4 | 2 | 6 | 5 | 5 | 10 | 19 | 7 | 64 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Carry-on or Checked | | | | 3 | 4 | 2 | 5 | 5 | 5 | 9 | 15 | 4 | 52 | |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 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 Discrimination | | 1 | | 1 | | | | | | | | 1 | 3 | |
| Civil Rights - Sex/Gender/Gender Identity | | 1 | | 1 | | 2 | | | | | | | 4 | |
| Customer Service | | 2 | | 1 | 1 | 1 | | 2 | 6 | 3 | 4 | 2 | 23 | |
| Customer Service - TSO | | 2 | | 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 | 70 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | 1 | 1 | 1 | 4 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Carry-on or Checked | | 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 | |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 | | 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 Items | 1 | | 2 | | 2 | 1 | 3 | 2 | 2 | 4 | 5 | 3 | 26 |
| Property - Special Handling - Missing Items | 1 | | | | | | | 1 | 1 | 1 | 1 | 2 | 7 |
| Property - Special Handling - Missing Items | 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 |
| 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 - Damaged/Missing Items | 2 | 1 | 6 | 2 | 6 | | | 2 | 2 | 4 | 3 | 1 | 29 |
| Mishandling of Passenger Property - Damaged/Missing Items | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 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 Items | 3 | 2 | 1 | 4 | 1 | 2 | | | 1 | | 5 | 2 | 21 |
| Property - Special Handling - Missing Items | 2 | | 2 | 1 | | | | | 1 | | 1 | | 7 |
| Property - Special Handling - Missing Items | 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 | 5 | 6 | | | | | | | | | 21 |
| Customer Service | 1 | 1 | 4 | 2 | | | | | | | | | 8 |
| Customer Service - TCC | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service - TSO | 1 | 1 | 3 | 1 | | | | | | | | | 6 |
| Mishandling of Passenger Property | 4 | | | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 4 | | | | | | | | | | | | 4 |
| 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 | | | | | | | | | 5 |
| Property - Special Handling - Damaged Items | 1 | 1 | | 2 | | | | | | | | | 4 |
| Property - Special Handling - Missing Items | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| AOO | | | | | | | | | | | 1 | | 1 |
| 2020 | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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/Missii | | | 1 | | | | | | | | | | 1 |
| ART | 1 | 4 | 3 | 2 | 2 | 2 | | | | 2 | 3 | 1 | 20 |
| 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 | | | | | | | | | | 3 |
| 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 |
| ASE | 3 | 3 | 3 | 5 | 6 | 4 | 1 | | 5 | 2 | 1 | 1 | 34 |
| 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 Item | 1 | | | | | | | | 1 | | | | 2 |
| 2021 | | 2 | 1 | 1 | | | | | | | | | 4 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Customer Service | | | | 1 | 1 | | | | | | | | 2 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missed | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Non-Flyer | | | 1 | | | | | | | | | | 1 |
| ATL | 375 | 356 | 397 | 523 | 445 | 452 | 364 | 460 | 423 | 388 | 415 | 335 | 4,933 |
| 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 Luggage | | | | 5 | 2 | 1 | 4 | 4 | 2 | 4 | 4 | | 26 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 45 | 35 | 37 | 39 | 50 | 35 | 41 | 57 | 25 | 364 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items | | | | 1 | | | 2 | 1 | 2 | | 1 | | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 3 | 5 | 8 | 3 | 2 | 7 | 1 | 4 | 2 | 35 |
| Patdown | | | | 5 | 4 | 4 | 5 | 7 | 7 | 4 | 6 | 1 | 43 |
| Patdown - Flyer | | | | 4 | 4 | 4 | 4 | 7 | 7 | 4 | 6 | | 40 |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | 1 | 2 |
| Patdown - Non-Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 5 | 15 | 8 | 6 | 7 | 8 | 7 | 7 | 3 | 66 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | 1 | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | 2 | 1 | 1 | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | | 2 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | 1 | | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment | | | | 1 | 1 | 1 | | 2 | 2 | 2 | 3 | | 12 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | 1 | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | 2 | 3 | 1 | 1 | 1 | 3 | 1 | | | 12 |
| Persons w/ Disabilities (PWD) - 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) - General | | | | 1 | | | | | | | | | 1 |
| Civil Rights | | | | 9 | 6 | 4 | 3 | 2 | 6 | 11 | 7 | 3 | 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 Discrimination | | | | 3 | 6 | 1 | 3 | 1 | 5 | 8 | 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 | 54 | 464 |
| Customer Service - Others | | | | 2 | | | 1 | 2 | 2 | 4 | 4 | 3 | 20 |
| Customer Service - TSO | | | | 38 | 37 | 25 | 25 | 25 | 40 | 41 | 44 | 51 | 444 |
| Locks | | | | 10 | 9 | 11 | 8 | 8 | 13 | 6 | 9 | 12 | 116 |
| Locks - General | | | | 1 | | | | | | | 1 | | 2 |
| Locks - Missing or Damaged Lock | | | | 9 | 9 | 11 | 8 | 8 | 13 | 6 | 9 | 12 | 114 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|------------|------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| Lost and Found | | 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 - Damaged/Missing Items--Unspecified | 5 | | 3 | 4 | | 2 | 4 | 1 | 1 | 1 | 5 | 2 | 28 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 22 | 29 | 29 | 27 | 21 | 29 | 20 | 23 | 22 | 35 | 25 | 29 | 311 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified | | | | 1 | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Disability | 4 | 2 | 5 | 2 | 3 | 4 | 4 | 8 | 3 | 4 | 3 | 4 | 46 |
| Patdown | 1 | 2 | 2 | 1 | 3 | 4 | 1 | 3 | 2 | 1 | 1 | 2 | 23 |
| Patdown - Flyer | 1 | 2 | 2 | 1 | 2 | 4 | | 3 | 1 | 1 | 1 | 2 | 20 |
| Patdown - Flyer as Observer | | | | | | | 1 | | 1 | | | | 2 |
| Patdown - Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 6 | 13 | 7 | 6 | 8 | 5 | 13 | 13 | 6 | 7 | 6 | 93 |
| Persons w/ Disabilities (PWD) - Assistive 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 Mobility | 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 (Narrow) | | 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 Animals | 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) - Wheelchairs | 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 Items | 3 | 5 | 2 | 3 | 3 | 3 | 4 | 5 | 2 | 4 | 6 | 3 | 43 |
| Property - Special Handling - Damaged Items - Unspecified | 11 | 6 | 11 | 8 | 8 | 6 | 6 | 12 | 4 | 6 | 12 | 4 | 94 |
| Property - Special Handling - Missing Items | 7 | 6 | 10 | 5 | 4 | 11 | 5 | 6 | 5 | 8 | 7 | 7 | 81 |
| Property - Special Handling - Missing Items - Unspecified | 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/Confiscated | 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 Discrimination | 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 - Damaged/Missing Items--Unspecified | 5 | 2 | 3 | 1 | 1 | | | | | 2 | | 2 | 16 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 31 | 20 | 41 | 24 | 26 | 13 | 1 | 5 | 8 | 4 | 8 | 6 | 187 |
| Mishandling of Passenger Property - Disability | 7 | 3 | 8 | | 3 | | | 1 | | 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 /Developmental /Mental Disability | | 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 Medication | | 1 | 1 | 1 | 2 | 2 | | | | | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Narrow) | 2 | | 2 | 1 | | 1 | | | | 1 | | 1 | 8 |
| 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) - Service Animals | | | 1 | 1 | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | 2 | | | | | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchairs | 1 | 4 | | | | 1 | | | 1 | | | | 7 |
| Property - Special Handling | 31 | 34 | 35 | 33 | 26 | 19 | 8 | 11 | 13 | 18 | 23 | 15 | 266 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 Item | 2 | 1 | 4 | 2 | 2 | 1 | 1 | 1 | 1 | | 1 | 2 | 18 |
| Property - Special Handling - Damaged Item | 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 |
| 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 | 48 | 54 | | | | | | | | | 249 |
| Civil Rights | 3 | 4 | 1 | | | | | | | | | | 8 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 3 | 1 | | | | | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 2 | | | | | | | | | | | 2 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 22 | 33 | 24 | 22 | | | | | | | | | 101 |
| Customer Service - CSM | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service - Others | | 1 | 2 | | | | | | | | | | 3 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 22 | 31 | 21 | 21 | | | | | | | | | 95 |
| Duplicate E-mail | | | | 1 | | | | | | | | | 1 |
| Duplicate E-mail - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | 1 | 4 | 3 | | | | | | | | | 8 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreC | | 1 | 4 | 2 | | | | | | | | | 7 |
| Hazardous Materials Safety | | | | 1 | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | | 1 | | | | | | | | | 1 |
| Locks | 4 | 2 | | 1 | | | | | | | | | 7 |
| Locks - Missing or Damaged Lock | 4 | 2 | | 1 | | | | | | | | | 7 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 4 | 10 | 8 | 6 | | | | | | | | | 28 |
| Mishandling of Passenger Property - Damaged | 1 | 2 | 4 | | | | | | | | | | 7 |
| Mishandling of Passenger Property - Damaged | 2 | 8 | 4 | 6 | | | | | | | | | 20 |
| Mishandling of Passenger Property - Disarrayed | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | | | | 2 | | | | | | | | | 2 |
| No Jurisdiction - Refer to Other | | | | 2 | | | | | | | | | 2 |
| Patdown | | | | 2 | | | | | | | | | 2 |
| Patdown - Flyer | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 2 | | 3 | | | | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Breast Cancer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 2 | 3 | | | | | | | | | 5 |
| Prohibited & Permitted Items - Food/Beverages | | | 2 | 1 | | | | | | | | | 3 |
| Prohibited & Permitted Items - General | | | | 2 | | | | | | | | | 2 |
| Property - Special Handling | 23 | 12 | 3 | 4 | | | | | | | | | 42 |
| Property - Special Handling - Damaged Item | 3 | | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Item | 4 | 4 | 1 | 2 | | | | | | | | | 11 |
| Property - Special Handling - Missing Item | 5 | 5 | | | | | | | | | | | 10 |
| Property - Special Handling - Missing Item | 11 | 3 | 2 | 2 | | | | | | | | | 18 |
| Screening | 16 | 9 | 5 | 6 | | | | | | | | | 36 |
| Screening - Inconsistency | | | | 2 | | | | | | | | | 2 |
| Screening - Lengthy Lines | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 13 | 8 | 4 | 4 | | | | | | | | | 29 |
| Screening - Retrieving Abandoned/Confiscated Items | 2 | | | | | | | | | | | | 2 |
| Screening - Shoe Screening | | | 1 | | | | | | | | | | 1 |
| ATW | 8 | 1 | 5 | 4 | 3 | 3 | 2 | 1 | 1 | 4 | 4 | 2 | 38 |
| 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 - Damaged | 1 | | | | 1 | | | | | 1 | | 2 | 5 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|-----------|------------|-----------|-----------|--------------|
| 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 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| 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/Missii | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2020 | 2 | | | | | | | | | | | | 2 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimin | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| AUG | | | 1 | 1 | | | 1 | | | 2 | | | 5 |
| 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 | | | | | | | | | 2 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | | 1 | | | | | | | | | 1 |
| AUS | 81 | 79 | 86 | 96 | 91 | 100 | 95 | 91 | 93 | 115 | 86 | 72 | 1,085 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Persons w/ Disabilities (PWD) | | | | 4 | 3 | 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 Medication | | | | 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 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | 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 | 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 | 3 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | 1 | | | | | | 1 | 1 | 4 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | 1 | 2 | 2 | | 6 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | 1 | | | | 2 |
| Customer Service | 5 | 8 | 4 | 4 | 9 | 7 | 7 | 7 | 5 | 4 | 7 | 4 | 71 |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | 5 | 8 | 4 | 4 | 9 | 7 | 7 | 7 | 5 | 4 | 6 | 4 | 70 |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | | | 1 | | | | | | | 1 |
| Locks | | 1 | 1 | 3 | | 2 | 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 Luggage | | | | 1 | | 1 | | | 2 | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | 6 | 2 | 9 | 4 | 2 | 6 | 11 | 8 | 7 | 8 | 6 | 3 | 72 |
| Mishandling of Passenger Property - Disarrayed Item | 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 Medical Devices | 2 | | | | | | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication | 1 | 1 | 1 | | | | | 1 | | | | 2 | 6 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | 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 Items - Carry-On | 2 | 2 | | | 1 | | 1 | | | 3 | 1 | 2 | 12 |
| Property - Special Handling - Damaged Items - Checked | 2 | 3 | 2 | 1 | 3 | 4 | 2 | 1 | 1 | 1 | 2 | 4 | 26 |
| Property - Special Handling - Missing Items - Carry-On | 2 | 3 | 1 | | | | 1 | 2 | 3 | 2 | | | 14 |
| Property - Special Handling - Missing Items - Checked | 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--Carry-on Luggage | | | | 1 | 1 | 2 | 1 | 1 | | 2 | | | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | 5 | 5 | 7 | 9 | 4 | 5 | 2 | 2 | 2 | 7 | 3 | 5 | 56 |
| Mishandling of Passenger Property - Disarrayed Item | 2 | 1 | | 2 | 2 | 2 | | | 1 | | 1 | 1 | 10 |
| Patdown | 3 | 2 | 1 | 3 | 1 | | | | | | | | 11 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|----------|-----------|----------|-----------|------------|
| 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 It | 4 | 5 | | 5 | 1 | 4 | 1 | 1 | | 3 | | | 24 |
| Property - Special Handling - Missing Item | 1 | 1 | | 1 | 2 | | | | | | 1 | 1 | 7 |
| Property - Special Handling - Missing Item | 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 | 12 | | | | | | | | | 52 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 2 | 6 | 4 | | | | | | | | | 12 |
| Customer Service - TSO | | 2 | 6 | 4 | | | | | | | | | 12 |
| Expedited Passenger Screening Program | | | 1 | 3 | | | | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | 3 | | | | | | | | | 4 |
| Locks | 2 | | | | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | 2 | | | | | | | | | | | | 2 |
| Lost and Found | | | 2 | | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | | | 2 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | 3 | 4 | 1 | | | | | | | | | 10 |
| Mishandling of Passenger Property - Damaged/Missii | | 1 | 1 | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missii | | 1 | 3 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Disa | | 2 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | | | | | | | 2 |
| 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 | | | | | | | | | | 10 |
| Property - Special Handling - Damaged It | 2 | 3 | | | | | | | | | | | 5 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | 2 | 1 | | | | | | | | | | 4 |
| Screening | 4 | | 1 | 3 | | | | | | | | | 8 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 4 | | 1 | 2 | | | | | | | | | 7 |
| AVL | 9 | 9 | 6 | 5 | 10 | 10 | 3 | 11 | 8 | 11 | 8 | 11 | 101 |
| 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 Bac | | | | 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 It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | 2 | | | | 1 | 4 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | 1 | | | | | | | | | 2 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Property - Special Handling - Missing Items | 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 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 2 |
| Patdown | | 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 | | | | | | | | | | | 3 |
| Property - Special Handling | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | 1 | | | | | | | | | | | 2 |
| AVP | 2 | 3 | 6 | 5 | 4 | 8 | 5 | 5 | 1 | 10 | 12 | 5 | 66 |
| 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 | 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 | | | | 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 |
| AZA | 14 | 14 | 18 | 18 | 14 | 19 | 18 | 19 | 10 | 13 | 12 | 11 | 180 |
| 2018 | | | | 4 | 6 | 8 | 5 | 8 | 3 | 4 | 5 | 3 | 46 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|-----------|----------|----------|----------|-----------|----------|----------|----------|----------|----------|-----------|
| 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 Baggage | | | | 1 | 4 | 1 | | | | 1 | | 2 | 9 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 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 - Check | | 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 | 2 | 1 | 2 | | | 1 | | | | 9 |
| Mishandling of Passenger Property - Dam | 1 | 2 | 1 | 1 | 1 | 2 | | | 1 | | | | 8 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or 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) - 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 | | | | | | | | | 11 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sexual Harassment (TSA Employee) | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 3 | | 2 | | | | | | | | | 5 |
| Customer Service - TSO | | 3 | | 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--Checked Bag | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|--------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Property - Special Handling | | 1 | | 1 | | | | | | | | | 2 | |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling - Missing Items | | 1 | | | | | | | | | | | 1 | |
| Screening | | 1 | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 | |
| 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 Baggage | | | | 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 | |
| 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 | |
| BDL | | 40 | 44 | 46 | 61 | 36 | 41 | 33 | 29 | 42 | 39 | 46 | 36 | 493 |
| 2018 | | | | | 19 | 9 | 16 | 13 | 14 | 25 | 20 | 23 | 20 | 159 |
| Customer Service | | | | 4 | 3 | 4 | 2 | 2 | 4 | 5 | 2 | 2 | 2 | 28 |
| Customer Service - Others | | | | 1 | 1 | 1 | | | | 2 | | 1 | 1 | 6 |
| Customer Service - TSO | | | | 3 | 2 | 3 | 2 | 2 | 4 | 3 | 2 | 1 | 1 | 22 |
| Locks | | | | 2 | | 1 | | 1 | | | 1 | 1 | 1 | 6 |
| Locks - Missing or Damaged Lock | | | | 2 | | 1 | | 1 | | | 1 | 1 | 1 | 6 |
| Mishandling of Passenger Property | | | | 5 | 2 | 1 | 4 | 3 | 6 | 7 | 4 | 8 | 8 | 40 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | 1 | 2 | 4 | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 4 | 2 | 1 | 3 | 3 | 4 | 4 | 2 | 3 | 3 | 26 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | 1 | | 1 | 3 | | 3 | | 9 |
| Patdown | | | | 2 | | 2 | | 4 | 1 | 3 | | | | 12 |
| Patdown - Flyer | | | | 2 | | 2 | | 4 | 1 | 3 | | | | 12 |
| Persons w/ Disabilities (PWD) | | | | | | 3 | 3 | 1 | 3 | 1 | 3 | | | 14 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | 2 | | | 1 | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (Joint) | | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | 2 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | 3 | 4 | 3 | 2 | 2 | 3 | 3 | 8 | 6 | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Screening - Procedures/Process | | | | 2 | | 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 | 2 | | | 1 | | | 8 |
| Locks - Missing or Damaged Lock | | | 2 | 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 - Damaged/Missing Items--Unspecified Luggage | 3 | 2 | 5 | 1 | 2 | 1 | 2 | | 1 | 2 | 2 | 5 | 26 |
| Mishandling of Passenger Property - Disassembly | 2 | 1 | | | | 1 | | 2 | | | | | 6 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 1 | 1 | | 1 | 2 | 1 | | 1 | | | 10 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [Cane] | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | 1 | | | 2 |
| Property - Special Handling | 2 | 7 | 4 | 3 | 4 | 3 | 3 | 5 | 2 | 2 | 5 | 4 | 44 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | 1 | 1 | | 2 |
| Property - Special Handling - Damaged Items - Checked | | 3 | | 1 | | 1 | 1 | 2 | 1 | | 1 | 2 | 12 |
| Property - Special Handling - Missing Items | 1 | 2 | 1 | 1 | 2 | | 1 | 1 | | | 2 | 2 | 13 |
| Property - Special Handling - Missing Items - Checked | 1 | 2 | 3 | 1 | 2 | 2 | 1 | 2 | 1 | 1 | 1 | | 17 |
| Screening | | 3 | 1 | 6 | | 3 | 2 | 2 | 6 | 3 | 1 | 2 | 29 |
| Screening - Inconsistency | | | | | | | | 1 | | 2 | | 1 | 4 |
| Screening - Lengthy Lines | | 1 | | 1 | | | | | 1 | | | | 3 |
| Screening - Procedures/Process | | 2 | 1 | 5 | | 3 | 2 | 1 | 4 | 1 | 1 | | 20 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | 1 | 2 |
| 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/Missing Items | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items - Checked | 3 | 1 | 3 | 4 | 1 | | | | 2 | | 1 | 2 | 17 |
| Mishandling of Passenger Property - Disassembly | 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 Impaired | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [Cane] | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Assistance | 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 Items | 2 | 1 | | | | 1 | | | | | | | 4 |
| Property - Special Handling - Missing Items - Checked | 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 | | | | | | | | | 32 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | 1 | | | | | | | | | 1 |
| Customer Service | 2 | | 3 | 2 | | | | | | | | | 7 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 2 | | 3 | 1 | | | | | | | | | 6 |
| 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 | | | | | | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Mishandling of Passenger Property - 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 | | | | | | | | | | | 6 |
| Property - Special Handling - Damaged It | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checkl | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | 2 | | | | | | | | | | | 3 |
| Screening | 2 | | 1 | 2 | | | | | | | | | 5 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | | 1 | | | | | | | | | 3 |
| BET | | | | 2 | 2 | 3 | | 4 | 2 | | | | 13 |
| 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 |
| 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 |
| BFL | 3 | 3 | 5 | 1 | 1 | 2 | 1 | 2 | 3 | 1 | 4 | 3 | 29 |
| 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 | | | | | | | | | | 3 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|--------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Customer Service | | | | 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 | |
| BFM | | 2 | | | | | | | | 1 | | | 3 | |
| 2020 | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | 1 | | | 1 | |
| 2021 | | 2 | | | | | | | | | | | 2 | |
| Mishandling of Passenger Property | | 2 | | | | | | | | | | | 2 | |
| Mishandling of Passenger Property - Dam | | 2 | | | | | | | | | | | 2 | |
| 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 | |
| Screening | | | | 1 | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 | |
| BGR | | 4 | 4 | 2 | 1 | 3 | 3 | 5 | 4 | 10 | 7 | 2 | 45 | |
| 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 | |
| Screening | | | | | | | | | | 1 | 1 | | 2 | |
| Screening - Procedures/Process | | | | | | | | | | 1 | 1 | | 2 | |
| 2019 | | 3 | 2 | | | 1 | | 2 | 3 | 1 | 5 | 2 | 21 | |
| 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 | | 1 | 1 | | | 1 | | | | 2 | 2 | | 7 | |
| Mishandling of Passenger Property - Dam | | 1 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Damaged/Missii | | | | | | 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 | 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 Items - Checked | | | | | | | | | 1 | | | | 1 | |
| Screening | | | | | | | | | | 1 | | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 | |
| 2020 | | 1 | 2 | 2 | | | 1 | | | 1 | | | 7 | |
| Civil Rights | | | | | | | | | | | | | 1 | |
| Civil Rights - Transgender Screening | | | | | | | | | | | | | 1 | |
| Customer Service | | | | | | | | 1 | | | | | 1 | |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 2 | |
| Mishandling of Passenger Property - Damaged/Missii | | | | | | | | | | | 1 | | 2 | |
| Property - Special Handling | | | | | | | | | | | | | 2 | |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | | 1 | |
| Screening | | | | | | | | | | | 1 | | 1 | |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 | |
| BHB | | | | | | | | | 1 | | | | 1 | |
| 2018 | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | | 1 | |
| BHM | | 25 | 16 | 20 | 18 | 16 | 19 | 15 | 23 | 21 | 15 | 15 | 11 | 214 |
| 2018 | | | | | 3 | 5 | 4 | 7 | 8 | 11 | 7 | 7 | 3 | 55 |
| Civil Rights | | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | 1 | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|----------|----------|----------|-----------|----------|----------|-----------|----------|-----------|
| Customer Service | | | | | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 14 |
| Customer Service - Others | | | | | | 1 | | | | 1 | | | 2 |
| Customer Service - TSO | | | | | 2 | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 12 |
| Locks | | | | 1 | | | | | 1 | 1 | | | 3 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | 1 | 1 | | | 3 |
| Mishandling of Passenger Property | | | | 1 | 1 | 1 | 2 | 3 | 3 | | 3 | 1 | 15 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | 1 | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | 2 | 3 | 2 | | 1 | 1 | 11 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | 1 | | 2 |
| Patdown | | | | | | | | 1 | 1 | | 1 | | 3 |
| Patdown - Flyer | | | | | | | | 1 | 1 | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | 1 | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | 1 | 1 | | 1 | 2 | 2 | 2 | 1 | 1 | 11 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | 1 | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | 2 | 2 | 2 | 1 | 1 | 8 |
| Screening | | | | | 1 | 1 | 1 | | 1 | 1 | | | 5 |
| Screening - Inconsistency | | | | | 1 | 1 | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | 1 | | | 2 |
| 2019 | 14 | 4 | 8 | 6 | 5 | 8 | 8 | 12 | 6 | 7 | 6 | 6 | 90 |
| Civil Rights | | 1 | | | 1 | | | | | | | | 2 |
| Civil Rights - Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Customer Service | 3 | 1 | 2 | 1 | 2 | 1 | 6 | 2 | 2 | 1 | 1 | | 21 |
| Customer Service - TSO | 3 | 1 | 2 | 1 | 2 | 1 | 6 | 2 | 2 | 1 | 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 | 1 | 3 | 1 | 2 | 2 | 4 | | 17 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | 2 | | 1 | 2 | 2 | | 7 |
| Mishandling of Passenger Property - Disarrayed Items | 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) - Respirators | 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 Items - Checked | | | 1 | | 1 | | 2 | 1 | | | | 2 | 12 |
| Property - Special Handling - Missing Items - Carry-On | 2 | | | 1 | | 1 | | | | 1 | | | 5 |
| Property - Special Handling - Missing Items - Checked | 1 | | | 2 | | | | 2 | 1 | | | 1 | 7 |
| Screening | | | 1 | | 1 | 1 | 2 | 2 | | | 1 | 1 | 9 |
| Screening - Crew Member or Airline Employee | | | | | | | | 1 | | | | | 1 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | 1 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | 1 | 2 | 1 | | | 1 | | 6 |
| 2020 | 8 | 10 | 10 | 6 | 6 | 7 | 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 - Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 1 | 1 | 1 | 2 | 2 | | | | | | | 7 |
| Mishandling of Passenger Property - Disarrayed Items | 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 Items - Checked | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | 1 | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | 1 | | 1 | 2 | 1 | 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 | | | | | | | | | 10 |
| Customer Service | 2 | 1 | 2 | 2 | | | | | | | | | 7 |
| Customer Service - TSO | 2 | 1 | 2 | 2 | | | | | | | | | 7 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| BIL | 7 | 3 | 5 | 10 | 1 | 7 | 4 | 6 | 7 | 9 | 14 | 5 | 78 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 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 Baggage | | | | 1 | | | | 1 | | | 1 | 1 | 4 |
| 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 | | | | 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 Luggage | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | | | 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 Items - Carry-On | 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 - Damaged/Missing Items--Checked | 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 Items - Carry-On | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | 2 | | | | | | | 3 |
| Screening | | | 1 | 1 | | | | | | 2 | | 1 | 5 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | 2 | | 1 | 4 |
| 2021 | 2 | | | 1 | | | | | | | | | 3 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| BIS | 2 | 3 | 5 | 5 | 6 | 2 | 3 | 4 | 5 | 6 | 4 | 5 | 50 |
| 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 | | | | | | | | | | | | | 4 |
| Mishandling of Passenger Property | | | | 2 | | | 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 | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | 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 | | 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 Checker | | | | 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 | | | | | | | | | 4 |
| 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 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | | | | | 1 |
| BJI | 2 | 1 | 3 | 3 | 5 | 2 | 1 | 2 | 3 | 2 | 9 | 1 | 34 |
| 2018 | | | | 1 | 5 | 2 | 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 | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | | 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 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | 1 | | | 2 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 2 |
| 2021 | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | 1 | | | | | | | | | 1 |
| BKW | | 1 | | | | | | | | | | | 2 |
| 2018 | | | | | | | | | | | | | 1 |
| Civil Rights | | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | | 1 |
| 2021 | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 1 | | | | | | 1 | | 3 |
| Locks - Missing or Damaged Lock | | | | 1 | 1 | | | | | | 1 | | 3 |
| Mishandling of Passenger Property | | | | | | 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 |
| BLV | 5 | 1 | | 4 | 1 | 5 | 6 | 2 | 5 | 5 | 3 | 3 | 40 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 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 |
| BMI | 4 | 1 | 5 | 1 | 3 | 3 | 1 | 4 | 3 | 2 | 3 | 3 | 33 |
| 2018 | | | | 1 | 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/Missing Items--Checked Bag | | 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 Items - Checked | 1 | | 1 | | | | | | | | | | 3 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| BNA | 93 | 80 | 75 | 86 | 71 | 72 | 56 | 89 | 71 | 95 | 80 | 82 | 950 |
| 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 Checked | | | | 1 | 1 | | 3 | | | | 2 | 1 | 8 |
| Patdown | | | | 2 | 4 | 2 | 1 | 4 | 1 | 1 | | 2 | 17 |
| Patdown - Flyer | | | | 1 | 4 | 2 | 1 | 2 | 1 | 1 | | 1 | 13 |
| Patdown - Flyer as Observer | | | | | | | | 2 | | | | 1 | 3 |
| Patdown - Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 3 | 1 | 2 | 1 | 2 | 3 | 2 | 15 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - General | | | | | 1 | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | 1 | 1 | 1 | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Property - Special Handling - Damaged Items - Checked | | | | 1 | 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 - Domestic | 1 | | | | | | | | | | | | 1 |
| Locks | 2 | 4 | 2 | 1 | 4 | 4 | 1 | 5 | 2 | 1 | 3 | 2 | 31 |
| Locks - General | | | | | | | | | | | | 1 | 1 |
| Locks - Missing or Damaged Lock | 2 | 4 | 2 | 1 | 4 | 4 | 1 | 5 | 2 | 1 | 3 | 1 | 30 |
| Lost and Found | | 1 | | | | | | | 1 | 2 | | | 4 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | 1 | 2 | | | 4 |
| Mishandling of Passenger Property | 9 | 8 | 6 | 6 | 4 | 7 | 9 | 9 | 11 | 23 | 14 | 13 | 119 |
| Mishandling of Passenger Property - Damaged | 1 | 1 | | | 1 | 1 | | | | 3 | 2 | 1 | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 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 - Disassembly | 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/ Segway | | 3 | | | | | | | | 1 | | | 4 |
| Property - Special Handling | 8 | 10 | 14 | 6 | 7 | 5 | 6 | 11 | 12 | 16 | 7 | 9 | 111 |
| Property - Special Handling - Damaged Items - Checked | 1 | 1 | 3 | 3 | 2 | 1 | | 5 | 1 | 1 | 1 | 2 | 21 |
| Property - Special Handling - Damaged Items - Carry-On | 4 | 4 | 3 | | 4 | 3 | 3 | 3 | 5 | 8 | 4 | 4 | 45 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | 2 | 1 | | | 5 |
| Property - Special Handling - Missing Items - Checked | 3 | 5 | 7 | 3 | 1 | 1 | 3 | 3 | 4 | 6 | 2 | 2 | 40 |
| Screening | 5 | 1 | 3 | 3 | 1 | | 6 | 4 | 5 | 1 | 1 | 3 | 33 |
| Screening - Crew Member or Airline Employee | | | | | | | | | | | | | 1 |
| 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 | | | | 6 |
| Screening - Shoe Screening | | | | | | | | | | | 1 | | 1 |
| 2020 | 43 | 29 | 31 | 35 | 26 | 22 | 1 | 8 | 9 | 16 | 16 | 14 | 250 |
| Civil Rights | 2 | | 2 | | 1 | | | | | 2 | | 1 | 8 |
| Civil Rights - Headwear | | | | | | | | | | | | 1 | 1 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 1 | | | | | | | | | 1 | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | 1 | | 1 | | | | | 1 | | | 4 |
| Customer Service | 6 | 4 | | 2 | 3 | 3 | 1 | 3 | 1 | 5 | 3 | 2 | 33 |
| Customer Service - TSO | 6 | 4 | | 2 | 3 | 3 | 1 | 3 | 1 | 5 | 3 | 2 | 33 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | | | 1 | | | | | | | 1 |
| Locks | 1 | 3 | 5 | 3 | 2 | 1 | | 1 | | 1 | 1 | 1 | 19 |
| Locks - Missing or Damaged Lock | 1 | 3 | 5 | 3 | 2 | 1 | | 1 | | 1 | 1 | 1 | 19 |
| Lost and Found | | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 20 | 7 | 11 | 10 | 6 | 9 | | 1 | 3 | 3 | 4 | 4 | 78 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 1 | 1 | 1 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 15 | 6 | 8 | 8 | 5 | 8 | | 1 | 3 | 1 | 3 | 3 | 61 |
| Mishandling of Passenger Property - Disassembly | 5 | | 2 | 1 | 1 | 1 | | | | 2 | 1 | 1 | 14 |
| Patdown | 2 | | 1 | 1 | | | | | | | | | 6 |
| Patdown - Flyer | 2 | | 1 | 1 | | | | | | | 2 | | 6 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 2 | 5 | 2 | 1 | | | | | | | 12 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | 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 Items - Checked | 1 | 2 | 1 | 1 | 3 | 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 |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Property - Special Handling - Damaged Items | 2 | 2 | 5 | 3 | 2 | 5 | | | 1 | 2 | 3 | 1 | 26 |
| Property - Special Handling - Missing Items - Carry-On | | 1 | | 2 | | | | | 1 | | | | 4 |
| Property - Special Handling - Missing Items - Checked Baggage | 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 | | | | | | | | | 59 |
| Civil Rights | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | 2 | 2 | 7 | | | | | | | | | 13 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 2 | 2 | 7 | | | | | | | | | 12 |
| Duplicate E-mail | | | | 1 | | | | | | | | | 1 |
| Duplicate E-mail - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| 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 | | | | | | | | | | 12 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 5 | 2 | 2 | | | | | | | | | | 9 |
| Mishandling of Passenger Property - Disarrayed Item | 1 | 1 | | | | | | | | | | | 2 |
| 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 |
| 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-On | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked Baggage | 1 | 4 | | 2 | | | | | | | | | 7 |
| Property - Special Handling - Missing Items - Carry-On | 1 | 1 | | 1 | | | | | | | | | 3 |
| Screening | 3 | 2 | 1 | | | | | | | | | | 6 |
| Screening - Procedures/Process | 3 | 2 | 1 | | | | | | | | | | 6 |
| BOI | 22 | 18 | 38 | 43 | 17 | 21 | 11 | 21 | 20 | 17 | 26 | 13 | 267 |
| 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 Baggage | | | | 4 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 14 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 1 | 1 | | | 1 | | 1 | | | 4 |
| Patdown | | | | | 1 | | | 1 | | | 1 | | 3 |
| Patdown - Flyer | | | | | 1 | | | 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 Scooter) | | | | 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 Baggage | | | | 2 | | | 1 | 1 | | | | 1 | 5 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Items - Checked Baggage | | | | | 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 Discrimination | 1 | | | | | | | | | | 1 | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 2 | | 2 | | 1 | | 2 | 2 | 1 | 10 |
| Customer Service - TSO | | | | 2 | | 2 | | 1 | | 2 | 2 | 1 | 10 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | 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 - Damaged/Missing Items--Carry-on or Checked Baggage | 3 | 1 | 5 | 2 | 1 | 1 | 1 | 4 | 5 | 2 | 4 | | 29 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 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 Devices | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 5 | 3 | 7 | 3 | 1 | 6 | 1 | 4 | | 1 | 1 | 2 | 34 |
| Property - Special Handling - Damaged Items - Checked Baggage | 1 | | 2 | | | 1 | 1 | 1 | | | | 2 | 8 |
| Property - Special Handling - Missing Items - Carry-on | 1 | | | | 1 | 2 | | | | | | | 4 |
| Property - Special Handling - Missing Items - Checked Baggage | 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 - Damaged/Missing Items--Carry-on or Checked Baggage | 2 | | 5 | | 3 | 2 | | | 1 | 1 | | | 14 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | 2 | | 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 Items - Checked Baggage | 1 | | | 1 | 1 | | | | 2 | | | | 5 |
| Property - Special Handling - Missing Items - Carry-on | 2 | | 2 | 2 | | | | 1 | 2 | 1 | | 2 | 12 |
| Screening | | 3 | | | 1 | | 1 | 1 | | | | | 6 |
| Screening - Procedures/Process | | 3 | | | 1 | | 1 | 1 | | | | | 6 |
| 2021 | 4 | 9 | 6 | 5 | | | | | | | | | 24 |
| Customer Service | 1 | 2 | 2 | 3 | | | | | | | | | 8 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 2 | 1 | 2 | | | | | | | | | 6 |
| 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 | 2 | 1 | 1 | | | | | | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked Baggage | 2 | 2 | 1 | 1 | | | | | | | | | 6 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair) | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 3 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked Baggage | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-on | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | 1 | | | | | | | | | | 2 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| BOS | 288 | 211 | 248 | 256 | 229 | 189 | 208 | 209 | 252 | 262 | 263 | 257 | 2,872 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | 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 Checker | | | | 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 | | | | | 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) - Flyer | 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 Discrimination | 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 |
| 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 - Damaged/Missing Items--Checked Bag | 1 | | | 1 | 4 | | | 1 | 2 | 3 | 1 | 3 | 16 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 26 | 15 | 17 | 17 | 9 | 12 | 14 | 17 | 14 | 20 | 19 | 26 | 206 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|-----------|------------|-----------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|------------|
| Persons w/ Disabilities (PWD) | 4 | 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 Medical Devices | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | 1 | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary | 1 | 2 | | | | | 1 | 1 | 1 | | | 2 | 8 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory) | | 1 | 1 | 1 | 1 | | 1 | 4 | 2 | | | | 11 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | 1 | 1 | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Prosthesis | 1 | 1 | | 1 | | | | 1 | | 2 | 1 | | 7 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | 1 | | | | 1 | 1 | 3 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | 1 | | | | 1 | | | | 1 | 1 | 2 | 6 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | 1 | | | | 1 | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Mobility Device | | 1 | 2 | | | 3 | 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 Items - Checked Baggage | 3 | 1 | 7 | 2 | 1 | 2 | 5 | 4 | 8 | 13 | 8 | 4 | 58 |
| Property - Special Handling - Missing Items - Carry-On | 2 | 7 | 5 | 3 | 5 | 3 | 2 | 2 | 4 | 4 | 8 | 8 | 53 |
| Property - Special Handling - Missing Items - Checked Baggage | 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/Confiscated Property | 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 Discrimination | 1 | 5 | 4 | | 3 | | | 1 | | | | 1 | 15 |
| Civil Rights - Screening of Religious or Cultural Practices | 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 - Damaged/Missing Items | 9 | 6 | 6 | 5 | 5 | 1 | | | | 2 | | | 34 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unattended | 21 | 15 | 17 | 7 | 9 | 4 | 1 | | 3 | 3 | 2 | 2 | 84 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unattended | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disposition | 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 (general) Not | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 2 | 1 | 1 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | 2 | 1 | | | | 1 | | | | | 2 | | 6 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory) | 3 | | | 3 | | | | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Prosthesis | 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 | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Mobility Device | 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 Items - Carry-On | 1 | 2 | 3 | 2 | 3 | 1 | | | 1 | | 1 | 1 | 15 |
| Property - Special Handling - Damaged Items - Checked Baggage | 4 | 2 | 3 | 4 | 5 | 5 | 1 | 1 | 1 | 3 | 1 | 2 | 32 |
| Property - Special Handling - Missing Items - Carry-On | 5 | 3 | 6 | 3 | 4 | 2 | | 1 | 1 | | | 4 | 29 |
| Property - Special Handling - Missing Items - Checked Baggage | 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/Confiscated Property | 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 | 21 | | | | | | | | | 100 |
| Civil Rights | 3 | | 2 | 2 | | | | | | | | | 7 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Civil Rights - Age | | | 1 | | | | | | | | | | 1 |
| 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 |
| Civil Rights - Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | 3 | 3 | 14 | 9 | | | | | | | | | 29 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 3 | 3 | 14 | 8 | | | | | | | | | 28 |
| Expedited Passenger Screening Program | | | 2 | 3 | | | | | | | | | 5 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 3 | | | | | | | | | 5 |
| 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 | | | | | | | | | 27 |
| Mishandling of Passenger Property - Damaged | 1 | 1 | 2 | 1 | | | | | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing | 7 | 5 | 3 | 2 | | | | | | | | | 17 |
| Mishandling of Passenger Property - Disarrayed | 3 | 2 | | | | | | | | | | | 5 |
| 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 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 5 | 7 | 2 | 2 | | | | | | | | | 16 |
| Property - Special Handling - Damaged Items | 1 | 2 | 1 | 1 | | | | | | | | | 5 |
| Property - Special Handling - Damaged Items - Checked | 2 | 1 | | 1 | | | | | | | | | 4 |
| Property - Special Handling - Missing Items - Carry-on | | 2 | 1 | | | | | | | | | | 3 |
| Property - Special Handling - Missing Items - Checked | 2 | 2 | | | | | | | | | | | 4 |
| Screening | 2 | 2 | 1 | | | | | | | | | | 5 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 2 | | | | | | | | | | | 4 |
| BPT | 1 | 3 | 3 | | 2 | | | 1 | 1 | 1 | 2 | | 14 |
| 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 - Disarrayed | 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 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing | | 1 | | | | | | | | | | | 1 |
| BQK | 2 | 3 | 3 | 8 | 3 | 5 | 7 | 2 | 8 | 5 | 4 | 3 | 53 |
| 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 Baggage | | | 2 | | | 1 | 1 | | 2 | 3 | 1 | 1 | 10 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | 1 | | | 1 | | 4 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 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 - Damaged/Missing | 1 | | 1 | 1 | 1 | 1 | 2 | | | | | | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | 1 | | 3 | 1 | 1 | | 8 |
| Patdown | | 1 | | | | 1 | 1 | | | | | | 3 |
| Patdown - Flyer | | 1 | | | | 1 | 1 | | | | | | 3 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Property - Special Handling | | | 1 | 2 | | 1 | | | 1 | | | | 5 |
| Property - Special Handling - Damaged Items - Check | | | 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 | | | | | | | | | | 3 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service - TSO | 1 | | 1 | | | | | | | | | | 2 |
| BQN | 6 | 2 | 7 | 8 | 1 | 6 | 4 | 6 | 8 | 7 | 5 | 4 | 64 |
| 2018 | | | | 3 | 1 | 2 | 1 | 2 | 3 | 6 | 2 | 4 | 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 Luggage | | | | 2 | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 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 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| 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 Items - Carry-On | 1 | | | | | | 1 | | | | | | 2 |
| Screening | | 1 | | 1 | | | | | | | | | 2 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| BRD | 4 | 2 | 4 | 1 | 1 | 1 | | 1 | | 2 | 1 | | 17 |
| 2018 | | | | | 1 | 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 - Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | | | | | | | | 1 | | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 1 | 1 | | | | | | | | | | | 2 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| 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 - Damaged/Missing Items--Checked Baggage | 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 |
| BRL | | | 1 | | 1 | | | | | 1 | | | 3 |
| 2019 | | | | | 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 | | | | | | | | | | 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 |
| 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 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | | 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 |
| 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 |
| 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 |
| BTR | 3 | 3 | 4 | 5 | 7 | 1 | 4 | 4 | 5 | 5 | 8 | 5 | 54 |
| 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 | 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 It | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 - Others | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | 1 | | | | | | 1 | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 1 | 1 | | | 1 | | | | | | 1 | | 4 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2021 | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| BTV | 18 | 18 | 16 | 9 | 16 | 11 | 6 | 8 | 9 | 22 | 18 | 13 | 164 |
| 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 Baggage | | | | 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 - Damaged/Missing Items--Checked Baggage | 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 Disability | 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-On | | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | 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 | 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/Missing Items--Checked Baggage | | 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 and Medical Supplies | | | 1 | | 1 | | | | | | | | 2 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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 | | | | | | | | | | 5 |
| 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 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| BUF | 25 | 17 | 27 | 29 | 19 | 23 | 18 | 18 | 12 | 26 | 23 | 18 | 255 |
| 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 | 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 Baç | | | | 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 | 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 It | 1 | 1 | 1 | 1 | | | | | | | 1 | | 5 |
| Property - Special Handling - Damaged Items - Check | 1 | 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 Discrimin | 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 | 1 | 2 | | 21 |
| Mishandling of Passenger Property - Dam | 5 | 2 | 2 | 4 | 1 | 1 | 1 | | | 1 | 1 | | 18 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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 - Check | 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 | | | | | | | | | 8 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 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 Item | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | 2 | | | | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| BUR | 17 | 27 | 21 | 32 | 18 | 28 | 28 | 16 | 24 | 31 | 29 | 13 | 284 |
| 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 | | | 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 | 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 | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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/ Segway | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 1 | 3 | 3 | 2 | 1 | 3 | 3 | | 1 | 2 | 4 | | 23 |
| Property - Special Handling - Damaged Items | 1 | | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | 1 | 2 | 1 | | 1 | 3 | | | | 1 | | 9 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | | 1 | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | 2 | 1 | 1 | | 1 | | | | | 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/Confiscated Items | 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 Discrimination | 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 - Damaged/Missing Items | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items | | 2 | 4 | 1 | 1 | 1 | | 1 | 1 | 1 | 2 | | 14 |
| Mishandling of Passenger Property - Disarrayed Items | 1 | | | | | | | | | 2 | | | 3 |
| Patdown | 1 | 2 | | 1 | | | | | | | | | 4 |
| Patdown - Flyer | 1 | 2 | | 1 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | 1 | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Cancer (General) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | | | | | | 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 Items | 1 | | | | 1 | | | | | | 1 | | 3 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | 1 | 1 | | | | | | | | 4 |
| Property - Special Handling - Missing Items - Checked | 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 | | | | | | | | | | | | 5 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| BWI | 164 | 124 | 165 | 181 | 129 | 140 | 140 | 159 | 155 | 169 | 192 | 131 | 1,849 |
| 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 Baggage | | | | 6 | 6 | 11 | 10 | 14 | 9 | 8 | 8 | 8 | 80 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items | | | | 1 | | | | | | | 2 | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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) | | | | | 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 - Damaged | 3 | | 1 | | 1 | | | 2 | 1 | 1 | 3 | | 12 |
| Mishandling of Passenger Property - Damaged | 11 | 6 | 13 | 8 | 9 | 5 | 7 | 11 | 8 | 15 | 13 | 10 | 116 |
| Mishandling of Passenger Property - Disassembled | 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 /Developmental | | 1 | 2 | 1 | | 1 | | | | | 3 | | 8 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 2 | 2 | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - General | | | | | | | 1 | 2 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | 1 | | | 2 | | | | | | 1 | 5 | 1 | 10 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | 1 | 2 | | | | | 1 | | 1 | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Prostheses | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | 1 | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | 1 | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | 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 Items - Carry-On | 2 | 2 | 1 | 2 | 3 | 3 | 2 | 1 | | | | 1 | 17 |
| Property - Special Handling - Damaged Items - Checked | 6 | 3 | 2 | 3 | 1 | 2 | 6 | 4 | 4 | 6 | 2 | 2 | 41 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | 6 | 1 | 1 | 1 | 1 | 3 | 2 | 3 | 2 | 1 | 22 |
| Property - Special Handling - Missing Items - Checked | 7 | 10 | 2 | 5 | 3 | 3 | 2 | 6 | 10 | 4 | 10 | 4 | 66 |
| Request for Assistance | | | | | 1 | | 1 | | | | | | 3 |
| Request for Assistance - Other | | | | | 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/Confiscated Items | 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 Discrimination | 1 | | 1 | 3 | 3 | | | 1 | 1 | | | 2 | 12 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|----------|-----------|----------|----------|----------|----------|-----------|----------|-----------|
| 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/Missu | | 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 (Ni | | 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 It | 1 | 1 | 5 | | 2 | 1 | | | | 2 | | | 12 |
| Property - Special Handling - Damaged It | 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 | | | | | | | | | 86 |
| Civil Rights | 1 | | | 1 | | | | | | | | | 2 |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 1 | | | | | | | | | | | | 1 |
| Customer Service | 9 | 1 | 9 | 7 | | | | | | | | | 26 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 9 | 1 | 6 | 7 | | | | | | | | | 23 |
| Expedited Passenger Screening Program | | 1 | 2 | 1 | | | | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreC | | 1 | 2 | 1 | | | | | | | | | 4 |
| 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 | 6 | 4 | 4 | 5 | | | | | | | | | 19 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 5 | 4 | 3 | 5 | | | | | | | | | 17 |
| Patdown | 1 | | 1 | | | | | | | | | | 2 |
| Patdown - Flyer | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | 3 | 2 | | | | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | 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 | | | | | | | | | 13 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Check | 3 | | 1 | | | | | | | | | | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 5 | 1 | 1 | | | | | | | | | | 7 |
| Screening | 3 | 3 | | | | | | | | | | | 6 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 3 | | | | | | | | | | | 5 |
| BZN | 7 | 10 | 7 | 12 | 4 | 11 | 5 | 6 | 7 | 6 | 11 | 3 | 89 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | 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 - Damaged/Missing Items | 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 Private Screening Contractor | | | 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 Items - Checked | 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 | | | | | | | | | 5 |
| Customer Service | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Beauty & Grooming Items | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| CAE | 9 | 16 | 13 | 19 | 12 | 22 | 15 | 6 | 18 | 16 | 17 | 9 | 172 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 Transg | | 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 | | | 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 | | | | | | | | | 9 |
| 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 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling | | 1 | | 2 | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | 2 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| CAK | 4 | 5 | 2 | 2 | 4 | 4 | 3 | 4 | 4 | 5 | 6 | 8 | 51 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| 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 | | | | | | | | | | | 4 |
| Property - Special Handling | 1 | 2 | | | | | | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-C | 1 | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | 1 | | | | | | | | | | | 2 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Traveling with Cash | 1 | | | | | | | | | | | | 1 |
| CDC | 3 | | | | | | 2 | | 1 | | | 1 | 7 |
| 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 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| CDR | | | | 1 | | | | | | | | | 1 |
| 2018 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | | | | | | | | | 1 |
| 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|----|
| Screening | | | | | | | | 1 | | | | | 1 | |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 | |
| 2020 | | | | | | 1 | | | | | | | 1 | |
| Screening | | | | | | 1 | | | | | | | 1 | |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 | |
| CEZ | | | | 1 | 1 | 1 | | | | | | | 3 | |
| 2019 | | | | | 1 | 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 | |
| CGI | | 2 | 1 | 1 | 1 | | 1 | | 2 | 1 | 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 Items - Checked | | 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 | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 | |
| CHA | | 4 | 8 | 4 | 5 | 7 | 6 | 8 | 9 | 10 | 7 | 7 | 3 | 78 |
| 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 Baggage | | | | 1 | 1 | 2 | | 1 | 1 | 1 | 1 | | 8 | |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 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 | | | | | | | 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--Checked Baggage | | | | 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 | 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 | |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | | | | | | | | 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 - Chec | | 1 | | | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | 1 | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2021 | 1 | 1 | | | | | | | | | | | 2 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| CHO | 10 | 7 | 7 | 10 | 6 | 4 | 5 | 3 | 3 | 7 | 11 | 6 | 79 |
| 2018 | | | | 2 | 2 | 2 | 1 | 3 | 2 | 1 | 4 | 6 | 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 | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baç | | | | 1 | | 1 | | | | | 1 | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| 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 - Chec | | 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 | | | | | | | | | 3 |
| Screening - Procedures/Process | | 1 | | 1 | | | | | | | | 1 | 3 |
| 2021 | 4 | | 2 | | | | | | | | | | 6 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Property - Special Handling | | 2 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| CHS | 30 | 37 | 30 | 37 | 18 | 30 | 37 | 30 | 28 | 38 | 34 | 32 | 381 |
| 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 Baggage | | | | 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 | | 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 - Damaged/Missing Items--Carry-on Luggage | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 1 | 6 | 5 | 1 | | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 36 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 1 | 1 | | | | | 1 | | | | | 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 Items - Carry-On | 1 | | 1 | | | 1 | 1 | | | | 1 | | 5 |
| Property - Special Handling - Damaged Items - Checked | 1 | 1 | 1 | | 1 | | 1 | 1 | 1 | 2 | 1 | 1 | 11 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | | | | 2 | 1 | | | | | 4 |
| Property - Special Handling - Missing Items - Checked | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 - Damaged/Missing Items--Checked Baggage | | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 1 | 1 | | 1 | 16 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | 1 | 1 | 2 | | | | | | | | | 4 |
| Patdown | | 3 | 1 | 2 | 2 | 4 | | | | | | | 12 |
| Patdown - Flyer | | 3 | 1 | 2 | 1 | 4 | | | | | | | 11 |
| Patdown - Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | 1 | | 1 | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair or Scooter | | 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 Items - Checked | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-on | | 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 | | | | | | | | 14 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | 3 | 2 | 1 | | | | | | | | 6 |
| Customer Service - TSO | | | 3 | 2 | 1 | | | | | | | | 6 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 2 | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | 1 | | 1 | | | | | | | | 2 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| CID | | 6 | 5 | 10 | 3 | 5 | 4 | 3 | 3 | 5 | 4 | 1 | 54 |
| 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 |
| 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 - 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 Items - Checked | | 1 | | | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | 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--Checked Baggage | | | | 2 | | 2 | | | | | | | 4 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | 1 | 1 | 1 | | 1 | 1 | | | | | | 5 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | 1 | | | 1 | 1 | | | | | | 4 |
| 2021 | | | 2 | 1 | 1 | | | | | | | | 4 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missin | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 2 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| CIU | 3 | 1 | 6 | 1 | 2 | 3 | 2 | 2 | 2 | | 4 | 4 | 30 |
| 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 | | | | 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 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| CKB | 1 | | | | 1 | | 2 | 1 | | 2 | | 3 | 10 |
| 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 Item | 1 | | | | | | | | | | | | 1 |
| CLE | 60 | 51 | 60 | 84 | 57 | 47 | 64 | 78 | 67 | 70 | 62 | 53 | 753 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Screening - Inconsistency | | | | | | 1 | 2 | | 1 | | 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) - Flyer | 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/Missii | | 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 |
| 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/Missii | | 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 It | 1 | 1 | 1 | | | | | | | | | 1 | 4 |
| Property - Special Handling - Damaged It | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Request for Assistance | | | | | 1 | | | | | | | | 1 |
| 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 | | | | | | | | | 32 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | 2 | | 5 | 1 | | | | | | | | | 8 |
| Customer Service - TSO | 2 | | 5 | 1 | | | | | | | | | 8 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | | | | | | | | | 1 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 3 | | 1 | | | | | | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missi | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 2 | | 1 | | | | | | | | | 5 |
| 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 | | | | | | | | | | | | 4 |
| Property - Special Handling - Missing Item | 4 | | | | | | | | | | | | 4 |
| Screening | 1 | 3 | 1 | 4 | | | | | | | | | 9 |
| Screening - Crew Member or Airline Employee | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 3 | | 4 | | | | | | | | | 8 |
| CLL | 1 | 1 | 1 | 4 | 3 | | 1 | | 8 | | 1 | 3 | 23 |
| 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 | | | | | | | | | 2 |
| Screening | | 1 | | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | | 1 | | | | | | | | | 2 |
| CLT | 140 | 99 | 137 | 173 | 129 | 106 | 124 | 151 | 144 | 162 | 159 | 116 | 1,640 |
| 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 | 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 | 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 Check | | | | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 2 | 25 |
| Patdown | | | | 3 | 2 | 1 | | 5 | 3 | 1 | 2 | 1 | 18 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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 | 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 |
| 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 It | 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 | 6 | 58 |
| Screening | 14 | 6 | 10 | 8 | 6 | 5 | 10 | 16 | 14 | 15 | 17 | 11 | 132 |
| Screening - Inconsistency | 2 | 1 | | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 - Headwear | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 2 | 1 | | 1 | | 1 | | | 1 | 2 | | 1 | 9 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 2 | | | | | | | | | | | 2 |
| Civil Rights - Sexual Orientation - Not Transgender | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | 1 | 2 |
| Customer Service | 11 | 7 | 6 | 11 | 7 | 3 | 1 | 4 | 2 | 7 | 3 | 4 | 66 |
| Customer Service - Others | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service - TSO | 10 | 7 | 5 | 11 | 7 | 3 | 1 | 4 | 2 | 7 | 3 | 4 | 64 |
| Locks | 6 | | 3 | 2 | 1 | 3 | | | | | 4 | 1 | 20 |
| Locks - Missing or Damaged Lock | 6 | | 3 | 2 | 1 | 3 | | | | | 4 | 1 | 20 |
| Lost and Found | | | 1 | 1 | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 14 | 7 | 18 | 20 | 19 | 9 | 2 | 1 | 2 | 6 | 8 | 8 | 114 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked Baggage | 2 | | 1 | | 1 | | | | | 1 | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 8 | 6 | 12 | 16 | 16 | 7 | 2 | | 1 | 2 | 6 | 8 | 84 |
| Mishandling of Passenger Property - Damaged/Missing Items--U.S. Mail | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | 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 [Cane, Walker, etc.] | 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/ E-Device | 1 | 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-on or Checked Baggage | 1 | 1 | 1 | | | | | | | | 1 | | 3 |
| Property - Special Handling - Damaged Items - Checked Baggage | 2 | 3 | 1 | 5 | 4 | | 1 | | 1 | 2 | 7 | 4 | 30 |
| Property - Special Handling - Missing Items - Carry-on or Checked Baggage | 1 | 1 | 4 | 2 | 1 | 1 | | 1 | | 3 | | | 14 |
| Property - Special Handling - Missing Items - Checked Baggage | 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 | | | | | | | | | 78 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | 7 | 6 | 9 | | | | | | | | | 24 |
| Customer Service - TSO | 2 | 7 | 6 | 9 | | | | | | | | | 24 |
| Human Capital | 1 | | | | | | | | | | | | 1 |
| Human Capital - Prospective Employment | 1 | | | | | | | | | | | | 1 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 7 | 4 | 3 | 1 | | | | | | | | | 15 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked Baggage | 6 | 4 | 2 | | | | | | | | | | 12 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | 1 | | 1 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | 1 | 3 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - General | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 14 | 2 | 1 | | | | | | | | | | 17 |
| Property - Special Handling - Damaged Items - Carry-on or Checked Baggage | 4 | 1 | 1 | | | | | | | | | | 6 |
| Property - Special Handling - Missing Items - Carry-on or Checked Baggage | 10 | 1 | | | | | | | | | | | 11 |
| Screening | 7 | 4 | | 3 | | | | | | | | | 14 |
| Screening - Procedures/Process | 7 | 4 | | 3 | | | | | | | | | 14 |
| CMH | 82 | 41 | 66 | 55 | 59 | 70 | 54 | 62 | 57 | 57 | 58 | 42 | 703 |
| 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 | | | 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 Baggage | 1 | | | 1 | 3 | 8 | 6 | 3 | 6 | 1 | 7 | | 35 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 1 | | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 12 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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 Discrimination | 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 - Damaged/Missing Items--Unspecified Luggage | 3 | 2 | 4 | 2 | 3 | 4 | 1 | 4 | 1 | 3 | 3 | 5 | 35 |
| 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 [| 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 It | 3 | 3 | 2 | 1 | | 1 | 1 | 2 | | 1 | 1 | 1 | 16 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | 2 | | | | | | | | 1 | 1 | 5 |
| 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 Discrimination | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|----------|----------|----------|----------|----------|----------|----------|--------|----------|----------|----------|-----------|
| Locks | 3 | | 1 | 2 | | | | | 1 | | | | 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 | | | | | | | | | 31 |
| Civil Rights | 2 | 2 | | | | | | | | | | | 4 |
| Civil Rights - Racial Profiling or Discrimin | 2 | 1 | | | | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 1 | | | | | | | | | | | 1 |
| Customer Service | 6 | 2 | 1 | | | | | | | | | | 9 |
| Customer Service - TSO | 6 | 2 | 1 | | | | | | | | | | 9 |
| 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 |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | 2 | 1 | | 1 | | | | | | | | | 4 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 1 | | | | | | | | | | | 3 |
| CMI | | | 1 | 1 | 1 | 7 | 3 | 4 | | 1 | 3 | 4 | 25 |
| 2018 | | | | 1 | 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 | | 1 | | | 4 |
| Screening - Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | 1 | 1 | | | | | 3 |
| 2019 | | | | | | 2 | 1 | 2 | | | | | 3 |
| Customer Service | | | | | | 1 | | 1 | | | | | 3 |
| Customer Service - TSO | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 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/Missii | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | | 1 |
| CNY | 3 | 1 | | | | | 2 | 2 | 1 | | 1 | 3 | 13 |
| 2018 | | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | | 1 |
| 2019 | 2 | | | | | | 2 | 2 | 1 | | 1 | 2 | 10 |
| Locks | | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | | 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 |
| 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 Discrimination | 1 | | | | | | | | | | | | 1 |
| COS | 12 | 16 | 5 | 16 | 11 | 11 | 13 | 16 | 8 | 13 | 11 | 16 | 148 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Customer Service - TSO | | | | | 2 | | | | | | | 2 | 4 |
| 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 Baggage | | | | 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 Transgender | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | 1 | | | 2 |
| Customer Service - TSO | | | | | | | 1 | | | 1 | | | 2 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 1 | | | 1 | 1 | 1 | 1 | 3 | 1 | | 1 | 2 | 12 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 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 Aids | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchairs | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | 1 | 1 | | | 4 | 1 | | 1 | 2 | 2 | 15 |
| Property - Special Handling - Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | 1 | | | 1 | | | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | 1 | | | | 1 | | 3 |
| Property - Special Handling - Missing Items - Checked | | 1 | | 1 | | | 2 | 1 | | | 1 | 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 - Damaged/Missing Items--Checked Baggage | 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 Necessary | 1 | | | 1 | | 1 | | | | | | | 3 |
| Property - Special Handling | 2 | 5 | 2 | 3 | | 1 | | | | 1 | 2 | | 16 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Damaged Items - Checked | 1 | 2 | | 1 | | | | | | | 1 | | 5 |
| Property - Special Handling - Missing Items - Carry-On | 1 | 3 | 2 | 2 | | 1 | | | | 1 | | | 10 |
| 2021 | 1 | 3 | 1 | | | | | | | | | | 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 | | | | | | | | | | 2 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 - Checked | | | 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 |
| CPR | 4 | | 3 | 4 | 1 | 2 | 1 | 4 | 3 | | 3 | | 25 |
| 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 Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 1 | 1 | | | | | | | | | 2 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Security Breach | | | | | | | | | | | 1 | | 1 |
| 2021 | 2 | | 1 | | | | | | | | | | 3 |
| Customer Service | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service - TSO | 1 | | 1 | | | | | | | | | | 2 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| CRP | 8 | 6 | 8 | 6 | 4 | 5 | 4 | 2 | 8 | 7 | 5 | 6 | 69 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Mishandling of Passenger Property | | | 2 | | | | | | 2 | 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 - Damaged/Missing Items--Carry-on or Checked | 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 Items - Checked | 1 | | | | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Items - Checked | 1 | | 1 | | | 1 | | | | | 1 | | 4 |
| Screening | 1 | 1 | 2 | | | | | | | | | 1 | 5 |
| Screening - Procedures/Process | 1 | 1 | 2 | | | | | | | | | 1 | 5 |
| 2021 | 2 | | | 1 | | | | | | | | | 3 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| CRW | 1 | 3 | 3 | 2 | 2 | 2 | 1 | 3 | 3 | 3 | 8 | 4 | 35 |
| 2018 | | | | 1 | 2 | 1 | 1 | 1 | 1 | 3 | 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/Missing Items--Carry-on or Checked | | 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/Missing Items--Carry-on or Checked | | 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 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|--------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling - Missing Items - Checked | | | | | | 1 | | | | | | | 1 | |
| 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 - Check | | | 1 | | | | | | | | | | 1 | |
| Screening | | | | 1 | | | | | | | | | 1 | |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 | |
| CVG | | 37 | 27 | 25 | 35 | 30 | 30 | 22 | 24 | 36 | 44 | 39 | 33 | 382 |
| 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 | 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 | 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 | 1 | 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 | 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 | 2 | 2 | 12 |
| Locks - Missing or Damaged Lock | | | | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 2 | 2 | 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 - Damaged/Missing Items--Checked Baggage | | 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 - Disarrayed Item | | 1 | | | | | | | | | 1 | 2 | 1 | 5 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|-----------|-----------|-----------|----------|----------|----------|----------|----------|-----------|----------|----------|-----------|
| 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) - Wheelchair | | 1 | | | | | 1 | | | | | 1 | 3 |
| Property - Special Handling | | 5 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 6 | 1 | 4 | 37 |
| Property - Special Handling - Damaged Items - Carry-On | | 1 | | 2 | | | | | 1 | | | | 4 |
| Property - Special Handling - Damaged Items - Checked | | 3 | 2 | 1 | 2 | | 1 | | | | | 1 | 10 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | 1 | | 3 | 4 |
| Property - Special Handling - Missing Items - Checked | | 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 Discrimination | | 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 - Damaged/Missing Items--Checked | | 2 | 1 | 2 | 2 | 2 | 2 | | | 2 | 1 | 2 | 16 |
| 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) | | 2 | | 1 | 1 | | 1 | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | 1 | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility Device | | 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 Items - Checked | | 2 | | 2 | 1 | 1 | | | | | 1 | | 7 |
| Property - Special Handling - Missing Items - Carry-On | | | 2 | | | | 1 | | | 2 | | | 5 |
| Property - Special Handling - Missing Items - Checked | | | 2 | | | | 1 | | | | 1 | | 4 |
| Screening | | | 4 | 2 | 1 | 5 | 2 | | 1 | 1 | 2 | 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 | | | | | | | | 20 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 2 | | | | | | | | | | | 2 |
| Customer Service - TSO | | 2 | | | | | | | | | | | 2 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | 4 | 1 | | | | | | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | | 2 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on | | 2 | 1 | | | | | | | | | | 3 |
| Property - Special Handling | | 3 | 1 | | 2 | | | | | | | | 6 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 2 | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | 2 | | | | | | | | | | | 2 |
| Screening | | 1 | 1 | 2 | 1 | | | | | | | | 5 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | 2 | | | | | | | | | 3 |
| CWA | | 4 | 1 | 2 | 2 | 2 | 3 | 2 | 6 | 3 | 1 | 2 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | 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 Items | 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 |
| CYS | 1 | | 1 | | 2 | 2 | | 1 | 1 | 1 | 1 | 1 | 11 |
| 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 - Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| 2021 | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| DAB | 8 | 8 | 10 | 10 | 6 | 13 | 5 | 8 | 7 | 8 | 6 | 4 | 93 |
| 2018 | | | | 7 | 5 | 4 | 1 | 2 | 3 | 4 | 2 | 2 | 30 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | 1 | | | | 1 | | | 1 | 3 |
| Customer Service - TSO | | | | | 1 | | | | 1 | | | 1 | 3 |
| Locks | | | | 1 | | 1 | | | | | 1 | | 3 |
| Locks - Missing or Damaged Lock | | | | 1 | | 1 | | | | | 1 | | 3 |
| Mishandling of Passenger Property | | | | 4 | 1 | 2 | | 1 | 1 | 1 | 1 | | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 4 | 1 | 2 | | 1 | 1 | | 1 | | 10 |
| Patdown | | | | | 1 | | | | | 1 | | | 2 |
| Patdown - Flyer | | | | | 1 | | | | | 1 | | | 2 |
| Property - Special Handling | | | | 1 | 2 | 1 | 1 | | | 2 | | 1 | 8 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | 1 | | | 1 | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | 2 | | | | | 1 | | 1 | 4 |
| Screening | | | | 1 | | | | 1 | | | | | 2 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | 1 | | | | 1 | | | | | 2 |
| 2019 | 5 | 3 | 4 | 1 | 1 | 5 | 4 | 6 | 2 | 3 | 2 | 2 | 38 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Customer Service | | 1 | | | | | | 1 | | 1 | | | 3 |
| Customer Service - TSO | | 1 | | | | | | 1 | | 1 | | | 3 |
| Locks | | | 1 | | | 1 | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | 1 | | | 1 | | | | | | | 2 |
| Lost and Found | | | | | | | | 1 | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 2 | 1 | 1 | | | | 2 | 1 | | 1 | 2 | 1 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|------------|
| Property - Special Handling - Damaged Items - Checked | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | 1 | | | 2 | | | | | 4 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | 1 | | | 2 |
| Screening | | | 1 | 1 | | | | 1 | | | | 1 | 4 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | 1 | | | | 1 | 3 |
| 2020 | 2 | 2 | 4 | | | 4 | | | 2 | 1 | 2 | | 17 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | 1 | 1 | | 1 | | | | | 1 | | 4 |
| Customer Service - TSO | | | 1 | 1 | | 1 | | | | | 1 | | 4 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | 1 | | | 1 | | | | | 1 | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items - Checked | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items - Checked | 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 | | | | | | | | | 8 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 2 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | 1 | | | | | | | | | 2 |
| Screening | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Security Breach | 1 | 1 | | | | | | | | | | | 2 |
| DAL | 84 | 77 | 88 | 97 | 80 | 78 | 57 | 89 | 69 | 101 | 97 | 61 | 978 |
| 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 | 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 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | | | | 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 | | | | 3 |
| Customer Service - TSO | 6 | 1 | 3 | 4 | 7 | 5 | 2 | 9 | 5 | 8 | 3 | 5 | 58 |
| Identification (ID) Requirements | | | | | | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | | | | | | | | | | 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 - Damaged/Missing | 1 | 1 | | 1 | | 3 | 1 | 1 | | 2 | 2 | | 12 |
| Mishandling of Passenger Property - Damaged/Missing - Carry-on | 3 | 6 | 9 | 4 | 4 | 6 | 6 | 5 | 3 | 9 | 5 | 7 | 67 |
| Mishandling of Passenger Property - Damaged/Missing - Carry-on | 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/Medications | | | 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 |
| Property - Special Handling - Damaged Items | 2 | 3 | 1 | | 1 | | | | | 2 | 1 | 1 | 11 |
| Property - Special Handling - Damaged Items - Carry-on | 3 | | | | 3 | 2 | 3 | 4 | 3 | 1 | 4 | 1 | 25 |
| Property - Special Handling - Missing Items | 3 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 2 | | 3 | 1 | 17 |
| Property - Special Handling - Missing Items - Carry-on | 5 | 4 | 1 | 5 | 1 | 3 | 2 | 6 | 3 | 5 | 2 | 1 | 38 |
| Request for Assistance | | | 1 | | | | | | | | | | 1 |
| Request for Assistance - Other | | | 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/Missing | 1 | 2 | 2 | 2 | 1 | | | | | | 1 | | 7 |
| Mishandling of Passenger Property - Damaged/Missing - Carry-on | 5 | 7 | 12 | 7 | 5 | 3 | | 1 | 3 | 4 | 2 | 2 | 51 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | 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 (Not Wheelchair or Scooter) | | 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) - Wheelchair/ Scooter | 1 | | | | | 1 | | | | 1 | | | 3 |
| Property - Special Handling | 8 | 8 | 13 | 13 | 2 | 4 | 1 | 1 | 5 | 7 | 6 | 9 | 77 |
| Property - Special Handling - Damaged Items | 1 | | 3 | 1 | | 1 | | | 1 | 1 | | | 8 |
| Property - Special Handling - Damaged Items - Carry-on | 2 | 2 | 4 | 1 | 1 | | | | 2 | 2 | 1 | 3 | 18 |
| Property - Special Handling - Missing Items | 2 | 1 | 1 | 3 | 1 | 2 | | | | | | 2 | 12 |
| Property - Special Handling - Missing Items - Carry-on | 3 | 5 | 5 | 8 | 1 | 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 | | | | | | | | | 49 |
| Civil Rights | | 1 | 2 | | | | | | | | | | 3 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|--------|-----------|----------|----------|----------|----------|-----------|-----------|----------|-----------|-----------|----------|----------|------------|
| Civil Rights - Racial Profiling or Discrimination | | | 1 | 1 | | | | | | | | | 2 | |
| Customer Service | | 2 | 2 | 4 | 2 | | | | | | | | 10 | |
| Customer Service - TSO | | 2 | 2 | 4 | 2 | | | | | | | | 10 | |
| Hazardous Materials Safety | | | | 1 | | | | | | | | | 1 | |
| Hazardous Materials Safety - General | | | | 1 | | | | | | | | | 1 | |
| Locks | | 1 | 1 | | | | | | | | | | 2 | |
| Locks - Missing or Damaged Lock | | 1 | 1 | | | | | | | | | | 2 | |
| Mishandling of Passenger Property | | 2 | 3 | 1 | 2 | | | | | | | | 8 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 2 | 2 | 1 | 2 | | | | | | | | 7 | |
| No Jurisdiction | | | | | 1 | | | | | | | | 1 | |
| No Jurisdiction - Refer to Other | | | | | 1 | | | | | | | | 1 | |
| No Subject | | | | | 1 | | | | | | | | 1 | |
| No Subject - General | | | | | 1 | | | | | | | | 1 | |
| Patdown | | 2 | | 1 | | | | | | | | | 3 | |
| Patdown - Flyer | | 2 | | | | | | | | | | | 2 | |
| Patdown - General | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | | 1 | |
| Prohibited & Permitted Items | | | | | 1 | | | | | | | | 1 | |
| Prohibited & Permitted Items - Lighters/Matches | | | | | 1 | | | | | | | | 1 | |
| Property - Special Handling | | 9 | 3 | | | | | | | | | | 12 | |
| Property - Special Handling - Damaged Items - Checked | | 1 | 1 | | | | | | | | | | 2 | |
| Property - Special Handling - Damaged Items - Carry-on | | 3 | 2 | | | | | | | | | | 5 | |
| Property - Special Handling - Missing Items - Checked | | 3 | | | | | | | | | | | 3 | |
| Property - Special Handling - Missing Items - Carry-on | | 2 | | | | | | | | | | | 2 | |
| Screening | | 4 | 2 | | | | | | | | | | 6 | |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | 3 | 1 | | | | | | | | | | 4 | |
| Screening - Security Breach | | | 1 | | | | | | | | | | 1 | |
| DAY | | 13 | 5 | 7 | 9 | 9 | 13 | 13 | 6 | 12 | 15 | 9 | 7 | 118 |
| 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 | | 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 - Damaged/Missing Items--Carry-on Luggage | | 1 | 1 | | 1 | | 1 | | 2 | | | | | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | 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 Baggage | | | | 1 | | | 1 | | | | | | | 2 |
| Patdown | | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | |
| 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 Items | | 1 | | | 1 | | | | | 1 | | | 3 | |
| Property - Special Handling - Missing Items | | 1 | | 1 | | | | | | 1 | 1 | | 4 | |
| Screening | | | 1 | 1 | | 1 | 1 | | | | | | 5 | |
| Screening - Lengthy Lines | | | | 1 | | 1 | | | | | | | 2 | |
| Screening - Procedures/Process | | | 1 | | | | 1 | | | | | 1 | 3 | |
| 2021 | | 2 | 2 | 2 | | | | | | | | | 6 | |
| Civil Rights | | | | 1 | | | | | | | | | 1 | |
| Civil Rights - Headwear | | | | 1 | | | | | | | | | 1 | |
| Customer Service | | 1 | 1 | 1 | | | | | | | | | 3 | |
| Customer Service - TSO | | 1 | 1 | 1 | | | | | | | | | 3 | |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Items | | 1 | | | | | | | | | | | 1 | |
| Screening | | | 1 | | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 | |
| 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 | |
| DCA | | 131 | 130 | 145 | 146 | 127 | 176 | 120 | 140 | 150 | 138 | 147 | 120 | 1,670 |
| 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 | 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 Baggage | | | | 5 | 8 | 9 | 8 | 12 | 4 | 5 | 9 | 12 | | 72 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 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 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | | | | | 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 Discrimination | 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 | | | | | 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 | | | 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 - Damaged/Missing Items-D | 1 | 10 | 7 | 9 | 7 | 9 | 7 | 6 | 11 | 4 | 10 | 15 | 96 |
| Mishandling of Passenger Property - Disposition | 2 | 1 | 2 | | 1 | 2 | 3 | 2 | 3 | 1 | 1 | 1 | 19 |
| Patdown | 1 | 5 | 7 | 2 | 2 | 5 | 2 | 3 | 3 | 1 | 1 | 1 | 33 |
| Patdown - Flyer | 1 | 5 | 6 | 1 | 2 | 5 | 2 | 3 | 3 | 1 | 1 | 1 | 31 |
| Patdown - Flyer as Observer | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 4 | 7 | 5 | 4 | 6 | 2 | 5 | 3 | 8 | 9 | 10 | 4 | 67 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | 1 | 1 | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive | 2 | 1 | | | | | | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | 1 | 1 | | 1 | | 1 | | | 4 | 2 | | 11 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | 1 | 1 | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | 1 | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices | | | 1 | 3 | 1 | 1 | 1 | 1 | 3 | | 2 | 3 | 15 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair) | | | 1 | 2 | 1 | | | | 1 | 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 Items | 1 | | | | 1 | | 1 | 2 | 1 | 1 | | 1 | 8 |
| Property - Special Handling - Damaged Items - Missing | 1 | 1 | 2 | | 4 | 2 | | 3 | 3 | 2 | 3 | 3 | 24 |
| Property - Special Handling - Missing Items | 4 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 4 | 2 | 1 | 3 | 23 |
| Property - Special Handling - Missing Items - Damaged | 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 Discrimination | 3 | 3 | 1 | | | | | | 2 | | | 2 | 11 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 2 | 1 | 1 | | 1 | | | | 1 | | | 6 |
| Customer Service | 13 | 10 | 21 | 12 | 13 | 6 | 1 | 3 | 7 | 4 | 2 | 5 | 97 |
| Customer Service - Others | 1 | | | | 1 | | | | | | | 1 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 14 | 11 | 14 | 6 | 5 | 2 | | | 2 | 5 | 3 | 3 | 65 |
| Mishandling of Passenger Property - Damaged/Missed | | 1 | | 1 | | | | | | | 1 | | 3 |
| Mishandling of Passenger Property - Damaged | 13 | 9 | 12 | 5 | 3 | 2 | | | 2 | 4 | 1 | 3 | 54 |
| Mishandling of Passenger Property - Disassembled | 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 Cancer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | 2 | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental | | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | 2 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants | 2 | 1 | | 1 | | 1 | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Mobility Devices | 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) - Wheelchairs | 1 | 2 | 1 | 2 | 1 | | | | | | | | 7 |
| Property - Special Handling | 10 | 10 | 13 | 11 | 10 | 7 | | 1 | 2 | | 2 | 7 | 73 |
| Property - Special Handling - Damaged Items | 2 | 2 | | | 1 | | | | | | | | 5 |
| Property - Special Handling - Damaged Items - Checked | 3 | 1 | 5 | 2 | 1 | 1 | | | 1 | | 1 | 1 | 16 |
| Property - Special Handling - Missing Items | 3 | 2 | 4 | 5 | 4 | 2 | | | | | | 1 | 21 |
| Property - Special Handling - Missing Items - Checked | 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/Confiscated | 1 | | | | 1 | | | | | | | | 2 |
| Screening - Security Breach | 1 | | 1 | | 1 | | | | | | | | 3 |
| 2021 | 23 | 16 | 14 | 11 | | | | | | | | | 64 |
| Civil Rights | 1 | 3 | 4 | | | | | | | | | | 8 |
| Civil Rights - Age | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Headwear | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 1 | 1 | 1 | | | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 1 | 1 | | | | | | | | | | 2 |
| Customer Service | 4 | 5 | 6 | 5 | | | | | | | | | 20 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 4 | 4 | 5 | 5 | | | | | | | | | 18 |
| DHS TRIP | | | 1 | | | | | | | | | | 1 |
| DHS TRIP - General | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Lost and Found | | 1 | 1 | 1 | | | | | | | | | 3 |
| Lost and Found - Airport/TSA | | 1 | 1 | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property | 5 | 1 | | | | | | | | | | | 6 |
| Mishandling of Passenger Property - Damaged | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Disassembled | 3 | 1 | | | | | | | | | | | 4 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically Necessary | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | 2 | | | | | | | | | 2 |
| Prohibited & Permitted Items - Chemical/Household Products | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beverages | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 3 | 2 | | 1 | | | | | | | | | 6 |
| Property - Special Handling - Damaged Items | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items | 2 | 1 | | | | | | | | | | | 3 |
| Screening | 7 | 4 | | | | | | | | | | | 11 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 5 | 4 | | | | | | | | | | | 9 |
| Screening - Retrieving Abandoned/Confiscated | 1 | | | | | | | | | | | | 1 |
| DEC 2018 | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage | | | | | | | | 1 | | | | | 1 |
| DEN 2018 | 323 | 203 | 277 | 382 | 306 | 269 | 207 | 263 | 288 | 315 | 326 | 254 | 3,413 |
| Advanced Imaging Technology (AIT) | | | | 153 | 104 | 112 | 108 | 141 | 126 | 159 | 146 | 97 | 1,146 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | 1 | 1 | | | | | 2 |
| Advanced Imaging Technology (AIT) - Flyer as Observer | | | | | | | 1 | 1 | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|-----------|------------|-----------|-----------|-----------|-----------|------------|------------|------------|------------|------------|--------------|
| Civil Rights | | | | 4 | 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 Checked | | | | 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 Discrimination | 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|------------|-----------|------------|------------|------------|-----------|----------|-----------|-----------|-----------|-----------|-----------|------------|---|
| Lost and Found - Airport/TSA | 1 | | | | | 1 | | | | | | 1 | 3 | |
| Mishandling of Passenger Property | 25 | 12 | 17 | 17 | 22 | 14 | 19 | 20 | 19 | 24 | 22 | 18 | 229 | |
| Mishandling of Passenger Property - Damaged Item | 1 | | 1 | 1 | 1 | | | | | 4 | 1 | | 12 | |
| Mishandling of Passenger Property - Damaged Item - Disarrayed Item | 24 | 11 | 14 | 16 | 18 | 9 | 13 | 18 | 15 | 15 | 17 | 11 | 181 | |
| 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 | 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 Necessary | 1 | 1 | | | | | | | | | 2 | | 4 | |
| Persons w/ Disabilities (PWD) - Metal Implants | 2 | 1 | 1 | | | | | | | | | 2 | 6 | |
| Persons w/ Disabilities (PWD) - Mobility Devices | 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) - Respiratory | 2 | 1 | | 1 | | | | | | | | | 4 | |
| Persons w/ Disabilities (PWD) - Service Animals | 1 | | | | 1 | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) - Touch Aids | 1 | 1 | | 1 | | 1 | | | | | | | 4 | |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Wheelchairs | 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 Items - Checked Baggage | 8 | 5 | 4 | 11 | 5 | 6 | 6 | 7 | 5 | 6 | 3 | 4 | 70 | |
| Property - Special Handling - Missing Items | 4 | 4 | 2 | 2 | 1 | 3 | 6 | 5 | 5 | | 6 | 3 | 41 | |
| Property - Special Handling - Missing Items - Checked Baggage | 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/Confiscated Items | 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 Discrimination | 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 | 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 - Damaged Item | 5 | 1 | 2 | 3 | 6 | 1 | | 1 | 1 | 1 | 1 | | 22 | |
| Mishandling of Passenger Property - Damaged Item - Disarrayed Item | 18 | 14 | 17 | 19 | 11 | 5 | 3 | 4 | 3 | 5 | 6 | 6 | 111 | |
| Mishandling of Passenger Property - Disarrayed Item | 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 | |
| Persons w/ Disabilities (PWD) - Diapers/Car Seats | 1 | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - General | 2 | | | | | 2 | | | | | | | 4 | |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | 1 | | | | 2 | 1 | | | | 1 | | | 5 | |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 2 | 1 | | | 3 | | | | | 1 | 1 | 8 | |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|---|
| Persons w/ Disabilities (PWD) - Metal Imp | 2 | | 1 | | | | | | | | | | 3 | |
| Persons w/ Disabilities (PWD) - Mobility C | 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 Equipm | | | 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 It | 2 | | 2 | 3 | 4 | 3 | | | 1 | 1 | 3 | 1 | 20 | |
| Property - Special Handling - Damaged It | 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 | | | | | | | | | 165 | |
| Airline | | | 1 | | | | | | | | | | 1 | |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 | |
| Civil Rights | 5 | | 1 | 2 | | | | | | | | | 8 | |
| Civil Rights - Constitutional Rights | 1 | | | | | | | | | | | | 1 | |
| Civil Rights - Perceived Religion | 1 | | | | | | | | | | | | 1 | |
| Civil Rights - Racial Profiling or Discrimin | 2 | | 1 | 1 | | | | | | | | | 4 | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | 1 | | | | | | | | | 2 | |
| 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 | | | | | | | | | 46 | |
| Customer Service - Others | | 1 | | 1 | | | | | | | | | 2 | |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 | |
| Customer Service - TSO | 13 | 5 | 12 | 13 | | | | | | | | | 43 | |
| Expedited Passenger Screening Program | | | 2 | 5 | | | | | | | | | 7 | |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 5 | | | | | | | | | 7 | |
| Locks | | 3 | | 1 | | | | | | | | | 4 | |
| Locks - Missing or Damaged Lock | | 3 | | 1 | | | | | | | | | 4 | |
| Lost and Found | 1 | | | | | | | | | | | | 1 | |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 8 | 7 | 3 | 8 | | | | | | | | | 26 | |
| Mishandling of Passenger Property - Dam | 2 | 1 | 2 | | | | | | | | | | 5 | |
| Mishandling of Passenger Property - Dam | 4 | 6 | 1 | 8 | | | | | | | | | 19 | |
| Mishandling of Passenger Property - Disa | 2 | | | | | | | | | | | | 2 | |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 | |
| Patdown | 2 | 4 | | | | | | | | | | | 6 | |
| Patdown - Flyer | 2 | 4 | | | | | | | | | | | 6 | |
| Persons w/ Disabilities (PWD) | 3 | | 2 | 3 | | | | | | | | | 8 | |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | 1 | 1 | | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Mobility C | 1 | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Service Animals | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | 1 | 1 | | | | | | | | | 2 | |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 | |
| Prohibited & Permitted Items - Food/Beverages | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | 12 | 9 | 1 | 3 | | | | | | | | | 25 | |
| Property - Special Handling - Damaged It | 1 | 2 | | | | | | | | | | | 3 | |
| Property - Special Handling - Damaged It | 1 | 2 | 1 | 1 | | | | | | | | | 5 | |
| Property - Special Handling - Missing Item | 4 | | | | | | | | | | | | 4 | |
| Property - Special Handling - Missing Item | 6 | 5 | | 2 | | | | | | | | | 13 | |
| Screening | 16 | 4 | 6 | 2 | | | | | | | | | 28 | |
| Screening - Children | 1 | | | | | | | | | | | | 1 | |
| Screening - Inconsistency | | | 1 | 1 | | | | | | | | | 2 | |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 | |
| Screening - Procedures/Process | 14 | 3 | 5 | 1 | | | | | | | | | 23 | |
| Screening - Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 | |
| DFW | 352 | 299 | 287 | 406 | 323 | 322 | 302 | 307 | 316 | 344 | 329 | 262 | 3,849 | |
| 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 | |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | 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 Checked | | | | 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 | | | 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 | 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 Discrimination | | 3 | 5 | 4 | 3 | 2 | 1 | 5 | 6 | 3 | 8 | 6 | 49 | |
| Civil Rights - Screening of Religious Culture | | 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 | 410 | |
| Customer Service - CSM | | | | | | | | | | 1 | | | 1 | |
| Customer Service - Others | | 3 | 3 | 4 | 4 | | 1 | 2 | 2 | 1 | 1 | 2 | 25 | |
| Customer Service - TSO | | 39 | 37 | 35 | 25 | 24 | 33 | 28 | 31 | 37 | 35 | 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 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on | | 2 | 1 | 4 | 5 | 1 | 3 | 4 | 1 | 6 | 1 | 5 | 1 | 34 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | | 19 | 14 | 21 | 11 | 11 | 13 | 24 | 31 | 17 | 23 | 21 | 21 | 226 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | 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 (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 | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication | | | | 2 | | | 1 | 1 | 1 | 1 | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 3 | 1 | | 3 | | 1 | 1 | 1 | | | 11 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Narrow) | | 4 | 2 | 1 | | 2 | 3 | 1 | 1 | 2 | 1 | | 20 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | 1 | | | | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Prostheses | 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 Items | 3 | 3 | 5 | | 3 | 2 | 8 | 1 | 1 | 6 | 2 | 2 | 36 |
| Property - Special Handling - Damaged Items - Missing Item | 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 - Damaged | 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 | | | | | | | 2 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | 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 Discrimination | 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 | | 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 - Damaged | 1 | 3 | 2 | 1 | 3 | 2 | | | 1 | | | | 13 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | 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 - Disassembled | 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 Spectrum | 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 Impaired | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - At Risk | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | 3 | 2 | | | | 1 | | | | 7 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | | | | 2 | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Narrow) | 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) - Wheelchair/ Scooter/ Segway | 3 | 1 | | | 2 | | | | | | | | 6 |
| Property - Special Handling | 22 | 23 | 16 | 21 | 21 | 9 | 4 | 2 | 8 | 12 | 18 | 17 | 173 |
| Property - Special Handling - Damaged Items | 1 | 3 | 1 | 4 | 6 | | | | | 3 | | 4 | 22 |
| Property - Special Handling - Damaged Items - Missing Item | 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 - Damaged | 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/Confiscated Items | 1 | | | 1 | | 1 | | | | 1 | | | 4 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|------------|
| Screening - Security Breach | | | 1 | 2 | | | | | | | | | 3 |
| 2021 | 69 | 48 | 37 | 77 | | | | | | | | | 231 |
| Civil Rights | 3 | 2 | 2 | 3 | | | | | | | | | 10 |
| 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 Discrimination | 3 | 1 | | 1 | | | | | | | | | 5 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service | 21 | 15 | 20 | 29 | | | | | | | | | 85 |
| Customer Service - Others | 2 | 2 | | 3 | | | | | | | | | 7 |
| Customer Service - TSO | 19 | 13 | 20 | 26 | | | | | | | | | 78 |
| Duplicate E-mail | | | | 2 | | | | | | | | | 2 |
| Duplicate E-mail - General | | | | 2 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | 2 | 5 | | | | | | | | | 7 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 4 | | | | | | | | | 6 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | 2 | 3 | 1 | | | | | | | | | | 6 |
| Locks - General | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 2 | 3 | | | | | | | | | | | 5 |
| Lost and Found | | | | 1 | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 10 | 3 | 2 | 16 | | | | | | | | | 31 |
| Mishandling of Passenger Property - Damaged | 2 | | | 3 | | | | | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified | 7 | 3 | 2 | 11 | | | | | | | | | 23 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disassembled | 1 | | | 1 | | | | | | | | | 2 |
| No Jurisdiction | | | | 2 | | | | | | | | | 2 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Patdown - Flyer | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | 2 | | 3 | | | | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 3 | | | | | | | | | | 3 |
| Prohibited & Permitted Items - Food/Beverages | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 17 | 9 | | 8 | | | | | | | | | 34 |
| Property - Special Handling - Damaged Items | 2 | 2 | | 2 | | | | | | | | | 6 |
| Property - Special Handling - Damaged Items - Checked | 4 | 2 | | | | | | | | | | | 6 |
| Property - Special Handling - Missing Items | 5 | 1 | | | | | | | | | | | 6 |
| Property - Special Handling - Missing Items - Checked | 6 | 4 | | 6 | | | | | | | | | 16 |
| Screening | 14 | 13 | 6 | 6 | | | | | | | | | 39 |
| Screening - Inconsistency | 1 | 1 | | 2 | | | | | | | | | 4 |
| Screening - Lengthy Lines | | | 2 | 2 | | | | | | | | | 4 |
| Screening - Procedures/Process | 11 | 12 | 4 | 2 | | | | | | | | | 29 |
| Screening - Retrieving Abandoned/Confiscated | 1 | | | | | | | | | | | | 1 |
| Screening - Security Breach | 1 | | | | | | | | | | | | 1 |
| DHN | 4 | 1 | 3 | 2 | 3 | 2 | 1 | 2 | 4 | 1 | 3 | 5 | 31 |
| 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 Back | | | | 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 - Damaged/Missing Items--Checked Back | 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 - Damaged/Missing Items--Checked Back | 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 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Mishandling of Passenger Property - Dam | | 1 | | | | | | | | | | | 1 |
| 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/Missii | | 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/Missii | | 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 |
| 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 |
| DRO | 1 | 4 | 1 | 3 | 2 | 1 | | 2 | 1 | 1 | 3 | 4 | 23 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 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 |
| DSM | 17 | 14 | 6 | 17 | 18 | 17 | 9 | 16 | 8 | 15 | 10 | 10 | 157 |
| 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 Baggage | | | | 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 | | | | | | | 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 - Damaged/Missing Items--Checked Baggage | 1 | 1 | | 3 | 2 | | 1 | 1 | | 2 | 1 | 1 | 13 |
| Patdown | 1 | 2 | 1 | | | | | 2 | | | | | 6 |
| Patdown - Flyer | 1 | 2 | 1 | | | | | 2 | | | | | 6 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|--------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| 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 Items - Checked | | 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 - Carry-On | | 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 - Damaged/Missing Items--Carry-on Luggage | | 2 | | 1 | 2 | 1 | | | | 1 | | | 7 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 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 | | | | | | | 2 | |
| Property - Special Handling - Missing Items - Carry-On | | 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 | | | | | | | | 14 | |
| Customer Service | | | 2 | 1 | | | | | | | | | 3 | |
| Customer Service - TSO | | | 2 | 1 | | | | | | | | | 3 | |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 | |
| Expedited Passenger Screening Program - Active Duty Military | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | 4 | 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 - Damaged/Missing Items--Unspecified Luggage | | 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 | | | | | 2 | | | | | | | | 2 | |
| Screening - Procedures/Process | | | | | 2 | | | | | | | | 2 | |
| DTW | | 163 | 143 | 149 | 153 | 117 | 127 | 130 | 124 | 122 | 159 | 174 | 137 | 1,698 |
| 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 Baggage | | | | 6 | 11 | 10 | 7 | 7 | 14 | 16 | 18 | 11 | | 100 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | 1 | | | | | 1 | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 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 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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/ 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 Discrimination | 3 | 4 | 1 | 1 | | 2 | 1 | 2 | 1 | 2 | 2 | | 19 |
| Civil Rights - Sex/Gender/Gender Identity | 2 | 1 | | | | | | 2 | | | 1 | | 6 |
| Civil Rights - Sexual Orientation - Not Transgender | | | 1 | | | | | 1 | | | | | 2 |
| Civil Rights - Transgender Screening | | | | | | | | 2 | | | | | 2 |
| Customer Service | 9 | 9 | 13 | 4 | 5 | 13 | 19 | 8 | 10 | 16 | 14 | 12 | 132 |
| Customer Service - Others | | 1 | | | | 1 | 1 | | | | | | 3 |
| Customer Service - TSO | 9 | 8 | 13 | 4 | 5 | 12 | 18 | 8 | 10 | 16 | 14 | 12 | 129 |
| Locks | 4 | | 1 | 1 | 2 | 2 | 3 | 4 | 3 | 8 | 4 | 2 | 34 |
| Locks - Missing or Damaged Lock | 4 | | 1 | 1 | 2 | 2 | 3 | 4 | 3 | 8 | 4 | 2 | 34 |
| Lost and Found | 4 | | | | 1 | | 1 | | | 1 | 4 | | 11 |
| Lost and Found - Airport/TSA | 4 | | | | 1 | | 1 | | | 1 | 4 | | 11 |
| Mishandling of Passenger Property | 11 | 12 | 18 | 11 | 10 | 15 | 16 | 11 | 16 | 6 | 10 | 12 | 148 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 2 | 1 | 1 | | | 1 | 1 | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 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 - Disposition | 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 |
| 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 Device | 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) - Wheelchair | 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 Items - Checked | 4 | 3 | 1 | 5 | 4 | 2 | 2 | 5 | 2 | 4 | 2 | 6 | 40 |
| Property - Special Handling - Missing Items - Carry-On | 3 | 2 | 4 | 3 | 4 | 2 | 3 | 1 | 4 | 2 | 4 | 3 | 35 |
| Property - Special Handling - Missing Items - Checked | 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/Confiscated Items | 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 Discrimination | 1 | 2 | | 3 | 1 | | | 1 | | | | | 8 |
| Civil Rights - Screening of Religious or Cultural Practices | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 - Damaged/Missing Items--D | 14 | 17 | 16 | 4 | 3 | 3 | 2 | 3 | 2 | 5 | 7 | 7 | 83 |
| Mishandling of Passenger Property - Disposition | 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 It | 2 | | | | | 2 | | | | 1 | | | 5 |
| Property - Special Handling - Damaged It | 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 | | | | | | | | | 89 |
| Animals | | 1 | | | | | | | | | | | 1 |
| Animals - Carry-On | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 1 | 2 | 2 | 1 | | | | | | | | | 6 |
| Civil Rights - Perceived Religion | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimin | 1 | 1 | 1 | | | | | | | | | | 3 |
| Civil Rights - Screening of Religious Cultural and Ceremonial It | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | 6 | 4 | 6 | 6 | | | | | | | | | 22 |
| Customer Service - CSM | | | | 1 | | | | | | | | | 1 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 6 | 3 | 6 | 5 | | | | | | | | | 20 |
| Expedited Passenger Screening Program | | | 3 | 3 | | | | | | | | | 6 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 3 | 3 | | | | | | | | | 6 |
| 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 | 10 | 1 | 7 | 2 | | | | | | | | | 20 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 4 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 10 | 1 | 3 | 2 | | | | | | | | | 16 |
| 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 | | | | | | | | | 18 |
| Property - Special Handling - Damaged It | 4 | 2 | | 1 | | | | | | | | | 7 |
| Property - Special Handling - Missing Item | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 6 | 2 | | 1 | | | | | | | | | 9 |
| Screening | 3 | 3 | 3 | | | | | | | | | | 9 |
| Screening - Crew Member or Airline Employee | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | 3 | 2 | | | | | | | | | | 8 |
| DUJ | | | | | | | 1 | | | | | | 1 |
| 2018 | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| 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 |
| EAR | | | | 2 | 1 | 2 | | | 2 | | | | 7 |
| 2018 | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | | 1 | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 2019 | | | | | | 1 | | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2020 | | | | 2 | 1 | 1 | | | | | | | 4 |
| Mishandling of Passenger Property | | | | 2 | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| EAT | 3 | | 5 | 5 | 4 | 2 | 3 | 3 | 3 | | 2 | 5 | 35 |
| 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 Baggage | | | | 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 - 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 | | | | | | | 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 - Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2021 | | | 1 | 1 | | | | | | | | | 2 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| 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 Baggage | | | | 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 |
| ECP | 11 | 9 | 4 | 9 | 3 | 8 | 11 | 16 | 15 | 15 | 12 | 10 | 123 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Patdown - Flyer | | | | | | | | 1 | 1 | 1 | 1 | | 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 - Damaged/Checked | 1 | | | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Damaged/Checked | 2 | 1 | 1 | | | | | | 2 | | 1 | 2 | 9 |
| Mishandling of Passenger Property - Damaged/Checked | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property - Damaged/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 Items - Carry-On | 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 - Damaged/Checked | 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 Items - Carry-On | 1 | | | | | | | | 2 | | | 2 | 5 |
| Screening | | 2 | | 1 | | | | | | | 1 | 1 | 6 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | 1 | | | | | | | 1 | 1 | 5 |
| 2021 | 4 | | | | | | | | | | | | 4 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| 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 - Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| EGE | | | 2 | 3 | 2 | 4 | 1 | | 1 | | 3 | | 16 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 |
| EKO | 2 | 1 | 2 | 1 | 3 | | 3 | 2 | 3 | 2 | 1 | 2 | 22 |
| 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 tr | | | 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 |
| ELM | 6 | | 1 | 4 | 3 | 1 | | 4 | 2 | 7 | 3 | 2 | 33 |
| 2018 | | | | 1 | 3 | 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 | | | | | | | | | | | | | 4 |
| ELP | 45 | 19 | 18 | 16 | 22 | 17 | 22 | 11 | 26 | 20 | 11 | 36 | 263 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|
| Lost and Found - Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 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 Baggage | | | 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 |
| 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 - Damaged/Missing Items--Carry-on Luggage | 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 Checked | | | | 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/Devices | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | 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 Items - Checked | 1 | | | | | 1 | 1 | | | | 1 | | 4 |
| Property - Special Handling - Missing Items - Carry-On | | 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/Confiscated Items | 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 | | | | | | | | | | | 24 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | | | 24 |
| Mishandling of Passenger Property | 3 | 1 | 3 | 1 | 1 | | 1 | | 2 | | | 1 | 13 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 2 | | | 1 | 1 | | | | 2 | | | | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 1 | 1 | 2 | | | | | | | | | 1 | 5 |
| Patdown | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Mobility | 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 Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | 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 | | | | | | | | | 34 |
| 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 |
| Customer Service - TSO | 1 | 1 | 2 | 2 | | | | | | | | | 6 |
| Lost and Found | 16 | 1 | | | | | | | | | | | 17 |
| Lost and Found - Airport/TSA | 16 | 1 | | | | | | | | | | | 17 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | 2 | | | | | | | | | | | | 2 |
| Screening | 3 | 1 | | | | | | | | | | | 4 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Screening - Procedures/Process | 3 | 1 | | | | | | | | | | | 4 |
| 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/Missii | | 2 | | 1 | | | | | | | | | 3 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Patdown - Flyer | | | | | | | 1 | | | | | | 1 |
| 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 |
| 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 |
| EUG | 13 | 2 | 4 | 7 | 5 | 6 | 6 | 5 | 5 | 7 | 7 | 9 | 76 |
| 2018 | | | | | 1 | 4 | 3 | 2 | 2 | 3 | 2 | 4 | 21 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | 1 | 2 | | | 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 |
| Notice of Violation/Civil Penalties - General | | | | | | | | | | | | | 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 | | 2 |
| Screening | | | | | 1 | 1 | 1 | | | | | 1 | 4 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Screening - Procedures/Process | | | | | | | 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 Item | 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 Item | 2 | | | | 1 | 1 | | | | | | | 5 |
| Screening | | | | | | | | | | | 1 | 1 | 2 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | 1 | 2 |
| 2021 | 1 | 1 | | 2 | | | | | | | | | 4 |
| 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 |
| EVV | 2 | 1 | 1 | 3 | 3 | 2 | 2 | 2 | 2 | 1 | 1 | 2 | 22 |
| 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 |
| 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 - Check | | | 1 | | | | | | | 1 | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | | 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | 1 | 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 |
| EWR | 366 | 341 | 386 | 443 | 387 | 364 | 301 | 353 | 341 | 394 | 389 | 305 | 4,370 |
| 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 Checked | | | | 5 | 6 | 5 | 4 | 2 | 6 | 6 | 5 | 5 | 44 |
| Patdown | | | | 4 | 2 | 3 | 4 | 3 | 4 | 5 | 6 | | 31 |
| Patdown - Flyer | | | | 4 | 2 | 3 | 2 | 3 | 4 | 5 | 6 | | 29 |
| Patdown - Flyer as Observer | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | 10 | 5 | 4 | 7 | 4 | 7 | 3 | 9 | 5 | 54 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | 1 | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental 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 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 2 | 2 | 4 | 2 | 3 | 3 | 1 | 1 | 3 | 6 | 3 | 1 | 31 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | 1 | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 2 | 2 | 1 | | | | 1 | 1 | 3 | 1 | 3 | 14 |
| Civil Rights - Sexual Orientation - Not Transgender | | | | 1 | 1 | | | | | | | | 2 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | 1 | | 3 |
| Customer Service | 34 | 41 | 41 | 14 | 28 | 42 | 44 | 42 | 46 | 38 | 51 | 32 | 453 |
| Customer Service - CSM | | | | | | | | | | | | | 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 |
| Identification (ID) Requirements - Domestic | | | | | | | | | | | | | 1 |
| Locks | 9 | 10 | 10 | 7 | 8 | 8 | 8 | 13 | 8 | 12 | 9 | 9 | 111 |
| Locks - General | | | 1 | | | | 1 | | | | | | 2 |
| Locks - Missing or Damaged Lock | 9 | 10 | 9 | 7 | 8 | 8 | 7 | 13 | 8 | 12 | 9 | 9 | 109 |
| Lost and Found | 2 | 4 | 3 | 6 | 7 | 4 | 7 | 2 | 1 | 2 | 5 | 9 | 52 |
| Lost and Found - Airport/TSA | 2 | 4 | 3 | 6 | 7 | 4 | 7 | 2 | 1 | 2 | 5 | 9 | 52 |
| Mishandling of Passenger Property | 34 | 34 | 32 | 23 | 25 | 32 | 20 | 27 | 26 | 31 | 32 | 22 | 338 |
| Mishandling of Passenger Property - Damaged | 1 | 3 | | 4 | | 3 | 1 | 4 | 2 | 3 | 2 | 4 | 27 |
| Mishandling of Passenger Property - Damaged or Lost | 24 | 30 | 28 | 18 | 19 | 21 | 16 | 19 | 21 | 22 | 26 | 18 | 262 |
| Mishandling of Passenger Property - Damaged or Lost - Airport/TSA | 2 | | | 1 | 1 | 1 | | 1 | | | | | 5 |
| Mishandling of Passenger Property - Disappearance | 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 Spectrum Disorder | 2 | 1 | | | | | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | 1 | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Cancer (all types) | 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 | | | 5 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | 2 | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Internal Medical Conditions | 3 | 1 | | | | | 1 | 1 | | | | | 6 |
| Persons w/ Disabilities (PWD) - Medically Necessary | 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 Device | 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) - Wheelchair | 1 | 1 | | 1 | 2 | 1 | 1 | 3 | 2 | 3 | 1 | 1 | 17 |
| Prohibited & Permitted Items | 1 | | 1 | | | | | 1 | | | | | 3 |
| Prohibited & Permitted Items - Alcohol and Beverages | 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 Items | 4 | 1 | | 5 | 1 | 2 | 5 | 3 | 2 | 1 | 4 | 3 | 31 |
| Property - Special Handling - Damaged Items - Airport/TSA | 8 | 6 | 5 | 5 | 2 | 7 | 7 | 14 | 8 | 12 | 5 | 11 | 90 |
| Property - Special Handling - Missing Items | 5 | 7 | 10 | 6 | 7 | 1 | 9 | 7 | 5 | 8 | 7 | 6 | 78 |
| Property - Special Handling - Missing Items - Airport/TSA | 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/Confiscated Items | 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 |
| Civil Rights - Racial Profiling or Discrimination | 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 |
| Identification (ID) Requirements - Domestic | | | | | | | 1 | | | | | | 2 |
| Locks | 10 | 4 | 17 | 8 | 4 | 4 | | | 1 | 4 | 1 | 3 | 56 |
| Locks - General | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 10 | 4 | 17 | 7 | 4 | 4 | | | 1 | 4 | 1 | 3 | 55 |
| Lost and Found | 4 | 3 | 9 | 9 | 10 | 3 | 1 | 1 | 1 | 1 | 2 | 3 | 47 |
| Lost and Found - Airport/TSA | 4 | 3 | 9 | 9 | 10 | 3 | 1 | 1 | 1 | 1 | 2 | 3 | 47 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 - Damaged/Missing Items | 4 | 3 | 6 | 2 | 5 | 1 | 1 | | | 1 | | 2 | 25 |
| Mishandling of Passenger Property - Damaged/Missing Items - Carry | 20 | 12 | 27 | 30 | 21 | 6 | 2 | 3 | 4 | 3 | 5 | 8 | 141 |
| Mishandling of Passenger Property - Disposition | 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 |
| Persons w/ Disabilities (PWD) - Diabetes | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 2 | 1 | | | | | | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Impairment | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Impairment | 1 | | 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) - Wheelchair | 4 | 2 | 3 | | | 1 | | | | | | | 10 |
| Property - Special Handling | 32 | 26 | 30 | 34 | 19 | 17 | | 3 | 7 | 11 | 18 | 13 | 210 |
| Property - Special Handling - Damaged Items | 4 | 2 | 1 | 2 | 1 | | | | | 1 | 1 | | 12 |
| Property - Special Handling - Damaged Items - Carry | 7 | 2 | 8 | 4 | 3 | 2 | | 2 | 4 | 4 | 5 | 5 | 46 |
| Property - Special Handling - Missing Items | 6 | 6 | 10 | 13 | 4 | 5 | | | | 3 | 1 | 4 | 52 |
| Property - Special Handling - Missing Items - Carry | 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 | | | | | | | | | 157 |
| Airline | | | 1 | | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 3 | 1 | | 2 | | | | | | | | | 6 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 2 | 1 | | | | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Claims | | | 1 | 1 | | | | | | | | | 2 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Claims - Status | | | | 1 | | | | | | | | | 1 |
| Customer Service | 11 | 7 | 9 | 11 | | | | | | | | | 38 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | 1 | | | 2 | | | | | | | | | 3 |
| Customer Service - TSO | 10 | 7 | 8 | 9 | | | | | | | | | 34 |
| Expedited Passenger Screening Program | | | 7 | 3 | | | | | | | | | 10 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 7 | 2 | | | | | | | | | 9 |
| 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 | | | | | | | | | 30 |
| Mishandling of Passenger Property - Damaged/Missing Items | 1 | 2 | 1 | 2 | | | | | | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items - Carry | 4 | 7 | 6 | 4 | | | | | | | | | 21 |
| Mishandling of Passenger Property - Disposition | 1 | | 1 | 1 | | | | | | | | | 3 |
| Patdown | 3 | 2 | | | | | | | | | | | 5 |
| Patdown - Flyer | 3 | 2 | | | | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 1 | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | 1 | | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Lighters/Matches | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 8 | 7 | 3 | 6 | | | | | | | | | 24 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Carry - Carry | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items | 2 | 2 | 2 | 3 | | | | | | | | | 9 |
| Property - Special Handling - Missing Items - Carry | 5 | 4 | 1 | 2 | | | | | | | | | 12 |
| Screening | 7 | 9 | 2 | 2 | | | | | | | | | 20 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 2 | | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 5 | 8 | 1 | 2 | | | | | | | | | 16 |
| Screening - Security Breach | | | 1 | | | | | | | | | | 1 |
| EYW | | 4 | 3 | 3 | 3 | 2 | 1 | 4 | 6 | 4 | 6 | 5 | 41 |
| 2018 | | | | 1 | | | | 4 | 3 | 3 | 5 | 3 | 19 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|------------|
| 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 - Check | | 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 | | | | | | | | | 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 | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| FAI | 17 | 11 | 10 | 14 | 19 | 14 | 13 | 6 | 13 | 26 | 20 | 13 | 176 |
| 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 | | | 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 | 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 | | | | | | 10 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|--------|-----------|----------|-----------|----------|-----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|
| 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 Items | | | 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 Items | | 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 | | | | | | | | | | 5 | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Dam | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | 1 | 1 | | | | | | | | | | 2 | |
| Property - Special Handling - Damaged It | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling - Missing Items - Checke | | | 1 | | | | | | | | | | 1 | |
| Screening | | 2 | | | | | | | | | | | 2 | |
| Screening - Procedures/Process | | 2 | | | | | | | | | | | 2 | |
| 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 | | 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 Discrimination | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|------------|
| Locks - Missing or Damaged Lock | | | | | | | | | 1 | | | 1 | 2 |
| 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 - Damaged/Missing Items--Carry-on Luggage | 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/Missing Items--Carry-on Luggage | | | 1 | 1 | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | 2 | | | | | 1 | | | | | | 1 | 4 |
| Property - Special Handling - Damaged Items - Checked | 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 |
| 2021 | 2 | 2 | 2 | | | | | | | | | | 6 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | 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 - Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | 2 | | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | 2 |
| FAT | 18 | 13 | 13 | 21 | 12 | 15 | 14 | 12 | 7 | 12 | 12 | 13 | 162 |
| 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 Baggage | | | | 1 | | | | 1 | 1 | | 1 | | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | 1 | | 2 |
| Patdown | | | | | 1 | 1 | | 1 | 2 | | | | 5 |
| Patdown - Flyer | | | | | 1 | 1 | | 1 | 2 | | | | 5 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | 2 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | 2 | | 2 | | 1 | | | | 2 | 7 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | 1 | | | | | | 1 | 3 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | 1 | 2 |
| Screening | | | | | 2 | | 1 | 2 | | 2 | 1 | | 8 |
| Screening - Inconsistency | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | 2 | | 1 | 1 | | 2 | 1 | | 7 |
| 2019 | 9 | 5 | 6 | 6 | 5 | 7 | 8 | 2 | 2 | 5 | 5 | 6 | 66 |
| Civil Rights | 2 | | | | | 1 | | | | | | | 3 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 2 | | | | | | | | | | | | 2 |
| Customer Service | 3 | 2 | | 1 | 1 | | 2 | 1 | | 1 | 2 | 2 | 15 |
| Customer Service - Others | 2 | 1 | | 1 | 1 | | 1 | | | 1 | | 1 | 8 |
| Customer Service - TSO | 1 | 1 | | | | | 1 | 1 | | | 2 | 1 | 7 |
| Locks | | | | 1 | | | | | | | 1 | | 3 |
| Locks - Missing or Damaged Lock | | | | 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 Baggage | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|-----------|----------|----------|----------|-----------|----------|----------|----------|----------|----------|----------|-----------|
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - 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 Items - Checked | 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/Confiscated | 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 - Damaged/Missing Items--Carry-on or Checked | 3 | 1 | | 2 | | | 1 | 2 | | 1 | 1 | 1 | 12 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | | | | | | | | 2 |
| Patdown | | | | 1 | 1 | | | | | | | | 2 |
| Patdown - Flyer | | | | 1 | 1 | | | | | | | | 2 |
| Property - Special Handling | | 1 | 1 | 2 | | 1 | | | 1 | | | 2 | 8 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | 1 | 2 | | 1 | | | | | | 1 | 6 |
| Screening | 1 | 1 | 2 | | | | 1 | | | | | | 5 |
| Screening - Procedures/Process | 1 | 1 | 1 | | | | | 1 | | | | | 4 |
| Screening - Shoe Screening | | | 1 | | | | | | | | | | 1 |
| 2021 | 5 | 2 | 3 | 3 | | | | | | | | | 13 |
| Customer Service | 2 | 1 | 1 | | | | | | | | | | 4 |
| Customer Service - TSO | 2 | 1 | | 1 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | 2 | | | | | | | | | | 3 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| FAY | 6 | 11 | 7 | 9 | 7 | 10 | 8 | 9 | 7 | 7 | 8 | 4 | 93 |
| 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 Baggage | | | | 1 | 1 | | 1 | | 1 | 1 | | 1 | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Patdown - Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| 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 - Damaged/Missing Items--Checked Baggage | 1 | 1 | | | 1 | 1 | | | | | | | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | 1 | | | | 2 |
| Patdown | | | | | | | | | | 1 | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 - Check | | | 1 | | | 1 | | 2 | | | | | 4 |
| Property - Special Handling - Missing Items | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Check | | | 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 - Check | | 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 | | | | | | | | | 5 |
| Customer Service | 1 | | | 1 | | | | | | | | | 2 |
| Customer Service - TSO | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Check | | 1 | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| FLG | 1 | 3 | | 1 | 2 | 4 | | 1 | 2 | | 3 | | 17 |
| 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 - Check | | | 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 Items | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2021 | | 1 | | | | | | | | | | | 1 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| FLL | 197 | 224 | 245 | 327 | 280 | 284 | 214 | 228 | 198 | 234 | 219 | 175 | 2,825 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 Checker | | | | 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 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | | | | | | | | | | 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 |
| Request for Assistance - Other | | | | | | | | | | | | | 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 Transgender | | 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 - International | 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 - Damaged/Missing Items--Carry-on or Checked | 1 | 1 | 3 | 5 | 2 | 4 | 4 | | 3 | | | 3 | 26 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 16 | 15 | 25 | 20 | 17 | 22 | 22 | 22 | 16 | 39 | 23 | 16 | 253 |
| Mishandling of Passenger Property - Disarrayed Item | 4 | 5 | 2 | 4 | 3 | 3 | 3 | 1 | 5 | 1 | 1 | 1 | 30 |
| Patdown | 4 | 2 | 4 | 2 | 6 | 3 | 3 | 3 | 2 | 4 | 2 | 4 | 39 |
| Patdown - Children | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | 4 | 2 | 4 | | 6 | 2 | 3 | 3 | 2 | 4 | 2 | 4 | 36 |
| Patdown - Flyer as Observer | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 6 | 4 | 6 | 7 | 4 | 7 | 4 | 9 | 2 | 4 | 5 | 59 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | 1 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | 1 | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | 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 | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|------------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|------------|
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | 1 | | | | 2 | | | | | 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 It | 3 | 3 | 11 | 6 | 3 | 7 | 3 | 4 | 4 | 2 | 1 | 4 | 51 |
| Property - Special Handling - Damaged It | 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/Missin | 1 | 2 | 3 | 4 | 1 | 1 | | 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 Medicator | | | 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 It | 3 | 3 | 6 | 5 | 4 | 4 | | | | | | 2 | 27 |
| Property - Special Handling - Damaged It | 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 |
| 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 | | | | | | | 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 | 25 | 16 | | | | | | | | | 119 |
| Airline | | | 1 | 1 | | | | | | | | | 2 |
| Airline - Policy/Regulations/Service | | | 1 | 1 | | | | | | | | | 2 |
| Civil Rights | 1 | 2 | 1 | 3 | | | | | | | | | 7 |
| Civil Rights - Constitutional Rights | | 1 | | 1 | | | | | | | | | 2 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimina | 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 |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 7 | 5 | 6 | 3 | | | | | | | | | 21 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 6 | 5 | 5 | 3 | | | | | | | | | 19 |
| Expedited Passenger Screening Program | | | 5 | 1 | | | | | | | | | 6 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 5 | 1 | | | | | | | | | 6 |
| Hazardous Materials Safety | | | | 2 | | | | | | | | | 2 |
| Hazardous Materials Safety - General | | | | 2 | | | | | | | | | 2 |
| 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 | | | | | | | | | 22 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 2 | 3 | | | | | | | | | 5 |
| Mishandling of Passenger Property - Dam | 5 | 9 | 1 | | | | | | | | | | 15 |
| Mishandling of Passenger Property - Disa | 1 | 1 | | | | | | | | | | | 2 |
| No Jurisdiction | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 2 | 1 | | | | | | | | | | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | 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 |
| Property - Special Handling | 13 | 10 | 2 | | | | | | | | | | 25 |
| Property - Special Handling - Damaged It | 3 | 2 | 2 | | | | | | | | | | 7 |
| Property - Special Handling - Damaged It | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 3 | 1 | | | | | | | | | | | 4 |
| Property - Special Handling - Missing Item | 6 | 6 | | | | | | | | | | | 12 |
| Screening | 11 | 3 | | 2 | | | | | | | | | 16 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Opposite Gender | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 10 | 2 | | 1 | | | | | | | | | 13 |
| FLO | 1 | 2 | 1 | 1 | 5 | 1 | 2 | 2 | 1 | 1 | 3 | | 20 |
| 2018 | | | | | 4 | 1 | 2 | 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 |
| FNL | | | 1 | | | | | | | | | | 1 |
| 2019 | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on | | | 1 | | | | | | | | | | 1 |
| FNT | 3 | 1 | 3 | 5 | 6 | 4 | 5 | 6 | 3 | 7 | 4 | 1 | 48 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|----------|----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - 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 Baggage | | | | 1 | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property - Disassembly | 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 | | | 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 Baggage | | | | 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 | | | | | | | | | 3 |
| 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 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| FOD | 2 | | | | | | | | | | | | 2 |
| 2020 | 2 | | | | | | | | | | | | 2 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| FSD | 11 | 3 | 6 | 5 | 10 | 4 | 4 | 2 | 5 | 6 | 2 | 1 | 59 |
| 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 - Damaged/Missing Items--Checked Baggage | 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 - Checked | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| 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 - Damaged/Missing Items--Checked Baggage | 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 | 3 | | | | | 1 | | | | | | | 4 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 2 | | | | | 1 | | | | | | | 3 |
| Screening | | | 3 | | | | | | | | | | 3 |
| Screening - Lengthy Lines | | | 2 | | | | | | | | | | 2 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2021 | 2 | | | | | | | | | | | | 2 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| FSM | | 1 | | 4 | 2 | 1 | 2 | 3 | 4 | 1 | 1 | 1 | 20 |
| 2018 | | | | 1 | 1 | 1 | 1 | 3 | 2 | 1 | 1 | 1 | 12 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| 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 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| FWA | 11 | 4 | 6 | 2 | 2 | 2 | 5 | 6 | 5 | 6 | 3 | 5 | 57 |
| 2018 | | | | 1 | 1 | 1 | 4 | 3 | 2 | 3 | 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 Baggage | | | | 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 - Damaged/Missing Items--Checked Baggage | 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 Items - Checked | 1 | | | | | | | | 1 | 1 | 1 | | 4 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | | 1 | | | | | | 2 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2020 | 2 | 1 | 4 | 1 | 1 | | | 2 | | 2 | | 1 | 14 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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 - Damaged/Missing Items--Checked Baggage | 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 Items - Checked | 1 | | 1 | | | | | | | | | | 2 |
| Screening | | | 1 | | | | | | | | | 1 | 2 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | 1 | 2 |
| 2021 | 5 | 2 | 1 | | | | | | | | | | 8 |
| Customer Service | 1 | 1 | 1 | | | | | | | | | | 3 |
| Customer Service - TSO | 1 | 1 | 1 | | | | | | | | | | 3 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | | | | | | 2 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 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 |
| GCK | | 1 | | 2 | 2 | 1 | 2 | 1 | 1 | 3 | 2 | | 15 |
| 2018 | | | | 1 | 2 | | 2 | 1 | | 1 | | | 7 |
| Mishandling of Passenger Property | | | | 1 | 1 | | 2 | | | 1 | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | 2 | | | | | | 4 |
| Mishandling of Passenger Property - 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 Baggage | | | | 1 | | | | | | 1 | | | 2 |
| Property - Special Handling | | 1 | | | | | | | 1 | 1 | | | 3 |
| Property - Special Handling - Damaged/Missing Items - Checked | | 1 | | | | | | | 1 | 1 | | | 3 |
| GDV | | | | 1 | | | | | | | | | 1 |
| 2019 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items Private Screening | | | | 1 | | | | | | | | | 1 |
| GEG | 34 | 25 | 32 | 47 | 41 | 48 | 44 | 29 | 39 | 37 | 58 | 34 | 468 |
| 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 Baggage | | | | 5 | 3 | 2 | | 4 | 1 | 6 | 5 | 2 | 28 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | 1 | | 1 | | 3 |
| Patdown | | | | 2 | 3 | | 1 | 1 | 3 | 3 | 2 | 2 | 17 |
| Patdown - Flyer | | | | 2 | 3 | | 1 | 1 | 3 | 2 | 2 | 2 | 16 |
| Patdown - Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 2 | 3 | 2 | 2 | 2 | 1 | 1 | 1 | 15 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | 1 | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | 1 | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | 2 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | | 1 | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | 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 | | | | | | | | 5 |
| Locks - Missing or Damaged Lock | | | | 2 | 1 | | | | | | | | 5 |
| Mishandling of Passenger Property | 5 | 3 | 5 | 3 | 4 | 2 | 2 | 4 | 2 | 7 | 6 | 5 | 48 |
| Mishandling of Passenger Property - Damaged | 1 | | 1 | | | | | | | 1 | | | 3 |
| Mishandling of Passenger Property - Damaged - Checked | 3 | 3 | 4 | 2 | 4 | 1 | 1 | 2 | 2 | 3 | 5 | 5 | 35 |
| Mishandling of Passenger Property - Damaged - Carry-On | 1 | | | 1 | | 1 | 1 | 2 | | 3 | 1 | | 10 |
| Patdown | 1 | 1 | 1 | | | | 1 | | 2 | | 4 | | 10 |
| Patdown - Flyer | 1 | 1 | 1 | | | | 1 | | 2 | | 4 | | 10 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | 1 | 1 | 1 | 3 | | 7 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | 3 | 1 | 3 | 2 | 2 | 2 | 1 | 1 | 3 | 4 | 5 | 2 | 29 |
| Property - Special Handling - Damaged Items - Carry-On | | | 1 | | | | 1 | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | 1 | 1 | | 1 | | | 1 | 1 | 1 | | 1 | 7 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | 1 | | 1 | | 3 |
| Property - Special Handling - Missing Items - Checked | 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 - Damaged | 3 | | 2 | | 2 | 1 | | | 2 | | | 1 | 11 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Patdown | 4 | 4 | 1 | 2 | 3 | | | | 1 | | | | 15 |
| Patdown - Flyer | 4 | 4 | 1 | 2 | 1 | | | | 1 | | | | 13 |
| Patdown - Non-Flyer | | | | | 2 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 2 | 2 | 1 | 1 | | | | | | | | 1 | 7 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (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 |
| 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 Items - Carry-On | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | 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 | | | | | | | | | 21 |
| Customer Service | | | 2 | 6 | | | | | | | | | 8 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | 6 | | | | | | | | | 7 |
| Expedited Passenger Screening Program | | | | 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 | 4 | 1 | 2 | | | | | | | | | | 7 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Mishandling of Passenger Property - Dam | 3 | 1 | 2 | | | | | | | | | | 6 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | 1 | 1 | | | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | 1 | | | | | | | | | | 2 |
| GFK | 2 | 3 | 2 | | | 4 | 3 | 2 | 3 | 1 | | 1 | 21 |
| 2018 | | | | | | 2 | | 2 | 1 | 1 | | 1 | 7 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| 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 | | | | | | | | | | | 2 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| GGG | 3 | 2 | | 2 | 2 | | 1 | 2 | 2 | 4 | 4 | 1 | 23 |
| 2018 | | | | 1 | 2 | | | 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 - 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 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | | 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 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| GGW | | | | | | | 1 | | | | | | 1 |
| 2018 | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Disarranged Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| GJT | 5 | 6 | 7 | 4 | 4 | 3 | 4 | 4 | 4 | 2 | 2 | 5 | 50 |
| 2018 | | | | 2 | 3 | 1 | 2 | 4 | 2 | 1 | 2 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | | 2 | 1 | 1 | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| 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/Missing Items | | 1 | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | 1 | | | | | 2 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | 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-On | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 1 | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | 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 - Damaged/Missing Items | 1 | 1 | 1 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - 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 | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| GLH | | | | | | 1 | | | | | | | 1 |
| 2018 | | | | | | 1 | | | | | | | 1 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| GNV | 3 | 2 | 1 | | 4 | 3 | 3 | 5 | 5 | 6 | 6 | 6 | 44 |
| 2018 | | | | | 2 | 1 | 2 | 5 | 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/Missing Items | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | 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 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| GPI | 3 | | 2 | 4 | 1 | 2 | 3 | 3 | 8 | 3 | 2 | 4 | 35 |
| 2018 | | | | 3 | 1 | | 2 | 3 | 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 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| GPT | 11 | 10 | 7 | 13 | 12 | 13 | 13 | 8 | 6 | 6 | 8 | 7 | 114 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 2019 | 5 | 4 | 1 | 3 | 1 | 7 | 3 | 4 | | 4 | 4 | 2 | 38 |
| Civil Rights | | | | | | | | 1 | | | 1 | | 2 |
| Civil Rights - Age | | | | | | | | 1 | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 |
| Customer Service | 3 | | | | | 2 | 1 | | | | | 1 | 7 |
| Customer Service - TSO | 3 | | | | | 2 | 1 | | | | | 1 | 7 |
| Locks | | | | | | | 1 | | | 1 | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | 3 | | 1 | | | 2 | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | 2 | | 1 | | | 2 | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | | | | 2 |
| Patdown | | | | | | | | 1 | | 1 | | | 2 |
| Patdown - Flyer | | | | | | | | 1 | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | 1 | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 3 | | 1 | | | | | | | 2 | 1 | 8 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | 3 | | 1 | | | | | | 1 | | 1 | 7 |
| Screening | | | 1 | 1 | 1 | 2 | | | | | | | 6 |
| Screening - Inconsistency | | | | | | 1 | | | | | | | 1 |
| 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 - 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 | 2 | 1 | | | | 1 | | | | 8 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 2 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | 1 | | | | | | | 1 | | | | 3 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | 1 | | | | | | | | 2 |
| Screening | 1 | 1 | | | | | | | 1 | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | | | | | | | 1 | | | | 3 |
| 2021 | | 1 | 1 | 3 | | | | | | | | | 5 |
| 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 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to traveler | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 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--Checked Baggage | | | 1 | | | | 1 | | 1 | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | 1 | | | 1 | 1 | 3 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Patdown - Flyer | | | | | | | | 1 | | | | 1 | 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 | 1 | | | | | | | 5 |
| Patdown - Flyer | 1 | 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 |
| 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 Items - Checked | 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 |
| GRK | 6 | 2 | 2 | 7 | 2 | 2 | 4 | 2 | 4 | 8 | 2 | 7 | 48 |
| 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 |
| 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 - Damaged/Missing Items--Checked Baggage | 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 Items - Checked | | | | 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/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 | | | | | | | | 1 | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | 1 | 2 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Screening | | | 1 | | 1 | | | | | | | | 2 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2021 | 2 | 1 | 2 | | | | | | | | | | 5 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 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 | | | | | | | | | 2 |
| GRR | 14 | 19 | 20 | 28 | 12 | 19 | 17 | 19 | 20 | 23 | 21 | 32 | 244 |
| 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 | | | | 6 |
| Customer Service - TSO | | | | 1 | 1 | 1 | 1 | | 1 | | | | 6 |
| Locks | | | | | | 2 | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | 2 | | | | | | | 2 |
| Lost and Found | | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 3 | | 1 | | 2 | 1 | 2 | 2 | 4 | 15 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | | 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 Discrimination | 1 | | | | | | | | 1 | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | 1 | | 1 | 3 |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | 3 | 2 | | | 1 | 1 | 8 |
| Customer Service - TSO | | 1 | | | | | 3 | 2 | | | 1 | 1 | 8 |
| Locks | | | | 1 | 1 | | | | | | 1 | | 3 |
| Locks - Missing or Damaged Lock | | | | 1 | 1 | | | | | | 1 | | 3 |
| Mishandling of Passenger Property | 2 | 2 | 1 | 3 | | 1 | 4 | 3 | 4 | 1 | 1 | 5 | 27 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | 2 | 2 | 1 | 2 | | 1 | 4 | 3 | 3 | | 1 | 2 | 21 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Bag | | | | 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-On | | 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 - Damaged/Missing Items--Carry-on Luggage | 4 | 2 | 5 | 6 | 1 | | 1 | | | 2 | 2 | 1 | 24 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | 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 |
| 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 | 1 | | | | | | | | | 1 | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | 1 | 1 | 1 | 2 | 2 | | 1 | | 1 | 1 | | 2 | 12 |
| Screening | | | | 1 | 1 | | 3 | | 1 | | | | 4 |
| Screening - Lengthy Lines | | | | 1 | 1 | | | | | | | | 2 |
| Screening - Procedures/Process | | | | | | | 3 | | 1 | | | | 4 |
| 2021 | 1 | 3 | 1 | | | | | | | | | | 5 |
| 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 | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| 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 Baggage | | | | 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 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | | 1 |
| 2020 | 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 |
| GSO | 13 | 20 | 14 | 13 | 12 | 21 | 13 | 13 | 21 | 9 | 15 | 11 | 175 |
| 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 - Damaged/Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items - Carry-On | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - 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 - Check | | 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 Discrimination | 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/Missing | | 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 (Not Wheelchair or Scooter) | | 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-On | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | 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 | | | | | | | | | 7 |
| Customer Service | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service - TSO | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | 3 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing | 1 | | 3 | | | | | | | | | | 4 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Security Breach | 1 | | | | | | | | | | | | 1 |
| GSP | 12 | 11 | 21 | 19 | 17 | 8 | 15 | 12 | 19 | 10 | 14 | 18 | 176 |
| 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 or Checked | | | | 2 | 1 | | 2 | 3 | 2 | 3 | 1 | | 14 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | 1 | 1 | | | | | | 2 |
| Patdown | | | | 1 | | | | 1 | 1 | | | | 3 |
| Patdown - Children | | | | | | | | | 1 | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | 2 | 1 | 1 | | 1 | 1 | 7 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | 1 | | | 1 | 1 | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | 1 | | 1 | | | | | | 2 |
| Screening | | | | 2 | 1 | 1 | 2 | 1 | 1 | | | | 8 |
| Screening - Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | 2 | 1 | | 1 | 1 | 1 | | | | 6 |
| Screening - Security Breach | | | | | | | 1 | | | | | | 1 |
| 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 - Damaged/Missing | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Patdown - Non-Flyer | | | | | | | | | | | | 1 | 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 Items | 1 | | | | | | | 1 | 1 | | 1 | | 4 |
| Property - Special Handling - Missing Items - Checked | | 1 | 1 | 1 | 3 | 1 | | | 1 | 1 | | 3 | 12 |
| Screening | | 2 | 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 Items | 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 | | | | | | | | | 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 |
| Property - Special Handling | 1 | 2 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | 1 | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | 1 | | | | | | | | | | | 2 |
| 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 |
| 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/Missing Items--Carry-on or Checked | | 1 | | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 |
| 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 - Check | | | 1 | | | | | | | | 1 | | 1 |
| GUC | | | | 1 | | 1 | | | 1 | 1 | 1 | | 5 |
| 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 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| GUM | | 3 | 2 | 3 | 5 | 8 | 2 | 1 | 7 | 5 | 3 | 5 | 44 |
| 2018 | | | | 1 | 2 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | 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 |
| 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 | 1 | 1 | 2 | 1 | | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missii | | 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 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| HDN | 1 | 1 | 1 | 3 | 3 | 2 | | | | | | | 11 |
| 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 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility D | 1 | | | | | | | | | | | | 1 |
| HGR | 2 | 2 | 1 | 1 | 1 | | 1 | | 3 | 4 | 2 | | 17 |
| 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/Missii | | | 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|-----------|------------|------------|------------|-----------|------------|------------|------------|------------|-----------|--------------|
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 |
| 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 |
| 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 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | | 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 |
| HNL | 102 | 102 | 97 | 146 | 136 | 121 | 85 | 113 | 106 | 109 | 103 | 83 | 1,303 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|-----------|-----------|----------|------------|
| Civil Rights - National Origin | | 1 | | | | 1 | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | 1 | | | | 1 | 1 | | 1 | 5 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 3 | | | | | 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 - Damaged/Missing Items--C | 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 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | 1 | 1 | | | | | 2 | | | | 5 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wounded Warrior | | | | | | | | | | | | | 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 |
| 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 Discrimination | 2 | 1 | 2 | 2 | | | | | | | | | 7 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | 10 | 5 | 6 | 7 | 7 | 4 | 3 | 1 | 2 | | 1 | 1 | 49 |
| Customer Service - Others | | | 1 | 1 | | | | | | 1 | 1 | | 4 |
| Customer Service - TSO | 10 | 5 | 6 | 6 | 6 | 4 | 3 | 1 | 2 | 1 | | 1 | 45 |
| Locks | 7 | 7 | 3 | 9 | 5 | 4 | | | | | | | 35 |
| Locks - Missing or Damaged Lock | 7 | 7 | 3 | 9 | 5 | 4 | | | | | | | 35 |
| Lost and Found | 4 | | | 1 | | | | | | | | | 5 |
| Lost and Found - Airport/TSA | 4 | | | 1 | | | | | | | | | 5 |
| Mishandling of Passenger Property | 13 | 19 | 10 | 16 | 10 | 8 | 1 | | 2 | 3 | 2 | 2 | 86 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | 3 | 2 | 1 | 1 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | 9 | 14 | 7 | 13 | 8 | 7 | 1 | | 2 | 1 | 2 | 2 | 66 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 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 Items - Carry-On | 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 Items - Carry-C | 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 | | | | | | | | | 41 |
| Customer Service | 1 | 2 | 5 | 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 |
|---|-----------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|------------|
| Customer Service - TSO | 1 | 2 | 5 | 1 | | | | | | | | | 9 |
| Duplicate E-mail | | | | 1 | | | | | | | | | 1 |
| Duplicate E-mail - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 2 | 2 | | | | | | | | | 4 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 2 | | | | | | | | | 4 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 4 | 1 | 4 | | | | | | | | | 12 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 3 | 3 | 1 | 4 | | | | | | | | | 11 |
| 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 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 3 | | 2 | | | | | | | | | 7 |
| 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 | | | | | | | | | 4 |
| Screening | 1 | | 1 | 1 | | | | | | | | | 3 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | 1 | | | | | | | | | | 2 |
| 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--Checked Baggage | | | | 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--Checked Baggage | | | 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 |
| HOU | 84 | 84 | 76 | 109 | 84 | 83 | 59 | 74 | 78 | 101 | 70 | 73 | 975 |
| 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 | | 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 Luggage | | | | 3 | 1 | 2 | | | 2 | | | | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 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 Medication | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 - Damaged Item | 1 | | | 2 | 3 | 1 | 1 | 2 | 1 | | | 2 | 13 |
| Mishandling of Passenger Property - Damaged Item - Checked | 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 - Disarrayed Item | 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 Wheelchair) | | | 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-On | | 1 | | 1 | 2 | | 1 | 2 | | 4 | 2 | 2 | 15 |
| Property - Special Handling - Damaged Items - Checked | 3 | 4 | | 3 | 1 | 3 | 1 | 1 | 2 | 2 | 1 | | 21 |
| Property - Special Handling - Missing Items - Carry-On | 1 | 3 | 2 | 1 | | 1 | 3 | 3 | | 1 | | 1 | 16 |
| Property - Special Handling - Missing Items - Checked | 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/Confiscated Items | 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 - Damaged Item | 1 | | 1 | | 2 | | | | | | 1 | 1 | 6 |
| Mishandling of Passenger Property - Damaged Item - Checked | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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) | | 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 It | 2 | | 1 | | 1 | | | | | 1 | | | 5 |
| Property - Special Handling - Damaged It | 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 | 10 | 16 | | | | | | | | | 57 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | 1 | 3 | 2 | | | | | | | | | 8 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 1 | 3 | 2 | | | | | | | | | 7 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| Locks | | 3 | | 1 | | | | | | | | | 4 |
| Locks - General | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 2 | | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property | 4 | 3 | 2 | 4 | | | | | | | | | 13 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 4 | 3 | 2 | 3 | | | | | | | | | 12 |
| Patdown | | | 3 | | | | | | | | | | 3 |
| Patdown - Children | | | 2 | | | | | | | | | | 2 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism S | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | 2 | | | | | | | | | 2 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 9 | 4 | | 3 | | | | | | | | | 16 |
| Property - Special Handling - Damaged It | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 3 | | | 1 | | | | | | | | | 4 |
| Property - Special Handling - Missing Item | 1 | 1 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 3 | 3 | | 1 | | | | | | | | | 7 |
| Screening | 3 | 1 | 1 | 2 | | | | | | | | | 7 |
| Screening - Inconsistency | 1 | | | 1 | | | | | | | | | 2 |
| Screening - Opposite Gender | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 1 | | 1 | | | | | | | | | 4 |
| HPN | 19 | 12 | 10 | 15 | 8 | 12 | 8 | 12 | 8 | 10 | 3 | 10 | 127 |
| 2018 | | | | 3 | 1 | 6 | 6 | 3 | 1 | 5 | 2 | 7 | 34 |
| Civil Rights | | | | | | | | | 1 | 3 | | 2 | 6 |
| Civil Rights - Perceived Religion | | | | | | | | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 Items | 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 - Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked | 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) - Wheelchair | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | 1 | 2 | | | | | | | | | 5 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Carry-On | 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 | | | | | | | | | 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 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| 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 | | | | | 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/Missing Items--Checked Baggage | | 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-On | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|-----------|----------|-----------|----------|----------|-----------|----------|-----------|
| Mishandling of Passenger Property | | 1 | | 1 | 1 | 3 | | | | | 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 | 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 |
| HSV | 3 | 6 | 6 | 9 | 8 | 14 | 3 | 12 | 9 | 7 | 11 | 4 | 92 |
| 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 Luggage | | | | 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/Missing Items--Carry-on or Checked | | 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 | 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 - Checked | | 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 (Not Wheelchair or Scooter) | | 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 | | | | | | | | | 4 |
| 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 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 |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| HTS | 3 | 1 | | 4 | 2 | 1 | | 1 | 3 | 5 | 5 | 2 | 27 |
| 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 Items - Checked | 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 - Damaged/Missing Items--Checked Baggage | 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 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| 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 Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | 1 | | | | | 1 |
| HVR | 1 | | | | | | | | | | | | 1 |
| 2020 | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| HXD | 6 | 4 | 1 | 3 | 4 | 6 | 1 | 6 | 3 | 2 | 5 | | 41 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 Baggage | | 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 | | | | 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/Missing Items--Checked Baggage | | | 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 | | | | | | | | | 3 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N) | | | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 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 |
| 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--Checked Baggage | | | | 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 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| IAD | 123 | 104 | 113 | 162 | 82 | 114 | 110 | 139 | 133 | 139 | 122 | 114 | 1,455 |
| 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 Luggage | | | | 1 | 1 | | 1 | 2 | | 1 | 1 | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 13 | 5 | 10 | 5 | 14 | 14 | 23 | 16 | 15 | 115 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | 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 - Disarrayed Items--Carry-on or Checked | | | | 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 - Damaged/Missing Items - Checked | 13 | 11 | 15 | 13 | 6 | 12 | 12 | 14 | 13 | 14 | 12 | 10 | 145 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 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 /Developmental /Mental Disability | | 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 Medical Devices | | | | 1 | | | 1 | | | | | 1 | 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) - 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 Items - Carry-On | 1 | 2 | 2 | | 1 | | | | 1 | 1 | 1 | 1 | 10 |
| Property - Special Handling - Damaged Items - Checked | 6 | | 2 | 4 | | 2 | 2 | 3 | 2 | 2 | 5 | 3 | 31 |
| Property - Special Handling - Missing Items - Carry-On | 2 | 6 | 2 | 1 | | 3 | 2 | 1 | | 2 | 2 | 3 | 24 |
| Property - Special Handling - Missing Items - Checked | 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 Discrimination | 1 | 1 | 3 | | | | | | | | | 1 | 6 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | 3 | | | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Lost and Found | 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/Missin | | 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 It | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 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 | | | | | | | | | 28 |
| Civil Rights | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimin | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service | | | 1 | 4 | | | | | | | | | 5 |
| Customer Service - TSO | | | 1 | 4 | | | | | | | | | 5 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA Application Prog | | | 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 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missin | | 1 | | 3 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Disa | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | 1 | 1 | | | | | | | | | | 3 |
| 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 |
| Property - Special Handling | 2 | 3 | | 1 | | | | | | | | | 6 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 3 | | 1 | | | | | | | | | 4 |
| IAG | 1 | 1 | 1 | 1 | 1 | 3 | 2 | 2 | 2 | 1 | 2 | 2 | 17 |
| 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 Item | 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 | | | | | | | | | 3 |
| Mishandling of Passenger Property | | 1 | 1 | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missin | | 1 | 1 | 1 | | | | | | | | | 3 |
| IAH | 209 | 199 | 227 | 305 | 246 | 233 | 181 | 185 | 186 | 198 | 197 | 171 | 2,537 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|--------------|
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | 1 | | 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 Baggage | | | | 25 | 22 | 19 | 19 | 22 | 17 | 13 | 19 | 16 | 172 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items | | | | 1 | 1 | | 1 | | | 1 | | | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 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 Medical Supplies | | | | 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 Discrimination | 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 Transgender | | 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 | 2 | 1 | 27 |
| Lost and Found - Airport/TSA | 1 | 1 | 3 | 4 | 3 | 4 | 3 | 3 | 2 | 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 - Damaged/Missing Items--Carry-on or Checked Baggage | 1 | 2 | | | 1 | 1 | 3 | 1 | 1 | 5 | 1 | | 16 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items | 13 | 18 | 17 | 17 | 7 | 12 | 21 | 16 | 18 | 17 | 19 | 14 | 189 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | 3 | 4 | | 3 | | 2 | 5 | 4 | 3 | 3 | 7 | 2 | 36 |
| Patdown | 5 | 2 | 3 | 3 | | 3 | | | 4 | 3 | 2 | 4 | 29 |
| Patdown - Flyer | 4 | 2 | 3 | 3 | | 3 | | | 4 | 3 | 2 | 4 | 28 |
| Patdown - Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 4 | 3 | 3 | 2 | 6 | 3 | 1 | 3 | 4 | 3 | 38 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | 1 | 1 | | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Medical Supplies | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Device | | 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) | 2 | 1 | 1 | | | | 2 | | | | 1 | | 7 |
| Persons w/ Disabilities (PWD) - Ostomy/Colostomy | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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) - 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 Item | 1 | 1 | | 3 | | 2 | 1 | 4 | 4 | 4 | 3 | 4 | 27 |
| Property - Special Handling - Damaged Item | 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/Confiscated Items | 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 Discrimination | 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 | | | | | | 17 |
| Mishandling of Passenger Property | 25 | 12 | 24 | 28 | 21 | 10 | | 2 | | 4 | 2 | 7 | 135 |
| Mishandling of Passenger Property - Damaged | 2 | 2 | | 2 | 1 | | | | | | | | 7 |
| Mishandling of Passenger Property - Damaged | 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 - Disassembled | 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 /Mental | | | 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 Medical Equipment | | | | 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) - Respiratory and Inhalers | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aids | 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 Item | 3 | 2 | 3 | 2 | | | | | 2 | | | | 12 |
| Property - Special Handling - Damaged Item | 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 | 26 | 30 | | | | | | | | | 118 |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | | 1 |
| Civil Rights | | 3 | 1 | 2 | | | | | | | | | 6 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | 1 | 1 | | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 1 | | 1 | | | | | | | | | 2 |
| Civil Rights - Sexual Harassment (TSA Employee) | | 1 | | | | | | | | | | | 1 |
| Customer Service | 12 | 7 | 8 | 11 | | | | | | | | | 38 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |
| Customer Service - TCC | | | 2 | | | | | | | | | | 2 |
| Customer Service - TSO | 12 | 6 | 6 | 11 | | | | | | | | | 35 |
| Duplicate E-mail | | | | 1 | | | | | | | | | 1 |
| Duplicate E-mail - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 4 | 1 | | | | | | | | | 5 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 4 | 1 | | | | | | | | | 5 |
| Identification (ID) Requirements | | | 1 | 1 | | | | | | | | | 2 |
| Identification (ID) Requirements - Domestic | | | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements - ID Matching Ticket and Boarding Pass Issued | | | | 1 | | | | | | | | | 1 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 5 | | 5 | | | | | | | | | 13 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|-----------|-----------|----------|-----------|------------|
| Mishandling of Passenger Property - Damaged/Missin | | | 1 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 3 | 4 | | 2 | | | | | | | | | 9 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | | | 1 | 1 | | | | | | | | | 2 |
| Patdown - Flyer | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 13 | 15 | 2 | 2 | | | | | | | | | 32 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 4 | 5 | 2 | | | | | | | | | | 11 |
| Property - Special Handling - Missing Item | 4 | 3 | | | | | | | | | | | 7 |
| Property - Special Handling - Missing Item | 5 | 7 | | 1 | | | | | | | | | 13 |
| Screening | 1 | 1 | | 8 | 5 | | | | | | | | 15 |
| Screening - Inconsistency | | | | 3 | 2 | | | | | | | | 5 |
| Screening - Lengthy Lines | | | | 2 | | | | | | | | | 2 |
| Screening - Procedures/Process | 1 | 1 | 3 | 3 | | | | | | | | | 8 |
| ICT | 14 | 14 | 17 | 17 | 11 | 4 | 8 | 18 | 16 | 11 | 7 | 13 | 150 |
| 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 | 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/Missin | | 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 Discrimination | 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/Missin | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 2 | 1 | 1 | | | | 1 | | 1 | | 9 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | | | | | | 1 | | 1 | | 3 |
| Property - Special Handling - Missing Items | 1 | | | | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Items | 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/Confiscated | 1 | | | | | | | 1 | | | | | 2 |
| 2021 | 2 | 2 | 6 | 3 | | | | | | | | | 13 |
| Customer Service | 2 | | 1 | 1 | | | | | | | | | 4 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 2 | | | 1 | | | | | | | | | 3 |
| Duplicate E-mail | | | 2 | | | | | | | | | | 2 |
| Duplicate E-mail - General | | | 2 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 2 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair) | | | 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 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| IDA | 2 | | | 2 | 1 | 4 | 1 | 3 | 1 | 6 | 2 | 2 | 24 |
| 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 - Damaged/Missing Items--Checked Baggage | 1 | | | | | | | 1 | | | | | 2 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| 2021 | 1 | | | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| 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/Missing Items--Checked Baggage | | | 1 | | | 1 | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|-----------|----------|----------|-----------|-----------|----------|-----------|----------|-----------|
| Property - Special Handling - Missing Items | 2 | 1 | | | | | | | | | | | 3 |
| 2020 | | | | | | | | | | | | | 4 |
| Mishandling of Passenger Property | | | | 1 | | 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 |
| ILM | 9 | 8 | 5 | 2 | 10 | 5 | 8 | 10 | 12 | 5 | 12 | 8 | 94 |
| 2018 | | | | | | | | | | | | | 30 |
| Customer Service | | | | | 1 | 2 | 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 Discrimination | 1 | | | | 1 | | | | | | | | 2 |
| Customer Service | 1 | | 1 | | | 1 | 1 | 1 | | | | | 5 |
| Customer Service - TSO | 1 | | 1 | | | 1 | 1 | 1 | | | | | 5 |
| Locks | | | | | | | 2 | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | 2 | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | 1 | | | | | 1 | | | 3 | 1 | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | 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 | 2 | 1 | 1 | 5 | 2 | 1 | 1 | 1 | 16 |
| Screening - Inconsistency | | | | | | | | | | | 1 | | 1 |
| Screening - Lengthy Lines | | | 2 | 1 | | | 1 | | 3 | | | | 7 |
| Screening - Procedures/Process | | | | | 2 | 1 | 1 | 2 | 2 | 2 | | 1 | 8 |
| 2020 | 5 | 3 | 2 | 1 | 1 | 2 | | 1 | | | 1 | 3 | 19 |
| Civil Rights | | | | | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | | | | | | | 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 | | | | | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked | 2 | 1 | | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | | 1 | | | | | 1 |
| Prohibited & Permitted Items - Lighters/Matches | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | 1 | | | | 2 | | | | | 1 | 1 | 5 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | 1 | | | | | 1 | | 2 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | 1 | | | | | | | 2 |
| Screening | 2 | 1 | 1 | | 1 | | | | | | | | 5 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | 1 | | 1 | | | | | | | | 4 |
| 2021 | 2 | 1 | | 1 | | | | | | | | | 4 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 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 |
| IMT | 2 | 2 | 1 | 2 | | | | | 2 | 2 | 1 | | 12 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 - Missing Items | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 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 Back | | | | 1 | | | | | | | | | 1 |
| Screening | | 1 | | 1 | | | | | | | | | 2 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2021 | | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| IND | 28 | 40 | 42 | 42 | 38 | 35 | 32 | 39 | 48 | 41 | 48 | 35 | 468 |
| 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 Back | | | | 3 | 2 | 3 | 6 | 8 | 4 | 4 | 5 | 4 | 39 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 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 Discrimination | 1 | | | | | | | 1 | | 1 | | 1 | 4 |
| Civil Rights - Screening of Religious or Cultural Garments | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | | | | | | | 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 - Damaged/Missing Items--Checked Back | 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 - Checked | 1 | 3 | 1 | 1 | | 1 | 2 | 1 | 1 | | 1 | 3 | 14 |
| Property - Special Handling - Missing Items | 1 | 2 | 1 | | 1 | | | 1 | 1 | | | 3 | 10 |
| Property - Special Handling - Missing Items - Checked | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|------------|
| 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 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 2 | | | 1 | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 4 | 1 | 6 | 1 | 1 | 1 | | | | 2 | 1 | 2 | 19 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 1 | 1 | | | 1 | 1 | | | | | | | 4 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 2 | 2 | 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-on | | 1 | 1 | | | 1 | | | | | 1 | | 4 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | 1 | | 1 | | 1 | | 1 | 5 |
| Property - Special Handling - Missing Items - Carry-on | | | | 1 | 1 | 2 | | | | | | | 4 |
| Property - Special Handling - Missing Items - Checked | 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 | | | | | | | | | 29 |
| Customer Service | 1 | 2 | 1 | | | | | | | | | | 4 |
| Customer Service - TSO | 1 | 2 | 1 | | | | | | | | | | 4 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | | | | | | | 1 |
| Hazardous Materials Safety | | | 1 | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 5 | 1 | 1 | | | | | | | | | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 2 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked | 1 | 2 | 1 | 1 | | | | | | | | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | 1 | | | | | | | | | | | 2 |
| Patdown - Flyer | 1 | 1 | | | | | | | | | | | 2 |
| Prohibited & Permitted Items | | 1 | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 4 | 1 | 1 | 1 | | | | | | | | | 7 |
| Property - Special Handling - Damaged Items - Checked | 1 | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 4 | | 1 | 1 | | | | | | | | | 6 |
| Screening | | 2 | 1 | | | | | | | | | | 3 |
| Screening - Procedures/Process | | 2 | 1 | | | | | | | | | | 3 |
| 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 - Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | | | | | | 1 | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| 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 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 - Liquids/Gels/Aerosols | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 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 |
| 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 |
| 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 |
| ISP | 8 | 10 | 12 | 17 | 9 | 12 | 6 | 12 | 3 | 11 | 13 | 4 | 117 |
| 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 | 2 | 1 | 2 | 1 | 1 | 15 |
| Mishandling of Passenger Property - Damaged/Missii | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|-----------|
| Screening - Procedures/Process | | 1 | | 1 | | 1 | | | | | 1 | | 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 | | | | | | | | | 5 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to FAA | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Children | | | 1 | | | | | | | | | | 1 |
| 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/Missii | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| ITO | 9 | 4 | 8 | 13 | 6 | 10 | 4 | 9 | 3 | 5 | 9 | 5 | 85 |
| 2018 | | | | 7 | 1 | 4 | | 5 | 2 | 3 | 3 | 2 | 27 |
| Civil Rights | | | | | | | | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 | 1 | | 2 | | 1 | 1 | 1 | | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | 1 | | 1 | | 1 | | 2 | | 1 | 1 | 1 | | 8 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Patdown | | 1 | 2 | | | 1 | | 2 | | | 1 | | 7 |
| Patdown - Flyer | | 1 | 2 | | | 1 | | 2 | | | 1 | | 7 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | 1 | | 2 |
| Property - Special Handling | 1 | | | | | | | 1 | | | 2 | 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 | | | | | | | | | | 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/Missing Items--Checked | | | 1 | | | | | | | | | | 1 |
| 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 |
| 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 | | | | | | | | | | | 4 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 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 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 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 |
| JAC | 2 | 2 | 4 | 4 | 2 | 3 | | | 6 | 3 | 8 | 5 | 39 |
| 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 Baggage | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|-----------|-----------|-----------|----------|-----------|-----------|----------|----------|-----------|------------|
| Screening | | | | 1 | | | | | 1 | 1 | 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 - Checkl | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | 2 | | | | | | 1 | | 3 |
| Screening - Procedures/Process | | | | | 2 | | | | | | 1 | | 3 |
| 2021 | 1 | 2 | | | | | | | | | | | 3 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| JAN | 7 | 7 | 7 | 11 | 11 | 11 | 7 | 10 | 14 | 9 | 6 | 10 | 110 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Property - Special Handling - Damaged Items - Checked | | 1 | | 1 | | | | | 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 | | | | | | | | 4 |
| 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 Back | | | | | 1 | | | | | | | | 1 |
| JAX | 45 | 54 | 38 | 53 | 37 | 52 | 51 | 51 | 46 | 37 | 67 | 41 | 572 |
| 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 | | | | 8 |
| Locks - Missing or Damaged Lock | | | | 1 | | | 2 | 3 | 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 Back | | | | 5 | 6 | 1 | 7 | 2 | 6 | 1 | 8 | 3 | 39 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | 1 | 1 | 1 | | | 1 | | 6 |
| Patdown | | | | 2 | | | 3 | 1 | | 1 | 1 | | 8 |
| Patdown - Flyer | | | | 1 | | | 3 | 1 | | 1 | 1 | | 7 |
| Patdown - Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 3 | | | 1 | 2 | | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | | 1 | 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 | | | 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 Discrimination | 1 | 1 | 1 | 1 | | | 1 | | | | | | 5 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | | 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/Missing Items--Checked Back | | 4 | 6 | 3 | 1 | 6 | 6 | 7 | 3 | 4 | 4 | 2 | 46 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Items | | | | | | | | | | | | 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 Inhalers | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | 7 | 7 | 7 | 6 | 4 | 6 | 6 | 4 | 4 | 6 | 4 | 5 | 66 |
| Property - Special Handling - Damaged Items - Carry-On | 1 | | | 1 | 1 | | | | | | | 1 | 4 |
| Property - Special Handling - Damaged Items - Checked | 1 | 1 | 3 | 1 | 1 | 2 | 3 | 1 | | 1 | 3 | 2 | 19 |
| Property - Special Handling - Missing Items - Carry-On | 2 | | | | | | 1 | | 2 | 3 | | 1 | 9 |
| Property - Special Handling - Missing Items - Checked | 5 | 4 | 4 | 4 | 2 | 4 | 2 | 3 | 2 | 2 | 1 | 1 | 34 |
| Request for Assistance | | | | | | 1 | | | 1 | | | | 2 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 |
| 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 - Damaged/Missing Items--Carry-on Baggage | 3 | 2 | 1 | 2 | 3 | 2 | 1 | 1 | | 1 | 1 | 1 | 18 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 1 | 1 | 3 | | | | | | 1 | | 2 | | 8 |
| Patdown | | 1 | | | 1 | | | | | | 1 | | 3 |
| Patdown - Flyer | | 1 | | | 1 | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | 3 | 1 | | 2 | | | 1 | 1 | 2 | | 11 |
| Persons w/ Disabilities (PWD) - General | | | 1 | 1 | | | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair) | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 1 | | | | | | | | 1 | | | | 2 |
| Property - Special Handling | 8 | 6 | 4 | 1 | 5 | 3 | 1 | 2 | 3 | 5 | 5 | 4 | 47 |
| Property - Special Handling - Damaged Items | 1 | | | 1 | 1 | 1 | | | | | | | 4 |
| Property - Special Handling - Damaged Items - Carry-On | 2 | 3 | | | 1 | | | 1 | 1 | 2 | 4 | 1 | 15 |
| Property - Special Handling - Missing Items | 1 | 1 | 2 | | 2 | 2 | | 1 | | | 1 | 1 | 11 |
| Property - Special Handling - Missing Items - Carry-On | 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/Confiscated Items | 1 | | | | | | | | | | | | 1 |
| Screening - Security Breach | | 2 | | | | | | | | | | | 2 |
| 2021 | 10 | 12 | 3 | 11 | | | | | | | | | 36 |
| Additional Information Required/Insufficient Information | | | | 1 | | | | | | | | | 1 |
| Additional Information Required/Insufficient Information - EMAIL ONLY | | | | 1 | | | | | | | | | 1 |
| Civil Rights | | | | 4 | | | | | | | | | 4 |
| Civil Rights - Hair Patdowns | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | 3 | | | | | | | | | 3 |
| Customer Service | | 2 | | 2 | | | | | | | | | 4 |
| Customer Service - TSO | | 2 | | 2 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreC | | 1 | | | | | | | | | | | 1 |
| Identification (ID) Requirements | | | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | 1 | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 3 | | 2 | | | | | | | | | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Baggage | 3 | 3 | | 1 | | | | | | | | | 7 |
| Patdown | | 1 | 1 | | | | | | | | | | 2 |
| Patdown - Flyer | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 4 | 2 | 1 | 2 | | | | | | | | | 9 |
| Property - Special Handling - Damaged Items | 3 | 1 | | 1 | | | | | | | | | 5 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked Baggage | 1 | 1 | 1 | | | | | | | | | | 3 |
| Screening | 2 | 3 | | | | | | | | | | | 5 |
| Screening - Procedures/Process | 2 | 3 | | | | | | | | | | | 5 |
| JFK | 522 | 424 | 518 | 715 | 544 | 501 | 434 | 552 | 519 | 499 | 567 | 470 | 6,265 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | 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 Check | | | | 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 | | 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 | 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 Discrimination | 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 | |
| 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 | |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 /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 It | 4 | 4 | 8 | 5 | 5 | 6 | 7 | 8 | 8 | 3 | 5 | 6 | 69 |
| Property - Special Handling - Damaged It | 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 |
| 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 | | | | | | | 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 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm | | | 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 |
| Persons w/ Disabilities (PWD) - Wheelcha | 4 | 2 | 1 | | 2 | 1 | | | | | | 1 | 11 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|--------|----------|----------|--------|----------|----------|----------|----------|------------|
| Property - Special Handling | 61 | 31 | 61 | 65 | 41 | 23 | 3 | 4 | 10 | 13 | 20 | 18 | 350 |
| Property - Special Handling - Damaged Items | 9 | 5 | 8 | 5 | 4 | 1 | | | | 2 | 1 | | 35 |
| Property - Special Handling - Damaged Items - Missing Items | 13 | 9 | 9 | 13 | 9 | 1 | 2 | 1 | 4 | 3 | 3 | 6 | 73 |
| Property - Special Handling - Missing Items | 9 | 4 | 7 | 8 | 5 | 9 | | 1 | 3 | 3 | 4 | 3 | 56 |
| Property - Special Handling - Missing Items - Damaged Items | 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 | | | | | | | | | 200 |
| Animals | | | 1 | | | | | | | | | | 1 |
| Animals - Carry-On | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 3 | 2 | 3 | 1 | | | | | | | | | 9 |
| 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 Discrimination | 1 | 1 | 1 | | | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Customer Service | 8 | 7 | 12 | 15 | | | | | | | | | 42 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 8 | 7 | 12 | 14 | | | | | | | | | 41 |
| DHS TRIP | | | | 2 | | | | | | | | | 2 |
| DHS TRIP - General | | | | 2 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 7 | | | | | | | | | 7 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 7 | | | | | | | | | 7 |
| Hazardous Materials Safety | | | | 1 | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | | 1 | | | | | | | | | 1 |
| Locks | 3 | | 1 | 3 | | | | | | | | | 7 |
| Locks - Missing or Damaged Lock | 3 | | 1 | 3 | | | | | | | | | 7 |
| Lost and Found | 2 | 1 | 1 | 1 | | | | | | | | | 5 |
| Lost and Found - Airport/TSA | 2 | 1 | 1 | 1 | | | | | | | | | 5 |
| Mishandling of Passenger Property | 16 | 9 | 14 | 7 | | | | | | | | | 46 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Back | 12 | 9 | 12 | 7 | | | | | | | | | 40 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Back | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disposition | 2 | | | | | | | | | | | | 2 |
| No Jurisdiction | | | | 3 | | | | | | | | | 3 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Department of State | | | | 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 | | 1 | | | | | | | | | | 2 |
| Patdown - Flyer | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 6 | 2 | | | | | | | | | | 9 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mentally | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N) | | 3 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Service Animals | | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ | | 1 | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Ice/Gel Packs | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 9 | 17 | 5 | 6 | | | | | | | | | 37 |
| Property - Special Handling - Damaged Items | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Missing Items | 1 | 3 | 1 | 5 | | | | | | | | | 10 |
| Property - Special Handling - Missing Items | 2 | 3 | | | | | | | | | | | 5 |
| Property - Special Handling - Missing Items - Damaged Items | 5 | 10 | 4 | 1 | | | | | | | | | 20 |
| Screening | 10 | 8 | 7 | 1 | | | | | | | | | 26 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - International Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 9 | 6 | 5 | 1 | | | | | | | | | 21 |
| Screening - Retrieving Abandoned/Confiscated Items | 1 | 2 | | | | | | | | | | | 3 |
| 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 Back | | | | 2 | | | 1 | | | | | | 3 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked Back | | | | 1 | | | | | | | | | 1 |
| JLN | 3 | | 2 | 2 | | 2 | | | | 1 | 3 | 2 | 15 |
| 2018 | | | | | | 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 | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2019 | 1 | | | | | 1 | | | | 1 | 3 | 1 | 7 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | 1 | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | 3 | 4 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | | | | | | 2 | | 3 |
| 2020 | 2 | | 2 | 2 | | | | | | | | | 6 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 2 | | 2 | | | | | | | | | | 4 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | 2 | | | | | | | | | | 2 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| JMS | | | | 2 | | 1 | 1 | | | | 2 | | 6 |
| 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 Baggage | | | | 1 | | | 1 | | | | 1 | | 3 |
| JNU | 7 | 3 | 5 | 12 | 4 | 3 | 5 | 7 | 13 | 11 | 15 | 6 | 91 |
| 2018 | | | | 3 | 1 | 2 | 5 | 2 | 9 | 4 | 4 | 2 | 32 |
| Civil Rights | | | | 1 | | 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 | 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--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 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 Items - Checked | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | 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 | | | | | | | | 8 |
| Customer Service | | | | 1 | 1 | | | | | | | | 2 |
| Customer Service - TSO | | | | 1 | 1 | | | | | | | | 2 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Firearm/Ammunition | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 2 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 2 | | | | | | | | | | | 2 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| JQF | | 2 | 1 | 1 | 1 | | | 2 | | 2 | 2 | 2 | 11 |
| 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 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | | | 1 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| 2021 | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| 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 |
| KOA | 14 | 30 | 34 | 41 | 46 | 45 | 39 | 26 | 25 | 23 | 21 | 26 | 370 |
| 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 | | | | | | | 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 Baggage | | | | 3 | 5 | 5 | 4 | 4 | 2 | 1 | 1 | 4 | 29 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | 2 | 1 | 1 | | 1 | 7 |
| Patdown | | | | | 1 | | | | 1 | | 1 | | 3 |
| Patdown - Flyer | | | | | 1 | | | | | | 1 | | 2 |
| Patdown - Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 2 | | 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 | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|-----------|
| Civil Rights - Age | | | | | | | | | | | 1 | | 1 |
| Civil Rights - 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 - Damaged/Missing Items--Carry-on or Checked | 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 Can | | | 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 - Damaged/Missing Items--Carry-on or Checked | 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 | | | | | | | | 5 |
| Patdown - Children | | | | | | | | | | | | 1 | 1 |
| Patdown - Flyer | | 1 | | | 2 | | | | | | | | 3 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | 3 | 2 | 1 | | | | | | | 7 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not 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 - Check | | 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 | | | | | | | | | 6 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | 2 | | | | | | | | | 2 |
| Customer Service - TSO | | | | 2 | | | | | | | | | 2 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | | | | | 1 |
| KTN | 3 | 3 | 1 | | | 2 | 4 | 3 | 3 | 5 | 3 | 4 | 31 |
| 2018 | | | | | | 1 | 3 | 1 | 2 | 2 | 2 | 2 | 13 |
| Customer Service | | | | | | | | | 1 | 1 | | | 2 |
| Customer Service - TSO | | | | | | | | | 1 | 1 | | | 2 |
| Locks | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Locks - Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | 1 | | 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 Items - Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | 1 | | | 1 | | 2 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2020 | | 3 | | | | | | | | 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 - Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | 1 | | | 1 | | 2 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2021 | | | 3 | | | | | | | | | 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 - Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| LAN | 4 | 5 | 4 | 2 | 3 | 4 | 2 | 3 | 1 | 8 | 6 | | 42 |
| 2018 | | | | | | 2 | 2 | 2 | 1 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|--------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Medically | | 1 | | | | | | | | | | | 1 | |
| Screening | | 1 | 1 | | | | | | | | | | 2 | |
| Screening - Procedures/Process | | 1 | 1 | | | | | | | | | | 2 | |
| 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 Checker | | | | 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 | |
| LAS | | 410 | 328 | 349 | 466 | 421 | 357 | 292 | 284 | 282 | 320 | 355 | 301 | 4,165 |
| 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 Checker | | | | 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 Discrimination | | 3 | 2 | 2 | 1 | | 1 | 3 | 4 | 1 | 6 | 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 |
|---|------------|------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| 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 Trans | 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 |
| 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 [| 1 | | 1 | 1 | 4 | | 3 | 2 | 2 | | 2 | 3 | 19 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | 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 |
| Prohibited & Permitted Items - Beauty & Grooming Items | | | | | | | | | | | | | 1 |
| Property - Special Handling | 35 | 24 | 29 | 29 | 30 | 33 | 37 | 30 | 35 | 25 | 33 | 40 | 380 |
| Property - Special Handling - Damaged It | 4 | 3 | 6 | 8 | 5 | 4 | 5 | 3 | 4 | 3 | 5 | 3 | 53 |
| Property - Special Handling - Damaged It | 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 |
| Screening - Inconsistency | 1 | 2 | | | | | | | 1 | | | | 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 Trans | | 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|------------|
| Persons w/ Disabilities (PWD) - Medical Devices - 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/ | 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 | | | 14 |
| Property - Special Handling | 50 | 42 | 34 | 44 | 40 | 19 | 2 | 2 | 9 | 25 | 15 | 26 | 308 |
| Property - Special Handling - Damaged It | 7 | 8 | 10 | 14 | 9 | 7 | | | | 2 | 1 | 3 | 61 |
| Property - Special Handling - Damaged It | 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 |
| Screening - Security Breach | 2 | | | 2 | 2 | | | | | 1 | | 1 | 8 |
| 2021 | 83 | 63 | 35 | 45 | | | | | | | | | 226 |
| Civil Rights | 3 | 3 | 2 | | | | | | | | | | 8 |
| Civil Rights - Racial Profiling or Discrimina | 1 | 3 | 2 | | | | | | | | | | 6 |
| Civil Rights - Transgender Screening | 2 | | | | | | | | | | | | 2 |
| Claims | | | 3 | 1 | | | | | | | | | 4 |
| Claims - General | | | 3 | 1 | | | | | | | | | 4 |
| Customer Service | 26 | 20 | 11 | 12 | | | | | | | | | 69 |
| Customer Service - Others | 3 | 4 | 1 | 1 | | | | | | | | | 9 |
| Customer Service - TSO | 23 | 16 | 10 | 11 | | | | | | | | | 60 |
| Expedited Passenger Screening Program | | | 2 | 5 | | | | | | | | | 7 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 4 | | | | | | | | | 6 |
| Identification (ID) Requirements | 1 | | 1 | | | | | | | | | | 2 |
| Identification (ID) Requirements - Domest | 1 | | | | | | | | | | | | 1 |
| Identification (ID) Requirements - ID Matching Ticket and Boardin | | | 1 | | | | | | | | | | 1 |
| Locks | 1 | 2 | | | | | | | | | | | 3 |
| Locks - Missing or Damaged Lock | 1 | 2 | | | | | | | | | | | 3 |
| Lost and Found | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Lost and Found - Airport/TSA | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property | 10 | 12 | 3 | 9 | | | | | | | | | 34 |
| Mishandling of Passenger Property - Dam | 3 | 1 | | 6 | | | | | | | | | 10 |
| Mishandling of Passenger Property - Dam | 7 | 10 | 2 | 3 | | | | | | | | | 22 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | 1 | | | | | | | | | | 2 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | | 3 | 1 | | | | | | | | | | 4 |
| Patdown - Flyer | | 2 | 1 | | | | | | | | | | 3 |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 6 | 4 | 3 | | | | | | | | | | 13 |
| 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) - Medically Necessary | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | 1 | 1 | | | | | | | | | | 3 |
| 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 | | | | | | | | | 45 |
| Property - Special Handling - Damaged It | 3 | 3 | 1 | 2 | | | | | | | | | 9 |
| Property - Special Handling - Damaged It | 3 | 1 | 1 | 1 | | | | | | | | | 6 |
| Property - Special Handling - Missing Item | 4 | 4 | 1 | 2 | | | | | | | | | 11 |
| Property - Special Handling - Missing Item | 12 | 5 | | 2 | | | | | | | | | 19 |
| Screening | 13 | 3 | 5 | 9 | | | | | | | | | 30 |
| Screening - Inconsistency | | | | 2 | | | | | | | | | 2 |
| Screening - Lengthy Lines | 1 | | 1 | 3 | | | | | | | | | 5 |
| Screening - Procedures/Process | 12 | 3 | 4 | 4 | | | | | | | | | 23 |
| LAW | | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 1 | 3 | 1 | 1 | 14 |
| 2018 | | | | | | | | 1 | 1 | 2 | 1 | 1 | 6 |
| Customer Service | | | | | | | | | 1 | | | | 2 |
| Customer Service - TSO | | | | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | 1 | | | 1 |
| 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 |
| LAX | 468 | 398 | 528 | 660 | 496 | 540 | 440 | 409 | 494 | 511 | 492 | 355 | 5,791 |
| 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 Checked | | | | 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 | 1 | 1 | 7 |
| Request for Assistance - Other | | | | 1 | 1 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| Civil Rights - Constitutional Rights | | | | | | 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 Discrimination | 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 |
| Identification (ID) Requirements | | | | | | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | | | | | | | | | | 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 - Damaged | 2 | 3 | 4 | 4 | 4 | 5 | 6 | 4 | 7 | 3 | 3 | 5 | 50 |
| Mishandling of Passenger Property - Damaged/Missing | 47 | 29 | 60 | 47 | 27 | 45 | 40 | 29 | 42 | 43 | 39 | 30 | 478 |
| Mishandling of Passenger Property - Damaged/Missing/Destroyed | | 1 | 2 | | | 2 | 1 | 2 | | | | | 8 |
| Mishandling of Passenger Property - Disposition | 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 (General) | 1 | | | | | 1 | | 1 | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Cognitive/Developmental | | 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 Device | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Fragile | 1 | 1 | | | | 1 | 1 | | 5 | 3 | | 2 | 14 |
| Persons w/ Disabilities (PWD) - Metal Implant | 2 | 1 | 1 | | | | | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Mobility Device | 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 Animal | 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) - Wheelchair | 1 | | | | 1 | 2 | 3 | 1 | 5 | 1 | 2 | | 16 |
| Prohibited & Permitted Items | | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | | | | | | | | | | | 1 |
| Property - Special Handling | 61 | 68 | 63 | 40 | 30 | 53 | 53 | 56 | 57 | 51 | 52 | 44 | 628 |
| Property - Special Handling - Damaged Items | 9 | 11 | 6 | 3 | 2 | 5 | | 2 | 6 | 5 | 4 | 5 | 58 |
| Property - Special Handling - Damaged Items/Property | 14 | 15 | 13 | 10 | 9 | 6 | 14 | 8 | 13 | 11 | 19 | 14 | 146 |
| Property - Special Handling - Missing Items | 14 | 15 | 15 | 10 | 3 | 12 | 14 | 15 | 8 | 9 | 13 | 5 | 133 |
| Property - Special Handling - Missing Items/Property | 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 Employee | 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 Discrimination | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
| Locks - Missing or Damaged Lock | 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 - Damaged | 3 | 3 | 5 | 2 | 4 | 1 | | | 1 | 1 | | | 20 |
| Mishandling of Passenger Property - Damaged/Missing | 52 | 27 | 63 | 38 | 26 | 19 | 3 | 7 | 8 | 8 | 6 | 8 | 265 |
| Mishandling of Passenger Property - Disassembled | 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 |
| 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 Device | | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices | | | | 1 | 2 | | | 1 | | | | 1 | 6 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Nonspecific) | | 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 Impairment | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 1 | | 1 | 1 | | | | | | | 1 | | 4 |
| Property - Special Handling | 46 | 40 | 60 | 57 | 40 | 30 | 7 | 8 | 13 | 24 | 26 | 17 | 368 |
| Property - Special Handling - Damaged Items | 2 | 6 | 6 | 8 | 2 | 1 | 2 | | | | 1 | 2 | 30 |
| Property - Special Handling - Damaged Items - Missing | 13 | 14 | 23 | 9 | 11 | 8 | | 1 | 4 | 9 | 9 | 5 | 106 |
| Property - Special Handling - Missing Items | 4 | 6 | 11 | 13 | 10 | 8 | 2 | 2 | 3 | 2 | 3 | 2 | 66 |
| Property - Special Handling - Missing Items - Damaged | 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/Confiscated | 1 | | 1 | | | | | | 1 | | | 1 | 4 |
| Screening - Security Breach | 1 | | 3 | 2 | | | 1 | | 1 | | | | 8 |
| 2021 | 74 | 59 | 52 | 36 | | | | | | | | | 221 |
| Civil Rights | | 2 | 6 | 1 | | | | | | | | | 9 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | 3 | 1 | | | | | | | | | 5 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 1 | 3 | | | | | | | | | | 4 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | 6 | 9 | 13 | 10 | | | | | | | | | 38 |
| Customer Service - Others | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 6 | 8 | 13 | 8 | | | | | | | | | 35 |
| DHS TRIP | | | | 1 | | | | | | | | | 1 |
| DHS TRIP - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 2 | 3 | | | | | | | | | 5 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 3 | | | | | | | | | 5 |
| 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 | | | | | | | | | | 3 |
| Identification (ID) Requirements - Domestic | 1 | 1 | 1 | | | | | | | | | | 3 |
| Locks | 3 | 4 | 2 | | | | | | | | | | 9 |
| Locks - Missing or Damaged Lock | 3 | 4 | 2 | | | | | | | | | | 9 |
| Lost and Found | 2 | | 2 | | | | | | | | | | 4 |
| Lost and Found - Airport/TSA | 2 | | 2 | | | | | | | | | | 4 |
| Mishandling of Passenger Property | 12 | 15 | 14 | 10 | | | | | | | | | 51 |
| Mishandling of Passenger Property - Damaged/Missing | | 1 | 6 | 4 | | | | | | | | | 11 |
| Mishandling of Passenger Property - Damaged/Missing - Missing | 10 | 12 | 8 | 6 | | | | | | | | | 36 |
| Mishandling of Passenger Property - Disassembled | 2 | 2 | | | | | | | | | | | 4 |
| Notice of Violation/Civil Penalties | | | | 1 | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - General | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | 2 | 2 | | | | | | | | | | 5 |
| Patdown - Flyer | 1 | 2 | 2 | | | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) | 7 | 2 | 1 | 3 | | | | | | | | | 13 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | 1 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices | 3 | 1 | | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Nonspecific) | 3 | | | 1 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items | | 1 | 1 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Breast Milk/Baby Formula | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 29 | 18 | 3 | 4 | | | | | | | | | 54 |
| Property - Special Handling - Damaged Items | 4 | 2 | | 1 | | | | | | | | | 7 |
| Property - Special Handling - Damaged Items - Missing | 7 | 1 | 2 | 2 | | | | | | | | | 12 |
| Property - Special Handling - Missing Items | 5 | 3 | | 1 | | | | | | | | | 9 |
| Property - Special Handling - Missing Items - Damaged | 13 | 12 | 1 | | | | | | | | | | 26 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|----------|-----------|----------|----------|----------|----------|-----------|----------|----------|----------|-----------|-----------|
| Screening | 13 | 5 | 3 | 2 | | | | | | | | | 23 |
| Screening - Inconsistency | | 1 | 1 | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | 12 | 4 | 2 | 1 | | | | | | | | | 19 |
| Screening - Security Breach | 1 | | | | | | | | | | | | 1 |
| LBB | 10 | 6 | 13 | 7 | 5 | 2 | 5 | 13 | 8 | 8 | 6 | 12 | 95 |
| 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/Missii | | | 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 | | | | | | | | | 5 |
| 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 |
| Screening | | | 2 | | | | | | | | | | 2 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| LBE | | | 2 | 3 | 3 | 3 | 3 | | 2 | 1 | | | 17 |
| 2018 | | | | 2 | 1 | 1 | 3 | | 1 | | | | 8 |
| Customer Service | | | | | 1 | 1 | 1 | | 1 | | | | 3 |
| Customer Service - TSO | | | | | 1 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Property - Special Handling - Missing Items - Checked | | | | | | | | 1 | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| 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 |
| 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 |
| LBL | 2 | | | | 1 | | | 3 | | | | | 6 |
| 2018 | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | 2 | | | | | 2 |
| 2019 | | | | | | | | 1 | | | | | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Patdown - Flyer | | | | | | | | 1 | | | | | 1 |
| 2020 | 2 | | | | 1 | | | | | | | | 3 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| LCH | 2 | 1 | | 3 | | | 2 | 5 | 2 | 3 | 2 | | 20 |
| 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 | | | | | | | | | 4 |
| 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 Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| LCK | | 3 | 2 | 3 | | 1 | 4 | 4 | 3 | 3 | 6 | 2 | 31 |
| 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 | | | | | | | 5 |
| Mishandling of Passenger Property | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | | 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 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | | | | | | | 1 |
| 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | 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 - Check | | 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 |
| LFT | 8 | 8 | 5 | 4 | 5 | 6 | 5 | 12 | 9 | 5 | 7 | 4 | 78 |
| 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 - Disarranged 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 | 1 | | | 7 |
| Customer Service - TSO | 1 | | 2 | | | 1 | 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 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| LGA | 191 | 167 | 190 | 203 | 158 | 193 | 191 | 177 | 201 | 217 | 213 | 161 | 2,262 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | | 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 Checker | | | | 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 Discrimination | 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 - Damaged/Missing Items--Carry-on | 1 | 4 | 2 | 1 | 3 | 3 | 1 | 1 | 1 | 2 | 2 | 2 | 20 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | 8 | 8 | 11 | 3 | 2 | 6 | 9 | 8 | 10 | 10 | 8 | 8 | 91 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker | 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 (general) | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | 2 | | 1 | | 1 | | | 1 | | | 6 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | 1 | | 1 | | | 1 | 1 | | | | 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 Implants (joint) | 1 | 1 | | 1 | | | 2 | | | | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | 2 | | 1 | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|------------|
| Persons w/ Disabilities (PWD) - Wheelchair | | 1 | 2 | | | | | 4 | 2 | 1 | 1 | 1 | 12 |
| Prohibited & Permitted Items | | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Chemical/Household Products | | | | | | | | | | | | | 1 |
| Property - Special Handling | 13 | 9 | 11 | 12 | 9 | 10 | 16 | 20 | 11 | 9 | 15 | 12 | 147 |
| Property - Special Handling - Damaged Items | 3 | 3 | | 1 | 1 | 2 | 4 | 3 | 2 | 2 | | | 22 |
| Property - Special Handling - Damaged Items - Carry | 2 | 3 | 2 | | 2 | 4 | 2 | 4 | 4 | 2 | | 3 | 30 |
| Property - Special Handling - Missing Items | 4 | 1 | 2 | 6 | 2 | 2 | 7 | 5 | 3 | 3 | 8 | | 49 |
| Property - Special Handling - Missing Items - Carry | 4 | 2 | 7 | 5 | 4 | 2 | 3 | 8 | 2 | 2 | 4 | 3 | 46 |
| Request for Assistance | | | | | | | | | | 1 | | | 1 |
| Request for Assistance - Other | | | | | | | | | | 1 | | | 1 |
| Screening | 13 | 9 | 13 | 6 | 12 | 11 | 9 | 16 | 18 | 15 | 11 | 6 | 139 |
| Screening - Crew Member or Airline Employee | | | | | | | | | | | 1 | 1 | 2 |
| Screening - Inconsistency | 1 | 1 | | 1 | | 1 | | | 1 | | | | 6 |
| Screening - Lengthy Lines | 1 | 2 | 5 | | 1 | 1 | 2 | 3 | 2 | 3 | 3 | 1 | 24 |
| Screening - Procedures/Process | 11 | 6 | 8 | 5 | 10 | 8 | 7 | 13 | 14 | 10 | 7 | 3 | 102 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 |
| Screening - Security Breach | | | | | 1 | 1 | | | | 2 | | | 4 |
| 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 Discrimination | 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 |
| Identification (ID) Requirements - Domestic | | | | | | | | | | | | | 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/Missing | | 2 | 1 | | 1 | | | | | 1 | 1 | 3 | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 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 - Disassembly | 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 (Genetic) | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/Changing | 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 Implants | 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 Inhalers | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | 2 | 3 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 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 Items - Carry | 3 | | 3 | 1 | 1 | | | | 2 | 2 | 6 | 1 | 19 |
| Property - Special Handling - Missing Items | 4 | 6 | 3 | 2 | 1 | 3 | | | 1 | 1 | 1 | 1 | 23 |
| Property - Special Handling - Missing Items - Carry | 5 | 3 | 3 | 6 | 1 | 3 | | | 2 | 3 | 2 | 6 | 34 |
| Request for Assistance | | | | | 1 | | | | | | | | 1 |
| Request for Assistance - Other | | | | | 1 | | | | | | | | 1 |
| Screening | 11 | 7 | 12 | 10 | 8 | 9 | | 1 | 9 | 6 | 2 | 2 | 77 |
| Screening - Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 |
| 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 | | | | | | | | | 100 |
| Additional Information Required/Insufficient Information | | | | 1 | | | | | | | | | 1 |
| Additional Information Required/Insufficient Information - EMAIL ONLY | | | | 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 | 9 | 3 | 12 | 6 | | | | | | | | | 30 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | 2 | | 1 | | | | | | | | | | 3 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Customer Service - TSO | 7 | 3 | 10 | 6 | | | | | | | | | 26 |
| Expedited Passenger Screening Program | | | 5 | | | | | | | | | | 5 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 5 | | | | | | | | | | 5 |
| 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 | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 11 | 2 | 1 | 1 | | | | | | | | | 15 |
| Mishandling of Passenger Property - Dam | 2 | 1 | 1 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 8 | 1 | | 1 | | | | | | | | | 10 |
| 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 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | | | | | | | | 1 |
| 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 | | | | | | | | | 23 |
| Property - Special Handling - Damaged It | 5 | 2 | | 1 | | | | | | | | | 8 |
| Property - Special Handling - Missing Item | 3 | 2 | | | | | | | | | | | 5 |
| Property - Special Handling - Missing Item | 5 | 3 | 1 | 1 | | | | | | | | | 10 |
| Screening | 1 | 2 | 4 | 4 | | | | | | | | | 11 |
| Screening - Lengthy Lines | | 1 | 1 | | | | | | | | | | 2 |
| Screening - Procedures/Process | 1 | 1 | 2 | 4 | | | | | | | | | 8 |
| Screening - Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| LGB | 11 | 15 | 21 | 10 | 19 | 22 | 14 | 14 | 13 | 20 | 12 | 16 | 187 |
| 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 | 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 Discrimination | 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/Missii | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missii | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 /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 [| 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 |
| 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 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missii | | 1 | | | | | | | | | | | 1 |
| No Subject | | | | 1 | | | | | | | | | 1 |
| No Subject - General | | | | 1 | | | | | | | | | 1 |
| LIH | 26 | 24 | 15 | 31 | 41 | 30 | 23 | 24 | 19 | 31 | 12 | 18 | 294 |
| 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 | | | | | | | 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 | 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/Missii | | | | 4 | 2 | 2 | | 2 | 2 | 4 | | 2 | 19 |
| Mishandling of Passenger Property - Disa | 1 | | | | 1 | 1 | 1 | 2 | | | | | 6 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|--------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|------------|
| 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 - Check | | | 1 | | | 1 | 1 | | | 1 | 1 | | 5 | |
| Property - Special Handling - Missing Items - Carry-On | | | | | 2 | | | 1 | 1 | | 1 | | 5 | |
| Property - Special Handling - Missing Items | | 2 | 2 | | | | 2 | | | 2 | 1 | | 9 | |
| Screening | | 3 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 2 | 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 Checker | | | | 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 | | | | | | | | | 7 | |
| Claims | | | 1 | | | | | | | | | | 1 | |
| Claims - General | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | | 1 | | | | | | | | | | 1 | |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 | |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 | |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 2 | | | | | | | | | 2 | |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | | 1 | | | | | | | | | 1 | |
| Screening | | 1 | 1 | | | | | | | | | | 2 | |
| Screening - Procedures/Process | | 1 | 1 | | | | | | | | | | 2 | |
| LIT | | 21 | 12 | 18 | 21 | 15 | 14 | 9 | 8 | 13 | 22 | 13 | 21 | 187 |
| 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 Baç | | | | 2 | 1 | | 1 | | | | 1 | 2 | | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker | | | | 1 | | | 1 | | | 3 | | 1 | | 6 |
| Patdown | | | | 1 | | | 1 | 1 | 1 | 1 | | | | 6 |
| Patdown - Flyer | | | | 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 | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | 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 | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 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 | | | 10 |
| Patdown - Flyer | | 1 | 1 | | | | | 1 | 3 | 2 | | | 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 Disability | 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 Items - Checked | | | 1 | | 1 | 1 | 1 | | | | | | 6 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | 1 | 2 | | 4 |
| Screening | 2 | 2 | 2 | | | | | 1 | | | 1 | | 8 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | 2 | | | | | 1 | | | 1 | | 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 | | | | | | | 3 | 1 | 1 | 12 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 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 Scooter) | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 3 | 1 | 1 | 2 | 2 | | | | 1 | 1 | 1 | 1 | 13 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | | | | | | | 1 | 2 |
| Property - Special Handling - Damaged Items - Checked | 1 | | 1 | 1 | 1 | | | | | | 1 | | 5 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Items - Checked | 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 | | | | | | | | | 14 |
| Customer Service | 2 | | 3 | | | | | | | | | | 5 |
| Customer Service - TSO | 2 | | 3 | | | | | | | | | | 5 |
| 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 |
| No Subject | | | | 1 | | | | | | | | | 1 |
| No Subject - General | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 2 | 1 | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Screening | 2 | | | | | | | | | | | | 2 |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | 2 |
| 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 | | | | 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 Baggage | | | | 1 | | 1 | | 1 | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Persons w/ Disabilities (PWD) - 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 |
| 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 Items - Checked | | 1 | | | | | | | | | | | 1 |
| LNY | | 1 | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | | 9 |
| 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 Baggage | | | | 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 |
| LRD | | 3 | | 1 | | 3 | | 1 | 1 | | | 3 | 12 |
| 2018 | | | | | | 3 | | | | | | | 3 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 2 | | | | | | | 2 |
| Screening - Procedures/Process | | | | | | 2 | | | | | | | 2 |
| 2019 | | 1 | | | | | | 1 | 1 | | | 2 | 5 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | 2 | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | 2 | 3 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| 2020 | | 2 | | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property | | 2 | | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 2 | | 1 | | | | | | | | | 3 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| LSE | | 1 | 1 | 2 | 1 | 1 | 1 | 2 | 1 | 5 | 3 | 3 | 21 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| 2021 | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| 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 |
| LWS | | 2 | 2 | 1 | 2 | 1 | 1 | | 2 | 2 | 1 | 2 | 16 |
| 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 |
| Screening - Procedures/Process | | | | | | | | | | | | | 1 |
| 2020 | | 2 | | 1 | | | | | | | | | 4 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | | 1 | | | | | | | | | | | 1 |
| 2021 | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| LYH | | 5 | 2 | 4 | 2 | 1 | 3 | 5 | 3 | 5 | 4 | 2 | 36 |
| 2018 | | | | 3 | 2 | 1 | 3 | 3 | 3 | 1 | 2 | 2 | 17 |
| Customer Service | | | | | | | | | | | | | 1 |
| Customer Service - TSO | | | | | | | | | | | | | 1 |
| Locks | | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | | 1 |
| Lost and Found | | | | | | | | 1 | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | 2 | 2 | | 1 | 2 | 3 | 1 | | | 12 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 1 | | | 1 | 1 | 3 | 1 | | | 8 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checke | | | | 1 | 2 | | | 1 | | | | | 4 |
| Property - Special Handling | | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|-----------|
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| MAF | 7 | 8 | 7 | 8 | 6 | 9 | 4 | 7 | 7 | 10 | 7 | 7 | 87 |
| 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 - 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 | 1 | | | | | | | 2 |
| Patdown - Flyer | | | | | 1 | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 1 | 1 | 2 | | | | 1 | | | 1 | 1 | | 7 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | 1 | | | 1 | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 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 Transgender | | 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 - Damaged/Missing Items--Checked Baggage | 2 | 1 | 1 | | 1 | 1 | | | | | | 1 | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | 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 Items - Checked | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | 1 | | | | | | | 2 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2021 | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | 1 |
| 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/Missing Items--Checked Baggage | | 1 | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - 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 - Damaged/Missing Items | 1 | 1 | | | | | | | | | | | 2 |
| 2021 | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| 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 |
| MCI | 43 | 39 | 24 | 53 | 29 | 45 | 25 | 37 | 40 | 45 | 38 | 35 | 453 |
| 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 | 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 | 2 | 6 | 8 | 4 | 1 | 34 |
| Locks | | | | 1 | 1 | | | 2 | | | | | 6 |
| Locks - Missing or Damaged Lock | | | | 1 | 1 | | | 2 | | | | | 6 |
| Mishandling of Passenger Property | | | 2 | 5 | 2 | | 1 | 2 | 4 | 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 Baggage | | | 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 | 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 | 1 | 1 | 1 | | 8 |
| Screening | | | 3 | 2 | 4 | 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 | 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 Discrimination | 1 | | 1 | 1 | 1 | | | | | | 1 | | 5 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 3 | 1 | | | | | 1 | | | | | 5 |
| Civil Rights - Sexual Orientation - Not Transgender | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 5 | 5 | 1 | 3 | 1 | 5 | 1 | 5 | 3 | 3 | 5 | 4 | 41 |
| Customer Service - Others | | | | | | | | 1 | | | 1 | 1 | 3 |
| Customer Service - TSO | 5 | 5 | 1 | 3 | 1 | 5 | 1 | 4 | 3 | 3 | 4 | 3 | 38 |
| Locks | | | | | | 1 | | 2 | | 1 | | | 5 |
| Locks - Missing or Damaged Lock | | | | | | 1 | | 2 | | 1 | | | 5 |
| Lost and Found | | | | | | | | 1 | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 3 | 2 | 1 | 3 | 1 | | 3 | 3 | 4 | | 2 | 2 | 24 |
| Mishandling of Passenger Property - Damaged/Missing Items | 2 | | | 2 | | | 1 | 1 | 1 | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 2 | 1 | 1 | | | 1 | 2 | 3 | | 1 | 1 | 12 |
| Mishandling of Passenger Property - Disarrayed Item | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|----------|-----------|-----------|----------|----------|----------|----------|----------|----------|-----------|
| Persons w/ Disabilities (PWD) - Hearing Impairment | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - 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 It | 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 |
| 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 | | | | | | | | | 22 |
| Civil Rights | | 1 | | 1 | | | | | | | | | 2 |
| Civil Rights - Age | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 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 |
| 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 | | | | | | | | | 4 |
| Property - Special Handling - Damaged It | 2 | | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Screening | | 3 | 1 | | | | | | | | | | 4 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 3 | | | | | | | | | | | 3 |
| 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 1 | | | | 1 | | 1 | | 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 - Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | 1 | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2020 | | | | | | | | | | | | 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 |
| MCO | 412 | 398 | 432 | 606 | 543 | 504 | 425 | 372 | 368 | 388 | 396 | 304 | 5,148 |
| 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 | 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 |
| Identification (ID) Requirements - Domestic | | | | | | | | | | | | | 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 Baggage | | | | 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 Checked | | | | 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 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Property - Special Handling - Damaged Items - Checked | | | | 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 | 14 | 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 Discrimination | 4 | 1 | 6 | 4 | | 3 | 4 | 2 | 4 | 2 | 2 | 1 | 33 |
| Civil Rights - Screening of Religious or Cultural Garment | | 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 |
| 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 - Damaged | 5 | 3 | 7 | 2 | 4 | 1 | 3 | 2 | 2 | 3 | 5 | 3 | 40 |
| Mishandling of Passenger Property - Damaged - Carry-On | 41 | 40 | 36 | 42 | 38 | 31 | 39 | 29 | 29 | 37 | 44 | 31 | 437 |
| Mishandling of Passenger Property - Damaged - Checked | 1 | | | 1 | | | | 1 | | | 1 | 1 | 5 |
| Mishandling of Passenger Property - Disposition | 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/Makeup | | | 1 | | | | 1 | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - General | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 4 | 3 | 2 | 2 | 19 |
| 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 | | 1 | 3 | | 1 | 1 | 1 | 1 | 4 | 3 | 2 | 2 | 19 |
| Persons w/ Disabilities (PWD) - Metal Implants | 1 | 1 | 1 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility Devices | 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 Animals | 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | 1 | | | | | | 1 | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelchairs | 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 Items - Checked | 2 | 2 | 1 | 4 | 2 | 4 | 6 | 9 | 2 | 2 | 6 | 3 | 43 |
| Property - Special Handling - Damaged Items - Carry-On | 6 | 10 | 9 | 9 | 12 | 9 | 6 | 10 | 10 | 6 | 9 | 7 | 103 |
| Property - Special Handling - Missing Items - Carry-On | 9 | 11 | 8 | 6 | 13 | 10 | 13 | 7 | 8 | 10 | 8 | 7 | 110 |
| Property - Special Handling - Missing Items - Checked | 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/Confiscated Items | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| 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 Discrimin | 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 | | | | | | | 1 | | | | 1 | | 4 |
| Customer Service | 25 | 20 | 45 | 33 | 28 | 26 | 1 | 9 | 1 | 3 | 3 | 11 | 205 |
| Customer Service - CSM | | | | | | | | | 1 | | | | 1 |
| Customer Service - Others | 7 | 4 | 6 | 3 | 3 | 4 | | 4 | | | | | 31 |
| Customer Service - TSO | 18 | 16 | 39 | 30 | 25 | 22 | 1 | 4 | 1 | 3 | 3 | 11 | 173 |
| Identification (ID) Requirements | | | | | | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | | | | | | | | | | 1 |
| Locks | 19 | 10 | 9 | 9 | 14 | 5 | | | 2 | 4 | 2 | 2 | 76 |
| Locks - Missing or Damaged Lock | 19 | 10 | 9 | 9 | 14 | 5 | | | 2 | 4 | 2 | 2 | 76 |
| Lost and Found | 1 | 3 | 1 | 13 | 1 | 1 | | | | | | | 20 |
| 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 |
| Mishandling of Passenger Property - Damaged/Missin | 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 Dev | | 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 | 1 | | | | | | | 6 |
| Property - Special Handling | 46 | 43 | 50 | 46 | 41 | 24 | 4 | 4 | 14 | 10 | 16 | 15 | 313 |
| Property - Special Handling - Damaged It | 8 | 7 | 3 | 8 | 6 | | | | 1 | | 3 | | 36 |
| Property - Special Handling - Damaged It | 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 | 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 | | | | | | | | | 210 |
| Civil Rights | 3 | 1 | 3 | 4 | | | | | | | | | 11 |
| Civil Rights - Age | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Hostile Work Environment (TSA Employee) | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimin | 2 | 1 | 1 | 1 | | | | | | | | | 5 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | 3 | | | | | | | | | 4 |
| Claims | | | 1 | 1 | | | | | | | | | 2 |
| Claims - General | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service | 12 | 11 | 20 | 15 | | | | | | | | | 58 |
| Customer Service - Others | 1 | | | 1 | | | | | | | | | 2 |
| Customer Service - TCC | | | 2 | | | | | | | | | | 2 |
| Customer Service - TSO | 11 | 11 | 18 | 14 | | | | | | | | | 54 |
| Expedited Passenger Screening Program | | | 6 | 2 | | | | | | | | | 8 |
| Expedited Passenger Screening Program - TSA Application Prog | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 5 | 2 | | | | | | | | | 7 |
| 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 | | | | | | | | | | 4 |
| Locks - Missing or Damaged Lock | | 3 | 1 | | | | | | | | | | 4 |
| Lost and Found | 1 | | | 3 | | | | | | | | | 4 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | | | 4 |
| Mishandling of Passenger Property | 10 | 16 | 8 | 4 | | | | | | | | | 38 |
| Mishandling of Passenger Property - Damaged | 2 | 2 | 2 | 1 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Damaged/Checked | 7 | 14 | 5 | 2 | | | | | | | | | 28 |
| Mishandling of Passenger Property - Disarrayed | 1 | | 1 | 1 | | | | | | | | | 3 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | 1 | | | | | | | | | 1 |
| No Subject | | | | 1 | | | | | | | | | 1 |
| No Subject - General | | | | 1 | | | | | | | | | 1 |
| Patdown | 2 | 4 | | | | | | | | | | | 6 |
| Patdown - Flyer | 1 | 2 | | | | | | | | | | | 3 |
| Patdown - Flyer as Observer | 1 | 1 | | | | | | | | | | | 2 |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 2 | 3 | 3 | | | | | | | | | 13 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | 1 | | 1 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 2 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically Necessary | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 1 | | | 1 | | | | | | | | | 2 |
| Prohibited & Permitted Items | 1 | | | 1 | | | | | | | | | 2 |
| Prohibited & Permitted Items - Firearm/Ammunition | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Ice/Gel Packs | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 17 | 11 | 3 | 1 | | | | | | | | | 32 |
| Property - Special Handling - Damaged Items | 3 | 3 | 1 | | | | | | | | | | 7 |
| Property - Special Handling - Missing Items | 3 | 2 | | 1 | | | | | | | | | 6 |
| Property - Special Handling - Missing Items - Checked | 11 | 6 | 2 | | | | | | | | | | 19 |
| Screening | 7 | 14 | 4 | 2 | | | | | | | | | 27 |
| Screening - Children | | 1 | | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Employee | | 1 | 1 | | | | | | | | | | 2 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 6 | 11 | 3 | 2 | | | | | | | | | 22 |
| Screening - Retrieving Abandoned/Confiscated | 1 | | | | | | | | | | | | 1 |
| MCW | 1 | | | | | | | | | | | | 1 |
| 2020 | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| MDT | 17 | 13 | 20 | 14 | 24 | 13 | 15 | 18 | 12 | 17 | 16 | 23 | 202 |
| 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 Baggage | | | 1 | 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 Implants | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|------------|------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|--------------|
| Property - Special Handling - Damaged Items | 2 | 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 | | | | | | | 6 |
| Customer Service - TSO | 1 | | 2 | 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 - Damaged/Missing Items--Carry-on or Checked | 1 | | 1 | | 1 | | | | | | 1 | 2 | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Patdown | 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 Wheelchair) | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 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 | | | | | | | | | 7 |
| Civil Rights | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights - National Origin | | | 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 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items | 1 | | | | | | | | | | | | 1 |
| MDW | 97 | 96 | 111 | 105 | 85 | 94 | 99 | 90 | 92 | 117 | 87 | 71 | 1,144 |
| 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 or Checked | | | | 2 | 1 | 1 | 2 | 1 | | 1 | 2 | 1 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 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 Checked | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 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) - Flyer | 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 - Damaged | 2 | 1 | | 3 | | 1 | 1 | | | 2 | 2 | | 12 |
| Mishandling of Passenger Property - Damaged or Checked | 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 /Developmental | | 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 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Nondisability) | | 2 | 1 | | | | 1 | | 2 | 1 | | 1 | 8 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | 1 | | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 1 | | 1 | 1 | 2 | 1 | | | 1 | | 1 | | 8 |
| Property - Special Handling | 6 | 13 | 19 | 10 | 4 | 6 | 16 | 15 | 10 | 17 | 8 | 9 | 133 |
| Property - Special Handling - Damaged Items - Carry-On | | | 2 | 1 | 1 | | 2 | 2 | 1 | | | 1 | 10 |
| Property - Special Handling - Damaged Items - Checked | 1 | 1 | 2 | 2 | | 1 | 2 | 4 | 3 | 5 | 1 | | 22 |
| Property - Special Handling - Missing Items - Carry-On | 3 | 4 | 5 | 3 | 3 | 3 | 4 | 6 | 2 | 4 | 3 | 4 | 44 |
| Property - Special Handling - Missing Items - Checked | 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 Discrimination | 1 | | | 1 | | | | | | | | 1 | 3 |
| Customer Service | 9 | 8 | 12 | 3 | 12 | 4 | | 4 | 2 | 2 | 2 | 2 | 60 |
| Customer Service - Others | 2 | 1 | | | 1 | | | 1 | 1 | | | | 6 |
| Customer Service - TSO | 7 | 7 | 12 | 3 | 11 | 4 | | 3 | 1 | 2 | 2 | 2 | 54 |
| Locks | | 2 | 1 | 1 | 2 | 1 | | | | 1 | 1 | | 9 |
| Locks - Missing or Damaged Lock | | 2 | 1 | 1 | 2 | 1 | | | | 1 | 1 | | 9 |
| Lost and Found | 3 | 3 | 1 | 2 | 1 | | 1 | | | 1 | | | 12 |
| Lost and Found - Airport/TSA | 3 | 3 | 1 | 2 | 1 | | 1 | | | 1 | | | 12 |
| Mishandling of Passenger Property | 9 | 10 | 10 | 5 | 8 | 2 | 1 | 2 | 3 | 1 | 5 | 5 | 61 |
| Mishandling of Passenger Property - Damaged | 1 | 1 | 2 | | 2 | | | | 1 | | | 1 | 8 |
| Mishandling of Passenger Property - Damaged or Checked | 8 | 9 | 8 | 5 | 4 | 1 | 1 | 2 | 1 | 1 | 5 | 3 | 48 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | 2 | 1 | | | 1 | | | 1 | 5 |
| Patdown | 3 | 2 | 2 | 2 | | | | | | 1 | | | 10 |
| Patdown - Flyer | 3 | 2 | 2 | 2 | | | | | | | | | 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 /Developmental | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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) - 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 | 9 | | | | | | | | | 44 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimi | 1 | | | | | | | | | | | | 1 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 2 | 3 | 5 | | | | | | | | | 10 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | 2 | 2 | 5 | | | | | | | | | 9 |
| Locks | 1 | 1 | | | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | 1 | 1 | | | | | | | | | | | 2 |
| Lost and Found | 2 | | | | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 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 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Hearing I | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 5 | 2 | | 1 | | | | | | | | | 8 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 3 | 1 | | 1 | | | | | | | | | 5 |
| Screening | 2 | 1 | | 1 | | | | | | | | | 4 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 1 | | | | | | | | | | | 3 |
| MEI | | 2 | 1 | 1 | 1 | 1 | 3 | 4 | 2 | 2 | 3 | 1 | 18 |
| 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 |
| MEM | 35 | 19 | 40 | 31 | 28 | 32 | 21 | 30 | 32 | 40 | 33 | 36 | 377 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|------------|
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | 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 Baggage | | | | 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--Carry-on | | | 1 | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | | | 4 | 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 Aids | 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 Items - Checked | 1 | 2 | 1 | | | | | | | | | 1 | 5 |
| Property - Special Handling - Missing Items - Carry-On | 1 | 1 | | | | | 1 | | 1 | 1 | | 1 | 6 |
| Property - Special Handling - Missing Items - Checked | 1 | 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 | | | | | | 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--Carry-on | | | 1 | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | 1 | | 3 | 2 | | 1 | | | 2 | 1 | | 1 | 11 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 1 | 4 | 2 | | | | | | | 1 | | | 8 |
| Patdown | 1 | | | | | 1 | | 2 | | | 1 | 1 | 6 |
| Patdown - Flyer | | | | | | 1 | | 2 | | | 1 | 1 | 6 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | 1 | | | | | 1 | 1 | 5 |
| Persons w/ Disabilities (PWD) - Cancer (General) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | | | | | | 1 | 1 | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 2 | 8 | 1 | 2 | 3 | 2 | 1 | 4 | 8 | 3 | 2 | 36 |
| Property - Special Handling - Damaged Items - Carry-On | | | 1 | | | 1 | | | 1 | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | | 2 | 12 |
| Property - Special Handling - Missing Items - Carry-On | | 1 | 1 | | | 1 | | | | | | | 3 |
| Property - Special Handling - Missing Items - Checked | | 1 | 4 | | | | 1 | | 2 | 7 | 3 | | 18 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| 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 | | | | | | | | | 26 |
| Customer Service | 4 | | 2 | 4 | | | | | | | | | 10 |
| Customer Service - TSO | 4 | | 2 | 4 | | | | | | | | | 10 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Lost and Found | | | | 1 | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | | 1 | 1 | | | | | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 3 | | | 1 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis | 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 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| MFE | 5 | 6 | 3 | 2 | 3 | 3 | 3 | 1 | 5 | 4 | 2 | 3 | 40 |
| 2018 | | | | 1 | 1 | 1 | 3 | | 1 | 3 | 1 | 3 | 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 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Patdown - Flyer | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | 1 | | | 1 | | | | 3 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | | | | 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 |
| MFR | 8 | 5 | 14 | 5 | 4 | 9 | 5 | 5 | 3 | 6 | 7 | 6 | 77 |
| 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | 1 | 1 | | | 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 Item | 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 It | 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 | | | | | | | | | | 5 |
| Customer Service | | | 2 | | | | | | | | | | 2 |
| Customer Service - TSO | | | 2 | | | | | | | | | | 2 |
| 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 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| MGM | 1 | 2 | 5 | 1 | 3 | | | 2 | 3 | 3 | 2 | 3 | 25 |
| 2018 | | | | | 1 | 3 | | 1 | 1 | 3 | 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 Ba | | | | 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 Ba | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|------------|
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| 2021 | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 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 |
| MHK | 3 | 4 | 4 | 2 | 4 | 1 | 2 | 1 | 4 | 3 | 2 | 4 | 34 |
| 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 Bağ | | | | 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/Missin | 1 | 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 | | | | | | | | | | | 2 |
| Screening - Procedures/Process | | 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 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| MHT | 17 | 11 | 9 | 21 | 15 | 11 | 7 | 17 | 19 | 22 | 10 | 10 | 169 |
| 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 Bağ | | | | 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 Transg | | 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 | | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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/Missin | | | 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 It | 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 | | | | | | | | | 6 | |
| Customer Service | 1 | | | | | | | | | | | | | 1 |
| Customer Service - TSO | 1 | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missin | | 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 It | 1 | | | | | | | | | | | | | 1 |
| MIA | 267 | 292 | 316 | 491 | 401 | 391 | 290 | 312 | 259 | 287 | 303 | 240 | 3,849 | |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|--------------|
| Request for Assistance | | | | | | 1 | | | | | 1 | | 2 |
| Request for Assistance - Other | | | | | | 1 | | | | | 1 | | 2 |
| Screening | | | 5 | 17 | 9 | 15 | 12 | 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 Discrimination | 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 - Damaged | 1 | 1 | 4 | 2 | 2 | 2 | 2 | 1 | | 4 | 2 | 3 | 24 |
| Mishandling of Passenger Property - Damaged or Lost | 36 | 27 | 43 | 45 | 29 | 35 | 38 | 38 | 26 | 46 | 52 | 32 | 447 |
| Mishandling of Passenger Property - Damaged or Lost - Airline | 2 | 1 | | 1 | | 1 | | | | | 3 | 1 | 9 |
| Mishandling of Passenger Property - Disposition | 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 |
| 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 (Non-ambulatory) | | 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 Items | 2 | 2 | 5 | 1 | 2 | 2 | 2 | 4 | 3 | 4 | 4 | 4 | 35 |
| Property - Special Handling - Damaged Items - Airline | 6 | 8 | 6 | 9 | 4 | 9 | 7 | 5 | 8 | 10 | 7 | 6 | 85 |
| Property - Special Handling - Missing Items | 1 | 8 | 6 | 3 | 10 | 3 | 8 | 5 | 10 | 1 | 2 | 5 | 62 |
| Property - Special Handling - Missing Items - Airline | 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 Discrimination | 2 | 1 | 2 | 1 | | 5 | | | 1 | | 2 | | 14 |
| Civil Rights - Sex/Gender/Gender Identity | 2 | | 2 | | 1 | 1 | | | | | | | 6 |
| Customer Service | 13 | 15 | 29 | 14 | 22 | 17 | 2 | 4 | 3 | 4 | 2 | 6 | 131 |
| Customer Service - Others | | 1 | 1 | 2 | 1 | | | 1 | 1 | | | | 7 |
| Customer Service - TSO | 13 | 14 | 28 | 12 | 21 | 17 | 2 | 3 | 2 | 4 | 2 | 6 | 124 |
| Locks | 10 | 14 | 21 | 14 | 16 | 10 | | 1 | 2 | 1 | | 3 | 92 |
| Locks - General | | 1 | | | 1 | | | | | | | | 2 |
| Locks - Missing or Damaged Lock | 10 | 13 | 21 | 14 | 15 | 10 | | 1 | 2 | 1 | | 3 | 90 |
| Lost and Found | 2 | | 1 | | 1 | 1 | | | | 1 | | | 6 |
| Lost and Found - Airport/TSA | 2 | | 1 | | 1 | 1 | | | | 1 | | | 6 |
| Mishandling of Passenger Property | 41 | 39 | 41 | 52 | 47 | 30 | 8 | 4 | 7 | 10 | 3 | 12 | 294 |
| Mishandling of Passenger Property - Damaged | 1 | | | 2 | 2 | | | | 1 | | | | 6 |
| Mishandling of Passenger Property - Damaged or Lost | 37 | 34 | 35 | 41 | 38 | 26 | 5 | 2 | 5 | 9 | 3 | 11 | 246 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | 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 It | 1 | 2 | 7 | 6 | 3 | 1 | | 1 | 1 | | 2 | | 24 |
| Property - Special Handling - Damaged It | 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 | | | | | | | | | 136 |
| Civil Rights | | | 1 | 2 | | | | | | | | | 3 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | 1 | | | | | | | | | 2 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | 13 | 11 | | | | | | | | | 25 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | 11 | 11 | | | | | | | | | 23 |
| Duplicate E-mail | | | | 1 | | | | | | | | | 1 |
| Duplicate E-mail - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 2 | | | | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 2 | | | | | | | | | 2 |
| Hazardous Materials Safety | | | 2 | | | | | | | | | | 2 |
| Hazardous Materials Safety - General | | | 2 | | | | | | | | | | 2 |
| 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 | 11 | 9 | 6 | 11 | | | | | | | | | 37 |
| Mishandling of Passenger Property - Dam | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 8 | 8 | 4 | 10 | | | | | | | | | 30 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 1 | | 1 | | | | | | | | | | 2 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to CBP | | | 1 | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | | | | | | | | | | | 2 |
| 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 | 4 | 7 | | | | | | | | | 36 |
| Property - Special Handling - Damaged Items - Carry | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | 1 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 9 | 11 | 4 | 6 | | | | | | | | | 30 |
| Screening | 4 | 5 | 1 | 3 | | | | | | | | | 13 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 4 | 4 | 1 | 3 | | | | | | | | | 12 |
| MKE | 29 | 37 | 42 | 45 | 33 | 34 | 29 | 29 | 38 | 43 | 49 | 54 | 462 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Locks - Missing or Damaged Lock | | | | | 1 | | | | 1 | | | | 2 |
| 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/Missing | | 1 | | | | | | 1 | | | | 2 | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items - Checked | 6 | 4 | 7 | 1 | | 3 | 4 | 3 | 9 | 5 | 5 | 5 | 52 |
| Mishandling of Passenger Property - Disarrayed Items - Checked | 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 Implants | 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-On | 1 | 1 | | | 1 | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | 1 | 1 | 1 | 1 | 1 | 1 | | | | | 2 | 4 | 11 |
| Property - Special Handling - Missing Items - Carry-On | | 2 | | 1 | 1 | 1 | 1 | 1 | | 1 | | | 6 |
| Property - Special Handling - Missing Items - Checked | 1 | 3 | 1 | 3 | 1 | 3 | 3 | 1 | 2 | 3 | 1 | 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 |
| Mishandling of Passenger Property | 5 | 6 | 9 | 4 | 2 | 1 | 1 | | | 2 | 6 | 3 | 39 |
| Mishandling of Passenger Property - Damaged/Missing | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items - Checked | 4 | 5 | 6 | 3 | 2 | 1 | 1 | | | 2 | 5 | 3 | 32 |
| Mishandling of Passenger Property - Disarrayed Items - Checked | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Property - Special Handling - Damaged Items - Checked | | | 3 | | 2 | | | | 1 | 1 | | 1 | 8 |
| Property - Special Handling - Missing Items - Carry-Over | | | 1 | 1 | | | 2 | | | | | | 4 |
| Property - Special Handling - Missing Items - Checked | | | 2 | 2 | 5 | 1 | | | | 2 | 1 | 1 | 14 |
| Screening | | 2 | 3 | 1 | 1 | 2 | 1 | | 1 | | | | 11 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | 2 | 2 | 1 | 1 | 1 | 1 | | | | | | 8 |
| Screening - Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | 1 | | | | 2 |
| 2021 | | 4 | 3 | 7 | 2 | | | | | | | | 16 |
| Airline | | | | 1 | | | | | | | | | 1 |
| Airline - Policy/Regulations/Service | | | | 1 | | | | | | | | | 1 |
| Civil Rights | | 1 | | 2 | | | | | | | | | 3 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | 1 | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| 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 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling | | 3 | 1 | | 1 | | | | | | | | 5 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | 1 | | 1 | | | | | | | | 3 |
| Screening | | | | 2 | | | | | | | | | 2 |
| Screening - Procedures/Process | | | | 2 | | | | | | | | | 2 |
| 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 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| MKK | | | | 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 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | | | | | | | | | 1 | | | | 1 |
| MLB | | 4 | 2 | 4 | 6 | 3 | 5 | 4 | 9 | 8 | 8 | 7 | 66 |
| 2018 | | | | 3 | 2 | 5 | 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 Baggage | | | | 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 | 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 | | 2 | | 1 | | | 1 | 1 | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 1 | | | 2 | | | 1 | | 1 | 5 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|----------|-----------|
| Patdown | | | | | | 1 | | | 1 | | | | 2 |
| Patdown - Flyer | | | | | | 1 | | | 1 | | | | 2 |
| Property - Special Handling | | 2 | | | | | 1 | 1 | 2 | | 1 | 2 | 9 |
| Property - Special Handling - Damaged Items - Carry-On | | 1 | | | | | | | 1 | | 1 | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 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 |
| MLI | 4 | 3 | 7 | 5 | 3 | 4 | 4 | 6 | 4 | 3 | 4 | | 47 |
| 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 Baggage | | | | 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 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 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--Checked Baggage | | | 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 | | | | | | | | | 5 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| MLU | 2 | 7 | | 7 | 1 | 2 | 3 | 3 | 12 | | 4 | 2 | 43 |
| 2018 | | | | | | 2 | 3 | 3 | 7 | | 1 | 1 | 17 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|----------|-----------|
| 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/Missii | | 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 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 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 Items | 1 | | | | | | | | | | | | 1 |
| MOB | 6 | 7 | 7 | 7 | 2 | 5 | 2 | 7 | 10 | 6 | 7 | 9 | 75 |
| 2018 | | | | 2 | 1 | 2 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Locks - Missing or Damaged Lock | | 1 | | 1 | | | | 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 |
| MOT | 2 | 4 | 2 | 4 | 3 | 4 | 1 | | 2 | 3 | 3 | 3 | 31 |
| 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 - Check | | 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 | | | | | | | | | | | 2 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missii | | 1 | | | | | | | | | | | 1 |
| MQT | | 1 | | 2 | 1 | 1 | 1 | 1 | 2 | 2 | | | 11 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|------------|
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | | | | 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 |
| MRY | 4 | 2 | 3 | 2 | 1 | | 2 | 1 | 4 | 2 | 2 | 3 | 26 |
| 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 | | | | | | | | | 4 |
| 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 - Dam | 1 | | | | | | | | | | | | 1 |
| 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 |
| MSN | 12 | 11 | 11 | 19 | 12 | 10 | 10 | 9 | 12 | 11 | 19 | 12 | 148 |
| 2018 | | | | 4 | 5 | 5 | 5 | 4 | 6 | 1 | 7 | 6 | 43 |
| Civil Rights | | | | | | 1 | 1 | 1 | 1 | | | 1 | 5 |
| Civil Rights - Age | | | | | | | | | | | | | 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 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|-----------|
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 |
| Advanced Imaging Technology (AIT) - 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 - Damaged/Missing Items--Carry-on Luggage | | 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 | | 2 | 1 | 2 | 1 | 2 | 1 | 13 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | 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 | | | 2 | | | | 1 | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | 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 Items - Carry-On | | 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 | | | | | | | | | 9 |
| Civil Rights | 2 | 1 | 1 | | | | | | | | | | 4 |
| Civil Rights - Racial Profiling or Discrimination | 2 | 1 | 1 | | | | | | | | | | 4 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | | | 2 | | | | | | | | | 2 |
| Screening - Procedures/Process | | | | 2 | | | | | | | | | 2 |
| MSO | 5 | 1 | 3 | 6 | 2 | 2 | 3 | | 3 | 11 | 6 | 2 | 44 |
| 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 - Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | 1 | | 1 | | 2 | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| 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 | | | | | | | | | 5 |
| 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 - Disarrayed Items--Carry-on | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | | 1 | | | | | | | | | | 1 |
| MSP | 146 | 129 | 120 | 179 | 163 | 139 | 100 | 115 | 132 | 143 | 191 | 148 | 1,705 |
| 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 |
| Request for Assistance - Other | | | | | | | | | | | | | 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 | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|-----------|-----------|-----------|------------|
| Civil Rights - National Origin | | | | | | | | 2 | | | | | 2 |
| Civil Rights - Perceived Religion | | | | | | | | 1 | | 1 | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | 3 | 2 | 1 | 1 | 1 | | | | 2 | | | 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/Missing | | 3 | 1 | | | | | 1 | | | 3 | 2 | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 5 | 9 | 11 | 7 | 4 | 5 | 5 | 6 | 12 | 5 | 11 | 10 | 90 |
| Mishandling of Passenger Property - Disarrayed | 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 |
| 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 Medical Devices | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | 3 | 1 | 5 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | 1 | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair) | | | 1 | 1 | 1 | | | | 1 | | 2 | 2 | 8 |
| Persons w/ Disabilities (PWD) - Ostomy/Colostomy | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | 1 | | | 1 | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 2 | | 1 | 1 | 1 | 2 | | 1 | | | 1 | | 9 |
| Persons w/ Disabilities (PWD) - Wounded Warrior | | | | | | | | | | | 1 | | 1 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 14 | 15 | 13 | 13 | 5 | 17 | 10 | 14 | 21 | 16 | 18 | 15 | 171 |
| Property - Special Handling - Damaged Items | 1 | | 2 | 2 | | | | | 1 | 2 | 2 | | 10 |
| Property - Special Handling - Damaged Items - Missing | 2 | 2 | 2 | 4 | | 6 | | 3 | 4 | 4 | 6 | 5 | 38 |
| Property - Special Handling - Missing Items | 2 | 7 | 1 | 5 | 3 | 4 | 3 | 5 | 4 | 2 | | 2 | 38 |
| Property - Special Handling - Missing Items - Damaged | 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 Discrimination | 2 | 4 | 2 | 1 | | | | 1 | 1 | 1 | 1 | 2 | 15 |
| Civil Rights - Sex/Gender/Gender Identity | 2 | | | 1 | 2 | | | | | | | | 5 |
| Civil Rights - Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Customer Service | 14 | 7 | 14 | 12 | 12 | 5 | | 3 | | 3 | 4 | 1 | 75 |
| Customer Service - Others | | 2 | | | 1 | | | 1 | | | | | 4 |
| Customer Service - TSO | 14 | 5 | 14 | 12 | 11 | 5 | | 2 | | 3 | 4 | 1 | 71 |
| Locks | 3 | 2 | 1 | 3 | 3 | 1 | 1 | 1 | 1 | | 1 | | 17 |
| Locks - Missing or Damaged Lock | 3 | 2 | 1 | 3 | 3 | 1 | 1 | 1 | 1 | | 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 - Damaged/Missing | 1 | 1 | 3 | 3 | 2 | | | | 1 | | | | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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) | 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 | 2 | 1 | 10 |
| Property - Special Handling - Damaged It | 1 | 2 | 1 | 3 | 1 | | | | 2 | 2 | 1 | 1 | 14 |
| Property - Special Handling - Missing Item | 4 | 3 | 1 | 3 | 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 | | | | | | | | | 61 |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | 1 | | | | | | | | | 1 |
| Civil Rights | 2 | 1 | | | | | | | | | | | 3 |
| Civil Rights - Racial Profiling or Discrimin | 2 | | | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 1 | | | | | | | | | | | 1 |
| Customer Service | 6 | 1 | 5 | 3 | | | | | | | | | 15 |
| Customer Service - TSO | 6 | 1 | 5 | 3 | | | | | | | | | 15 |
| Expedited Passenger Screening Program | | | 3 | | | | | | | | | | 3 |
| Expedited Passenger Screening Program - TSA Application Prog | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | | | | | | | | | | 2 |
| 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 |
| Mishandling of Passenger Property | 3 | 5 | | 4 | | | | | | | | | 12 |
| Mishandling of Passenger Property - Dam | 1 | | | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 1 | 5 | | 2 | | | | | | | | | 8 |
| 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 | | | | | | | | | | 2 |
| Patdown - Flyer | | 1 | | | | | | | | | | | 1 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 1 | | | | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Medical [| 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Av | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 3 | 1 | 1 | | | | | | | | | 7 |
| Property - Special Handling - Damaged Items - Chec | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-C | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | 1 | 1 | | | | | | | | | | 4 |
| Screening | 2 | 2 | 1 | 2 | | | | | | | | | 7 |
| Screening - Procedures/Process | 2 | 2 | 1 | 2 | | | | | | | | | 7 |
| MSS | | | | | | | | | | | | | 1 |
| 2019 | | | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | | | 1 |
| Screening - Security Breach | | | | | | | | | | | | | 1 |
| MSY | 114 | 103 | 87 | 133 | 111 | 110 | 111 | 131 | 110 | 117 | 113 | 81 | 1,321 |
| 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 Checker | | | | 1 | | | | 1 | 2 | | 2 | | 6 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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/Missin | | 1 | | | | | 1 | | 1 | 2 | 2 | 1 | 8 |
| Mishandling of Passenger Property - Damaged | 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 |
| Property - Special Handling | 11 | 5 | 3 | 14 | 7 | 5 | 7 | 9 | 6 | 13 | 10 | 11 | 101 |
| Property - Special Handling - Damaged It | 2 | 1 | | 3 | 1 | 1 | 1 | 2 | 1 | | | | 12 |
| Property - Special Handling - Damaged It | 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 Discrimin | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 - Damaged Item | 7 | 9 | 8 | 12 | 13 | 7 | | 2 | 3 | 2 | 2 | 1 | 66 |
| Mishandling of Passenger Property - Disarrayed Item | 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 [| 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/Prescription | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 6 | 8 | 10 | 8 | 8 | 16 | 3 | 2 | 6 | 1 | 8 | 3 | 79 |
| Property - Special Handling - Damaged Items - Carry-on | | 1 | 1 | 1 | 1 | 1 | | | | | 2 | 1 | 8 |
| Property - Special Handling - Damaged Items - Checked | 1 | 3 | 2 | 2 | | | | | 1 | | | | 9 |
| Property - Special Handling - Missing Items - Carry-on | 1 | 1 | 2 | 4 | 2 | 4 | | 1 | 2 | | 1 | | 18 |
| Property - Special Handling - Missing Items - Checked | 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 | | | | | | | | | 40 |
| Customer Service | 2 | 2 | 3 | 3 | | | | | | | | | 10 |
| Customer Service - TSO | 2 | 2 | 3 | 3 | | | | | | | | | 10 |
| Expedited Passenger Screening Program | | | 1 | 2 | | | | | | | | | 3 |
| Expedited Passenger Screening Program - TSA Application Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | 3 | 2 | 4 | | | | | | | | | 11 |
| Mishandling of Passenger Property - Damaged/Missing Item | 1 | 1 | 1 | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged Item | 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 |
| Prohibited & Permitted Items - Electronic Devices | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 6 | 3 | | | | | | | | | | | 9 |
| Property - Special Handling - Damaged Items - Carry-on | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | 2 | 2 | | | | | | | | | | | 4 |
| Property - Special Handling - Missing Items - Carry-on | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 2 | | | | | | | | | | | | 2 |
| Screening | 1 | 2 | | 1 | | | | | | | | | 4 |
| Screening - Procedures/Process | 1 | 2 | | 1 | | | | | | | | | 4 |
| MTJ | 4 | 5 | 3 | 10 | 4 | 1 | 2 | 1 | | 1 | 1 | 3 | 35 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 | | | | | | | | | 4 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 2 | | | | | | | | | | | | 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 - Checke | | 1 | | | | | | | | | | | 1 |
| 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 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | | 1 |
| 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 |
| Screening - Procedures/Process | | | | | | | | | | | | | 1 |
| 2020 | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | | 1 |
| MYR | 22 | 12 | 13 | 9 | 11 | 18 | 18 | 23 | 31 | 31 | 23 | 15 | 226 |
| 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 | | 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 | | 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 | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 - Damaged/Missing Items--Checked Baggage | 2 | | 1 | | 1 | 2 | 3 | 5 | 2 | 2 | 2 | 1 | 21 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | | | | 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 [| 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 Items - Checked Baggage | 1 | | 1 | | | 2 | | 1 | 2 | | 1 | | 8 |
| Property - Special Handling - Missing Items - Checked Baggage | | 1 | 1 | | 1 | 1 | 2 | 1 | 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 - Damaged/Missing Items--Carry-on Luggage | 2 | | 1 | | 2 | | | | 1 | | 2 | 2 | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 2 | | | 1 | | | | 1 | 1 | | | 5 |
| Patdown - Flyer | | 2 | | | 1 | | | | | | | | 5 |
| Property - Special Handling | 1 | 1 | 3 | | 1 | | 1 | | | | 1 | 1 | 9 |
| Property - Special Handling - Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked Baggage | 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 | | | | | | | | | 11 |
| 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 | | | | | | | | | 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 Baggage | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Carry-On | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 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 Baggage | | | | | 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/Missing Items--Carry-on Luggage | | 2 | 1 | | 1 | | 1 | | | | | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Property - Special Handling - Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | 1 | | | | | 1 | | | 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 Back | | | | 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 Items - Checked | 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 |
| OAJ | 10 | 3 | 3 | 9 | 6 | 8 | 5 | 1 | 2 | 6 | 5 | 4 | 62 |
| 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 Back | | | | 1 | 2 | | | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) | | | | 1 | 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/Missing Items--Checked Back | | | 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 - Checked | | | 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 | 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 - Damaged/Missing Items--Checked Back | 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 Scooter) | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | | | 1 | | | | 1 | 1 | | 5 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | | 1 | | | 1 | | | | 1 | | | 4 |
| Screening | 3 | | 1 | 1 | | 1 | | | | | | 1 | 7 |
| Screening - Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 |
| Screening - Inconsistency | | | | | | | | | | | | 1 | 1 |
| Screening - Procedures/Process | 2 | | 1 | 1 | | 1 | | | | | | | 5 |
| 2021 | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Back | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| OAK | 55 | 48 | 64 | 69 | 45 | 58 | 60 | 64 | 66 | 82 | 59 | 68 | 738 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Locks - Missing or Damaged Lock | | | | | 1 | 1 | | | 2 | 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 Baggage | | | | 6 | 3 | 7 | 8 | 11 | 6 | 4 | 2 | 3 | 50 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 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 Medication | | | | 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 Transgender | | | 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 - Damaged/Missing Items--Checked Baggage | 5 | 8 | 1 | 8 | 2 | 3 | 4 | 2 | 4 | 3 | 4 | 7 | 51 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | 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 /Mental Disability | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication | 2 | | 1 | | | | | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | 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 Items - Checked | 2 | | | 3 | 1 | 2 | 3 | | 2 | 3 | 3 | 1 | 23 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 1 | 1 | 2 | 1 | 2 | 2 | 2 | 1 | 11 |
| Property - Special Handling - Missing Items - Checked | 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 - Damaged/Missing Items--Checked Baggage | 4 | | 13 | 7 | 5 | 1 | | 1 | 1 | 6 | 1 | 4 | 43 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | 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 Breast Cancer | | 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 Wheelchair) | | | 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 Items - Checked Baggage | 2 | 4 | 2 | 3 | 1 | 2 | | 1 | | 1 | 1 | 2 | 19 |
| Property - Special Handling - Missing Items - Carry-On | | 1 | 1 | 1 | | | | 1 | 1 | | | | 5 |
| Property - Special Handling - Missing Items - Checked Baggage | 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 | | | | | | | | | | 16 |
| 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 |
| Hazardous Materials Safety | | | 1 | | | | | | | | | | 1 |
| Hazardous Materials Safety - General | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 5 | 1 | 1 | | | | | | | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 5 | 1 | 1 | | | | | | | | | | 7 |
| Property - Special Handling | 1 | 3 | 1 | | | | | | | | | | 5 |
| Property - Special Handling - Damaged Items - Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked Baggage | 1 | 2 | 1 | | | | | | | | | | 4 |
| OGD | | | | | | | 1 | | | 1 | | | 2 |
| 2019 | | | | | | | 1 | | | 1 | | | 2 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - Others | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| OGG | 31 | 30 | 28 | 44 | 43 | 51 | 39 | 38 | 41 | 41 | 31 | 35 | 452 |
| 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 Baggage | | | | 4 | 11 | 5 | 6 | 6 | 6 | 5 | 4 | 4 | 51 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 3 | | | | 1 | 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 |
| 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 Baggage | | | | 1 | | 2 | | 1 | 1 | | 1 | | 6 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 1 | | | | 2 | 1 | | | 4 |
| Property - Special Handling - Missing Items - Checked Baggage | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|-----------|
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 |
| Advanced Imaging Technology (AIT) - 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 |
| 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 | 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 - Check | 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 | | | | | | | | | 10 |
| Customer Service | | 1 | | 3 | | | | | | | | | 4 |
| Customer Service - Others | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property | 2 | 2 | | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missi | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Dam | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Check | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checke | | 1 | | | | | | | | | | | 1 |
| OGS | 1 | | 2 | 1 | | 1 | 1 | 1 | 2 | 1 | 2 | | 12 |
| 2018 | | | | | | | | 1 | | | 1 | | 2 |
| 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--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 |
| OKC | 24 | 20 | 23 | 27 | 31 | 25 | 25 | 19 | 17 | 31 | 23 | 25 | 290 |
| 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 | | 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 | | | 2 |
| Patdown - Flyer | | | | | | | | | | 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 | | | | | | | 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 Items - Checked | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Screening - Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | 1 | 2 |
| 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 - Damaged/Missing Items--Checked Baggage | 5 | 2 | 2 | | 1 | | 2 | | | | 1 | | 13 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Patdown | | | | 1 | 1 | | | | | | 1 | | 3 |
| Patdown - Flyer | | | | 1 | 1 | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Devices | 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 Items - Checked | 1 | | | | | | | | | | 1 | | 2 |
| Property - Special Handling - Damaged Items - Carry-On | 4 | 1 | 1 | 2 | 1 | 3 | 1 | | | | | | 13 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | | 1 | | 1 | | 1 | | | 3 | | | 7 |
| Screening | 2 | | 2 | 1 | 4 | | 1 | | 1 | 2 | | 1 | 14 |
| Screening - Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | 2 | 1 | 3 | | 1 | | 1 | 2 | | 1 | 13 |
| 2021 | 2 | 4 | 5 | 3 | | | | | | | | | 14 |
| Customer Service | 1 | 1 | 3 | 1 | | | | | | | | | 6 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| 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 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | 1 | 2 | | | | | | | | | 4 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | 2 | | | | | | | | | 3 |
| OMA | 46 | 36 | 43 | 33 | 31 | 27 | 24 | 44 | 45 | 39 | 40 | 36 | 444 |
| 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 Luggage | | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 1 | | 2 | 2 | 5 | 5 | 3 | 3 | 3 | 24 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | | | 1 | 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 Medical Devices | | | | 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 | 5 | 1 | 1 | 1 | 15 |
| Civil Rights - Age | | | | 1 | | | | | 1 | | | 1 | 3 |
| Civil Rights - Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 7 | 5 | 2 | 2 | 2 | | 3 | 4 | 4 | 7 | 6 | 5 | 47 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on | 3 | 4 | 2 | 2 | 2 | | 3 | 2 | 3 | 4 | 5 | 3 | 33 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 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 Device | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Metal Implants (Joint) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Non-Wheelchair) | | 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-on | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked Baggage | | 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 Items - Checked Baggage | 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 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on | 1 | 1 | 5 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 18 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | 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 Medication | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling | 6 | 3 | 4 | 2 | 1 | 1 | | 2 | 1 | 2 | | 2 | 24 |
| Property - Special Handling - Damaged Items - Carry-on | 4 | | 1 | | | | | 1 | 1 | 2 | | | 9 |
| Property - Special Handling - Missing Items - Carry-on | 1 | 2 | | 1 | | | | 1 | | | | | 5 |
| Property - Special Handling - Missing Items - Checked Baggage | 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/Confiscated Items | 1 | | 1 | | | | | | | 1 | | | 3 |
| 2021 | 9 | 6 | 5 | 5 | | | | | | | | | 25 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Constitutional Rights | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 3 | 2 | 1 | | | | | | | | | 7 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | 1 | 3 | 2 | | | | | | | | | | 6 |
| Duplicate E-mail | | | 1 | | | | | | | | | | 1 |
| Duplicate E-mail - General | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | | | 3 | | | | | | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Lug | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 3 | | | 2 | | | | | | | | | 5 |
| Patdown | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | | 1 | | | | | | | | | 4 |
| Property - Special Handling - Damaged Items - Checked Baggage | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-on | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Screening | 2 | 1 | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| Screening - Security Breach | 1 | | | | | | | | | | | | 1 |
| Screening - Shoe Screening | | 1 | | | | | | | | | | | 1 |
| OME | | | 1 | 2 | | | | | | | | | 3 |
| 2018 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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 |
| ONT | 54 | 38 | 44 | 47 | 40 | 35 | 27 | 38 | 42 | 29 | 46 | 32 | 472 |
| 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 Checked | | | | 1 | 3 | 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 Discrimination | 1 | 2 | 2 | | | | | 1 | | | 1 | | 7 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | 1 | | | | 2 |
| Civil Rights - Transgender Screening | | | | | | | | | | 1 | | | 1 |
| Customer Service | 4 | 1 | 3 | 2 | 6 | 2 | 5 | 2 | 1 | 3 | 6 | | 35 |
| Customer Service - Others | 1 | | 1 | | | | | | | | 1 | | 3 |
| Customer Service - TSO | 3 | 1 | 2 | 2 | 6 | 2 | 5 | 2 | 1 | 3 | 5 | | 32 |
| Locks | | | | | | 2 | | | 1 | | 2 | | 5 |
| Locks - Missing or Damaged Lock | | | | | | 2 | | | 1 | | 2 | | 5 |
| Lost and Found | | | | | | | | | | | 2 | | 2 |
| Lost and Found - Airport/TSA | | | | | | | | | | | 2 | | 2 |
| Mishandling of Passenger Property | 9 | 2 | 7 | 6 | 1 | 4 | | 8 | 5 | 6 | 8 | 4 | 60 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 1 | | | | | 1 | | | | 2 | 1 | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | 4 | 2 | 6 | 5 | 1 | | | 7 | 4 | 4 | 5 | 4 | 42 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 1 | | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Checked Bag | 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 Implants | 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 Aids | 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 Items - Carry-On | 1 | | 1 | | 1 | | | 1 | 2 | | | 1 | 7 |
| Property - Special Handling - Missing Items - Checked | 2 | 4 | 2 | | 1 | 2 | | 1 | 2 | 2 | 1 | | 17 |
| Screening | 3 | 4 | | 3 | 3 | 5 | | 3 | 5 | | 1 | 1 | 28 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | 3 | | 3 | 2 | 5 | | 3 | 5 | | | 1 | 25 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| Screening - Security Breach | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| 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 |
| 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 - Damaged/Missing Items | 1 | 1 | 1 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 5 | 3 | 2 | 6 | 4 | | | 1 | | 1 | 3 | 1 | 26 |
| Mishandling of Passenger Property - Disarrayed Item | 1 | 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 Necessary | 1 | 1 | | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility Device | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhalers | | 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 Items--Carry-on Luggage | 2 | | | 1 | | 1 | | | | | 1 | 2 | 7 |
| Property - Special Handling - Missing Items | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items--Carry-on Luggage | 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 | | | | | | | | | 33 |
| 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 | | | | | | | | | 7 |
| Customer Service - TSO | 1 | 1 | 3 | 2 | | | | | | | | | 7 |
| Duplicate E-mail | | | | 1 | | | | | | | | | 1 |
| Duplicate E-mail - General | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 5 | 1 | 1 | | | | | | | | | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items | 1 | | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 3 | 4 | 1 | | | | | | | | | | 8 |
| Persons w/ Disabilities (PWD) | | 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 | | | | | | | | | 6 |
| Property - Special Handling - Damaged Items | 1 | | 1 | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Items | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items--Carry-on Luggage | 2 | | | | | | | | | | | | 2 |
| Screening | 2 | | | 1 | | | | | | | | | 3 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | | | | | | | | | | | | 2 |
| ORD | 302 | 221 | 266 | 311 | 261 | 259 | 227 | 248 | 240 | 309 | 302 | 230 | 3,176 |
| 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 | 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 Luggage | | | | 1 | 4 | 1 | | 3 | | | 1 | 3 | 13 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 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 Checked Baggage | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|-----------|------------|-----------|-----------|-----------|------------|------------|------------|------------|------------|------------|--------------|
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /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 | | 6 |
| Civil Rights - Perceived Religion | 1 | | 1 | | | | 1 | 2 | 1 | | 1 | | 7 |
| Civil Rights - Racial Profiling or Discrimination | 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 - Damaged | 2 | 1 | | 3 | 1 | 1 | 1 | 1 | | 2 | 1 | 4 | 17 |
| Mishandling of Passenger Property - Damaged - Checked | 17 | 16 | 13 | 13 | 8 | 13 | 11 | 19 | 12 | 17 | 22 | 19 | 180 |
| Mishandling of Passenger Property - Damaged - Carry-On | 1 | | | 1 | | 1 | 1 | | | | | 1 | 5 |
| Mishandling of Passenger Property - Disassembled | 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 Spectrum Disorder | 1 | | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | 1 | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | 1 | 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 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 | | 1 | 1 | 1 | 7 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | 2 | | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | 2 | | 1 | | | | | | | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | 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) - Wheelchair/ Scooter/ Segway | 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 Items - Carry-On | 2 | 1 | | 1 | 2 | | 1 | 2 | 1 | 6 | | 1 | 17 |
| Property - Special Handling - Damaged Items - Checked | 4 | 1 | 1 | 1 | | 5 | 6 | 5 | 2 | 8 | 8 | 3 | 44 |
| Property - Special Handling - Missing Items - Carry-On | 4 | 10 | 5 | 5 | 4 | 4 | 5 | 1 | 6 | 6 | 6 | 4 | 60 |
| Property - Special Handling - Missing Items - Checked | 13 | 6 | 12 | 6 | 7 | 16 | 10 | 11 | 12 | 12 | 12 | 11 | 128 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|--|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|---|
| Request for Assistance | | | 1 | 1 | | | | | | | | | 2 | |
| Request for Assistance - Other | | | 1 | 1 | | | | | | | | | 2 | |
| Screening | 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/Confiscated Items | 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 Discrimination | 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 - Domestic | 1 | | | | | | | | | | | | 1 | 2 |
| Locks | 6 | 7 | 10 | 3 | 3 | 4 | | 1 | 1 | 1 | | | 37 | |
| Locks - Missing or Damaged Lock | 6 | 7 | 10 | 3 | 3 | 4 | | 1 | 1 | 1 | | | 37 | |
| Lost and Found | 2 | 2 | 2 | 2 | 3 | 1 | 1 | | 1 | 1 | | | 17 | |
| Lost and Found - Airport/TSA | 2 | 2 | 2 | 2 | 3 | 1 | 1 | | 1 | 1 | | | 17 | |
| Mishandling of Passenger Property | 22 | 22 | 27 | 24 | 22 | 15 | | 2 | 4 | 11 | 12 | 8 | 169 | |
| Mishandling of Passenger Property - Damaged | 2 | 3 | 4 | 2 | 3 | 1 | | | | | | | 15 | |
| Mishandling of Passenger Property - Damaged or Destroyed | 18 | 14 | 22 | 19 | 16 | 14 | | 2 | 2 | 9 | 11 | 7 | 134 | |
| Mishandling of Passenger Property - Disposition | 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 (General) | 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 Device | | 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 Wheelchair) | | | 1 | 1 | 1 | | | | | | | | 3 | |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees | | 1 | | 2 | 1 | | | | | 1 | | | 5 | |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | 1 | | | | | | | 1 | | | 2 | |
| Persons w/ Disabilities (PWD) - Service Animals | | | 1 | | | | | | | 1 | | | 2 | |
| Persons w/ Disabilities (PWD) - Wheelchair | 2 | | 2 | | | | | | | | 1 | | 5 | |
| Property - Special Handling | 29 | 20 | 19 | 25 | 21 | 19 | 1 | 5 | 5 | 11 | 15 | 14 | 184 | |
| Property - Special Handling - Damaged Items | 4 | 2 | 1 | 2 | | | | | | | 1 | 2 | 12 | |
| Property - Special Handling - Damaged Items - Checked | 7 | 3 | 2 | 2 | 3 | 4 | | 1 | 1 | 4 | 4 | 3 | 34 | |
| Property - Special Handling - Missing Items | 9 | 5 | 5 | 3 | 5 | 4 | 1 | 2 | 2 | | 3 | 3 | 42 | |
| Property - Special Handling - Missing Items - Checked | 9 | 10 | 11 | 18 | 13 | 11 | | 2 | 2 | 7 | 7 | 6 | 96 | |
| Screening | 18 | 12 | 19 | 7 | 10 | 3 | 3 | 2 | 6 | 2 | 7 | 4 | 93 | |
| Screening - Inconsistency | 1 | | | | | | | | | | 1 | | 2 | |
| Screening - International Screening | 1 | | | | | | | | | | | | 1 | |
| Screening - Lengthy Lines | 2 | 1 | 5 | | 1 | | | | | | | | 9 | |
| Screening - Procedures/Process | 13 | 10 | 14 | 6 | 9 | 3 | 3 | 2 | 6 | 2 | 6 | 4 | 78 | |
| Screening - Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 | |
| Screening - Security Breach | 1 | | | 1 | | | | | | | | | 2 | |
| TSA Contact Information | | | | | | | | 1 | | | | | 1 | |
| TSA Contact Information - General | | | | | | | | 1 | | | | | 1 | |
| 2021 | 58 | 28 | 36 | 23 | | | | | | | | | 145 | |
| Animals | | | 1 | | | | | | | | | | 1 | |
| Animals - Checked | | | 1 | | | | | | | | | | 1 | |
| Civil Rights | 2 | 1 | 1 | | | | | | | | | | 4 | |
| Civil Rights - Racial Profiling or Discrimination | 1 | 1 | 1 | | | | | | | | | | 3 | |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 | |
| Customer Service | 13 | 8 | 13 | 8 | | | | | | | | | 42 | |
| Customer Service - TSO | 13 | 8 | 13 | 8 | | | | | | | | | 42 | |
| Expedited Passenger Screening Program | | | 2 | 1 | | | | | | | | | 3 | |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 1 | | | | | | | | | 3 | |
| Locks | 1 | | 1 | | | | | | | | | | 2 | |
| Locks - Missing or Damaged Lock | 1 | | 1 | | | | | | | | | | 2 | |
| Lost and Found | 3 | | | 1 | | | | | | | | | 4 | |
| Lost and Found - Airport/TSA | 3 | | | 1 | | | | | | | | | 4 | |
| Mishandling of Passenger Property | 10 | 10 | 7 | 8 | | | | | | | | | 35 | |
| Mishandling of Passenger Property - Damaged | 2 | 4 | 2 | | | | | | | | | | 8 | |
| Mishandling of Passenger Property - Damaged or Destroyed | 6 | 4 | 7 | 5 | | | | | | | | | 22 | |
| Mishandling of Passenger Property - Damaged or Destroyed - Checked | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Disposition | 1 | 2 | | 1 | | | | | | | | | 4 | |
| No Jurisdiction | | | 2 | 2 | | | | | | | | | 4 | |
| No Jurisdiction - Refer to CBP | | | 1 | 2 | | | | | | | | | 3 | |
| No Jurisdiction - Refer to Other | | | 1 | | | | | | | | | | 1 | |
| Patdown | | | 2 | | | | | | | | | | 2 | |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 | |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Patdown - General | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service A | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 20 | 7 | 1 | 3 | | | | | | | | | 31 |
| Property - Special Handling - Damaged It | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 4 | 1 | | 1 | | | | | | | | | 6 |
| Property - Special Handling - Missing Item | 3 | 1 | 1 | | | | | | | | | | 5 |
| Property - Special Handling - Missing Item | 12 | 4 | | 2 | | | | | | | | | 18 |
| Screening | 8 | 2 | 5 | | | | | | | | | | 15 |
| Screening - Crew Member or Airline Employee | | | 1 | | | | | | | | | | 1 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 7 | 2 | 3 | | | | | | | | | | 12 |
| Screening - Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| ORF | 19 | 23 | 33 | 40 | 21 | 32 | 23 | 32 | 41 | 32 | 25 | 26 | 347 |
| 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 | 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 Checker | | | | 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 | | | | | | | 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 | | | | | | 2 |
| Screening - Procedures/Process | 1 | 1 | | 1 | 1 | 1 | | 3 | 2 | 1 | 3 | 2 | 16 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| 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 - Damaged/Missing Items--Checked Baggage | 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 |
| 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 Medication | | | | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | 5 | 2 | 1 | 1 | | 1 | 4 | 3 | | | 19 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Damaged Items - Checked Baggage | 1 | | | | | | | | 1 | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | 2 | 1 | 1 | 1 | | | 1 | | | | 6 |
| Property - Special Handling - Missing Items - Checked Baggage | 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 | | | | | | | | | 16 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | 2 | 3 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 1 | 1 | 2 | 1 | | | | | | | | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Carry-On | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Screening | | 2 | | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | | 2 | | 1 | | | | | | | | | 3 |
| 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 | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | 1 | | | | 4 |
| 2019 | 2 | 1 | 3 | 1 | 2 | | 1 | 1 | 1 | 2 | 1 | 1 | 16 |
| Locks | | | | | | | 1 | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | 2 | | 1 | | | | 1 | 2 | 1 | | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | 1 | 2 | 1 | | 5 |
| Mishandling of Passenger Property - Disarrayed Item | 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 Items - Checked Baggage | 1 | | 1 | | 1 | | | 1 | | | | | 4 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 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 Baggage | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked Baggage | | | | | | | 1 | | | | | | 1 |
| 2019 | 1 | 1 | | | 1 | | | | | 1 | 1 | | 5 |
| 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 Baggage | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked Baggage | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|--------|----------|----------|----------|----------|----------|----------|-----------|
| Property - Special Handling - Damaged Items - Checked | | | | 1 | 1 | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| 2021 | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| 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 | | | | | | | | | | | | 2 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | | 1 |
| Screening - Security Breach | 1 | | | | | | | | | | | | 1 |
| 2021 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| 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 Baggage | | | | 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 - Checked | | 1 | | | | | | | | | | | 1 |
| 2021 | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| PAE | 2 | 3 | 4 | 3 | 3 | | 3 | 1 | 5 | 5 | 9 | 3 | 41 |
| 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 | 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/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) - 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 Items - Checked | 1 | | 2 | | | | | | | | | | 3 |
| Screening | | 1 | 1 | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | | 1 | 1 | 1 | | | | | | | | | 3 |
| 2021 | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| 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 - Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2020 | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| 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 Items - Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | 1 | | | | 2 |
| PBI | 37 | 47 | 65 | 81 | 75 | 75 | 43 | 48 | 54 | 58 | 40 | 23 | 646 |
| 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 | | 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 - Damaged/Missing Items--Carry-on Luggage | 1 | | | 1 | | | | | | 2 | | 1 | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | 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 | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 Items - Carry-C | 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 Items - Carry-C | 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 |
| Civil Rights - Sexual Orientation - Not Transgender | | | | | | | | | 1 | | | | 1 |
| Customer Service | 1 | 3 | 6 | 5 | 8 | 4 | | 3 | 1 | | | 1 | 32 |
| Customer Service - Others | | | 1 | | | | | 1 | | | | | 2 |
| Customer Service - TSO | 1 | 3 | 5 | 5 | 8 | 4 | | 2 | 1 | | | 1 | 30 |
| Locks | 1 | 1 | | 1 | 1 | 1 | | | | 1 | | 1 | 7 |
| Locks - Missing or Damaged Lock | 1 | 1 | | 1 | 1 | 1 | | | | 1 | | 1 | 7 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 4 | 5 | 10 | 9 | 9 | 8 | | | 1 | 1 | | 2 | 49 |
| Mishandling of Passenger Property - Damaged | 3 | 4 | 10 | 9 | 8 | 7 | | | 1 | 1 | | 2 | 45 |
| Mishandling of Passenger Property - Disassembled | 1 | 1 | | | 1 | 1 | | | | | | | 4 |
| Patdown | 2 | | | 1 | | 1 | | | | | | | 5 |
| Patdown - Flyer | 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 Items - Carry-C | 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 Items - Carry-C | 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 | | | | | | | | | 31 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | 2 | 7 | | | | | | | | | 11 |
| Customer Service - TSO | 1 | 1 | 2 | 7 | | | | | | | | | 11 |
| 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 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missin | | 2 | 1 | | | | | | | | | | 3 |
| No Subject | | | 1 | | | | | | | | | | 1 |
| No Subject - General | | | 1 | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal M | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Firearm/Ammunition | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 4 | | 1 | | | | | | | | | 6 |
| Property - Special Handling - Damaged Items - Check | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-C | 1 | 2 | | 1 | | | | | | | | | 4 |
| Screening | 1 | 1 | | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | 1 | | 1 | | | | | | | | | 3 |
| PDX | 85 | 86 | 73 | 113 | 80 | 94 | 63 | 86 | 98 | 115 | 91 | 93 | 1,077 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 Medication | | | | 1 | | | | | 2 | 2 | | 2 | 7 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | 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 - Damaged/Missing Items--Carry-on | 2 | | | | 1 | | | | 1 | | | 4 | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | 9 | 7 | 9 | 5 | 5 | 4 | 2 | 8 | 10 | 11 | 9 | 6 | 85 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 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 Scooter) | | | | 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/ Segway | | 1 | | | | 1 | | | 1 | | | | 3 |
| Property - Special Handling | 8 | 16 | 9 | 10 | 3 | 15 | 9 | 8 | 10 | 6 | 5 | 10 | 109 |
| Property - Special Handling - Damaged Items - Carry-On | 2 | 3 | | 1 | 2 | 2 | | | 2 | 2 | 1 | | 15 |
| Property - Special Handling - Damaged Items - Checked | 1 | 2 | 5 | 1 | | 3 | 1 | 1 | 1 | | 1 | 1 | 17 |
| Property - Special Handling - Missing Items - Carry-On | 1 | 3 | | 3 | | 2 | 4 | 4 | 3 | | | 1 | 21 |
| Property - Special Handling - Missing Items - Checked | 4 | 8 | 4 | 5 | 1 | 8 | 4 | 3 | 4 | 4 | 3 | 8 | 56 |
| Screening | 6 | 1 | 1 | 1 | 2 | 10 | 5 | 3 | 6 | 10 | 3 | 3 | 51 |
| Screening - Inconsistency | | | | 1 | | 2 | | | 1 | | 1 | 1 | 6 |
| Screening - Lengthy Lines | | | | | | | | | 1 | 1 | | | 2 |
| Screening - Procedures/Process | 4 | 1 | 1 | | 2 | 5 | 5 | 3 | 4 | 8 | 2 | 1 | 36 |
| Screening - Retrieving Abandoned/Confiscated Items | 1 | | | | | 1 | | | | 1 | | | 3 |
| Screening - Security Breach | 1 | | | | | 2 | | | | | | 1 | 4 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | 2 | | | | | | | 2 | | | 1 | 5 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transg | | 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/Missin | | 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 | | | | | | | | | 49 |
| Civil Rights | | | 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 | | | | | | | | | 9 |
| Customer Service - TSO | 2 | 3 | 1 | 3 | | | | | | | | | 9 |
| Expedited Passenger Screening Program | | | 1 | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | 1 | | | | | | | | | 2 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 3 | | 1 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| 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 [| 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 |
| Prohibited & Permitted Items - Food/Beverages | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | 1 | | | | | | | | | | 4 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | 1 | 1 | | | | | | | | | | 3 |
| Screening | 4 | 2 | | 4 | | | | | | | | | 10 |
| Screening - Procedures/Process | 3 | 2 | | 4 | | | | | | | | | 9 |
| Screening - Security Breach | 1 | | | | | | | | | | | | 1 |
| TWIC | | | 1 | 1 | | | | | | | | | 2 |
| TWIC - General | | | 1 | 1 | | | | | | | | | 2 |
| 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 |
| PGD | 10 | 7 | 9 | 4 | 17 | 24 | 12 | 4 | 6 | 6 | 8 | 5 | 112 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 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 | | | | | 9 |
| Customer Service - TSO | | | | 1 | 1 | 4 | 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 - Disarranged 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/Missii | | | 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 [| | 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/Missii | | | 1 | | | 1 | | | | | | | 2 |
| Patdown | | | | | 3 | 1 | | | | | | 1 | 5 |
| Patdown - Children | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer | | | | | 2 | | | | | | | | 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 Item | 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 | | | | | | | | | 7 |
| 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--C | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | 1 | | | | | | | | | | 2 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 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 |
| Screening - Procedures/Process | | | | | | | | | | | | | 1 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | | 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 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Dam | 2 | | 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 |
| 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 - Check | | 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 Discrimination | 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) - Prosthesis | 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 |
| PHL | 200 | 159 | 169 | 192 | 128 | 128 | 108 | 147 | 176 | 214 | 196 | 179 | 1,996 |
| 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 |
| Civil Rights - Hair Patdowns | | | | 1 | | | | | | | | | 1 |
| Civil Rights - National Origin | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Perceived Religion | | | | 1 | | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 1 | 1 | 2 | 2 | 2 | 2 | 1 | 11 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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 Checker | | | | 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 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 | 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 Discrimination | 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 - Damaged/Missing Items--Carry-on or Checked | 2 | 1 | 1 | 5 | | 1 | | 3 | 1 | 2 | 2 | 1 | 19 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 15 | 8 | 11 | 12 | 6 | 7 | 7 | 9 | 8 | 17 | 22 | 7 | 129 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 1 | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Unspecified Luggage | 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 |
| 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 Cancer | 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 | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 1 | | 1 | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - General | | 2 | | | | | | | | 1 | 1 | | 4 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|-----------|-----------|-----------|------------|------------|
| 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 | 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 It | 4 | 7 | 4 | 2 | 1 | 2 | 1 | 2 | 3 | 1 | 1 | | 28 | |
| Property - Special Handling - Damaged It | 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 Warri | 1 | | | | | | | | | | | | 1 | 1 |
| Screening | 7 | 9 | 8 | 1 | 2 | 3 | 7 | 10 | 12 | 7 | 14 | 6 | 86 | |
| Screening - Crew Member or Airline Employee | | | | | | | | | | | 1 | | 1 | 1 |
| Screening - International Screening | | | | | | | | | | | | | 1 | 1 |
| Screening - Lengthy Lines | | | 1 | | | | | 3 | | | 4 | 1 | 9 | 9 |
| Screening - Procedures/Process | 7 | 8 | 7 | 1 | 1 | 2 | 7 | 7 | 11 | 5 | 9 | 4 | 69 | 69 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | 2 | | | 3 | 3 |
| Screening - Security Breach | | 1 | | | | 1 | | | 1 | | | | 3 | 3 |
| 2020 | 84 | 65 | 80 | 60 | 35 | 37 | 4 | 6 | 9 | 17 | 23 | 36 | 456 | 456 |
| Civil Rights | 3 | 2 | 2 | 5 | 1 | | | | | | | 4 | 17 | 17 |
| Civil Rights - Constitutional Rights | | | | 1 | | | | | | | | 1 | 2 | 2 |
| Civil Rights - Headwear | | | | 1 | | | | | | | | | 1 | 1 |
| Civil Rights - Racial Profiling or Discrimin | 2 | 2 | | 1 | 1 | | | | | | | 2 | 8 | 8 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | 1 | 1 | | | | | | | | 1 | 4 | 4 |
| Civil Rights - Transgender Screening | | | 1 | 1 | | | | | | | | | 2 | 2 |
| Customer Service | 17 | 13 | 17 | 14 | 8 | 8 | 1 | | | 3 | 4 | 6 | 91 | 91 |
| Customer Service - CSM | | | | | | 1 | | | | | | | 1 | 1 |
| Customer Service - Others | 1 | 1 | 1 | | | | | | | | | 1 | 4 | 4 |
| Customer Service - TSO | 16 | 12 | 16 | 14 | 8 | 7 | 1 | | | 3 | 4 | 5 | 86 | 86 |
| Locks | 1 | 5 | 7 | 4 | | 3 | | | | 1 | | | 21 | 21 |
| Locks - Missing or Damaged Lock | 1 | 5 | 7 | 4 | | 3 | | | | 1 | | | 21 | 21 |
| Lost and Found | 2 | 1 | 2 | | 1 | 2 | | | 1 | 1 | | 2 | 12 | 12 |
| Lost and Found - Airport/TSA | 2 | 1 | 2 | | 1 | 2 | | | 1 | 1 | | 2 | 12 | 12 |
| Mishandling of Passenger Property | 27 | 12 | 12 | 8 | 2 | 9 | | | | 5 | 2 | 1 | 78 | 78 |
| Mishandling of Passenger Property - Dam | 1 | 4 | 1 | | | 2 | | | | 1 | | | 9 | 9 |
| Mishandling of Passenger Property - Dam | 20 | 5 | 10 | 8 | 1 | 7 | | | | 4 | 2 | 1 | 58 | 58 |
| Mishandling of Passenger Property - Disa | 6 | 3 | 1 | 1 | | 1 | | | | | | | 11 | 11 |
| Patdown | 3 | 2 | 4 | 2 | 2 | 2 | | | 1 | | 1 | | 17 | 17 |
| Patdown - Flyer | 3 | 2 | 4 | 2 | 2 | 2 | | | 1 | | | | 16 | 16 |
| Patdown - Flyer as Observer | | | | | | | | | | | 1 | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 6 | 5 | 6 | 4 | 4 | 2 | | | | 1 | | 2 | 30 | 30 |
| Persons w/ Disabilities (PWD) - Autism Sp | 1 | 1 | 1 | | | 1 | | | | | | 1 | 5 | 5 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | 1 | | | 2 | 2 |
| Persons w/ Disabilities (PWD) - General | 1 | 1 | | | | 1 | | | | | | | 3 | 3 |
| Persons w/ Disabilities (PWD) - Hearing Impairment | | 1 | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | 1 | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | 1 | 1 | | | | | | | | | | 3 | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | | 1 | | 1 | 1 | | | | | | | 1 | 4 | 4 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | 1 | | | | | | | | | 2 | 2 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | | 2 | | 1 | | | | | | | | 3 | 3 |
| Persons w/ Disabilities (PWD) - Wheelcha | 2 | | 1 | | | | | | | | | | 3 | 3 |
| Property - Special Handling | 17 | 17 | 20 | 20 | 14 | 10 | 2 | 3 | 6 | 6 | 11 | 15 | 141 | 141 |
| Property - Special Handling - Damaged It | 4 | 2 | 3 | 2 | 2 | 1 | | | 2 | | 3 | 2 | 21 | 21 |
| Property - Special Handling - Damaged It | 2 | 2 | 7 | 4 | 3 | 2 | 1 | | 1 | 1 | 2 | 6 | 31 | 31 |
| Property - Special Handling - Missing Item | 4 | 7 | 5 | 6 | 2 | 3 | | 1 | 1 | 1 | 1 | 3 | 33 | 33 |
| Property - Special Handling - Missing Item | 7 | 6 | 5 | 8 | 7 | 4 | 1 | 2 | 2 | 5 | 5 | 4 | 56 | 56 |
| Request for Assistance | 1 | | | | | | | | | | | | 1 | 1 |
| Request for Assistance - Other | 1 | | | | | | | | | | | | 1 | 1 |
| Screening | 7 | 8 | 10 | 3 | 3 | 1 | 1 | 3 | 1 | | 5 | 6 | 48 | 48 |
| Screening - Crew Member or Airline Employee | | 2 | | | | | | | | | | | 2 | 2 |
| Screening - Lengthy Lines | 1 | | 1 | | | | | | | | | | 2 | 2 |
| Screening - Procedures/Process | 6 | 5 | 7 | 1 | 3 | 1 | | 3 | 1 | | 4 | 6 | 37 | 37 |
| Screening - Retrieving Abandoned/Confiscated Items | | | 1 | | | | 1 | | | | | | 2 | 2 |
| Screening - Security Breach | | 1 | 1 | 2 | | | | | | | 1 | | 5 | 5 |
| 2021 | 35 | 29 | 18 | 12 | | | | | | | | | 94 | 94 |
| Civil Rights | 1 | 1 | | | | | | | | | | | 2 | 2 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 | 1 |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | 1 | 1 |
| CSM/Stakeholder Follow-up | | | 1 | | | | | | | | | | 1 | 1 |
| CSM/Stakeholder Follow-up - General | | | 1 | | | | | | | | | | 1 | 1 |
| Customer Service | 5 | 7 | 4 | 4 | | | | | | | | | 20 | 20 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 | 1 |
| Customer Service - TSO | 5 | 7 | 3 | 4 | | | | | | | | | 19 | 19 |
| Expedited Passenger Screening Program | | | 1 | 1 | | | | | | | | | 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 |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | 1 | | | | | | | | 2 |
| 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 | | | | | | | | 15 |
| Mishandling of Passenger Property - Dam | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Dam | | 5 | 4 | 1 | 2 | | | | | | | | 12 |
| 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 | | | | | | | | 22 |
| Property - Special Handling - Damaged It | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | | 4 | 1 | 1 | 1 | | | | | | | | 7 |
| Property - Special Handling - Missing Item | | 1 | 2 | 1 | | | | | | | | | 4 |
| Property - Special Handling - Missing Item | | 4 | 3 | 1 | 1 | | | | | | | | 9 |
| Screening | | 4 | 4 | 2 | 1 | | | | | | | | 11 |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | 4 | 3 | 1 | 1 | | | | | | | | 9 |
| Screening - Security Breach | | | 1 | | | | | | | | | | 1 |
| PHX | 241 | 240 | 231 | 315 | 290 | 328 | 262 | 260 | 223 | 238 | 189 | 192 | 3,009 |
| 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 Check | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | 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) - Flyer | 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 Discrimination | 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 | 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 - Damaged | 3 | 1 | | 1 | 2 | | 1 | 1 | 1 | 1 | | 1 | 12 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 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 - Disappearance | 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 Wheelchair) | | | 3 | | 2 | 1 | 2 | 1 | | 1 | | 1 | 11 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prostheses | 1 | 1 | | | | 1 | 1 | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | 2 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Touch Aids | 1 | | | | 1 | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchairs | 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 Items | 2 | 6 | 4 | 3 | 1 | 1 | 4 | 2 | | 2 | 1 | 5 | 31 |
| Property - Special Handling - Damaged Items | 6 | 8 | 5 | 2 | 5 | 4 | 2 | 2 | 5 | 1 | 6 | 4 | 50 |
| Property - Special Handling - Missing Items | 7 | 8 | 3 | 4 | 4 | 11 | 7 | 8 | 7 | 4 | 1 | 6 | 70 |
| Property - Special Handling - Missing Items | 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 Transgender | 2 | 1 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 - Damaged | 3 | 4 | 5 | 2 | 2 | 1 | | | 1 | | | 1 | 19 |
| Mishandling of Passenger Property - Damaged/Missing | 12 | 14 | 23 | 17 | 19 | 14 | 1 | 1 | 6 | 7 | 2 | 4 | 120 |
| Mishandling of Passenger Property - Disarrayed | 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 Cancer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (General) | 1 | 1 | | | | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental | | 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 | | | | | | | 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 Necessary | 1 | 2 | 1 | | | 1 | 1 | | | | | | 6 |
| 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/Colostomy | 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 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 1 | 1 | 2 | 1 | 4 | | | | | | | | 10 |
| Prohibited & Permitted Items | | | | | | | | | | | | 1 | 1 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | | | | | | | | | | | 1 |
| Property - Special Handling | 17 | 25 | 15 | 21 | 27 | 13 | 2 | 7 | 6 | 19 | 11 | 10 | 173 |
| Property - Special Handling - Damaged Items | 4 | | 2 | 3 | 2 | 3 | | | | 3 | | 2 | 19 |
| Property - Special Handling - Damaged Items - Missing | 3 | 5 | 2 | 3 | 6 | 4 | | 4 | 3 | 3 | 6 | 2 | 41 |
| Property - Special Handling - Missing Items | 3 | 4 | 4 | 6 | 9 | 2 | | | 2 | 4 | 1 | 2 | 37 |
| Property - Special Handling - Missing Items - Damaged | 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/Confiscated | 2 | | 1 | 1 | 2 | | | | | | | | 6 |
| Screening - Security Breach | 1 | | 2 | | | | | | | | | 1 | 4 |
| 2021 | 46 | 31 | 28 | 26 | | | | | | | | | 131 |
| Civil Rights | 3 | 2 | 2 | 1 | | | | | | | | | 8 |
| Civil Rights - Racial Profiling or Discrimination | 3 | 2 | 1 | | | | | | | | | | 6 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Claims | | | 1 | 1 | | | | | | | | | 2 |
| Claims - General | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service | 15 | 6 | 13 | 14 | | | | | | | | | 48 |
| Customer Service - CSM | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 15 | 6 | 11 | 13 | | | | | | | | | 45 |
| Expedited Passenger Screening Program | | | 2 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | | | | | | | | | | 2 |
| Locks | 1 | 2 | 1 | 1 | | | | | | | | | 5 |
| Locks - Missing or Damaged Lock | 1 | 2 | 1 | 1 | | | | | | | | | 5 |
| Lost and Found | 2 | 1 | | 1 | | | | | | | | | 4 |
| Lost and Found - Airport/TSA | 2 | 1 | | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property | 1 | 4 | 4 | 3 | | | | | | | | | 12 |
| Mishandling of Passenger Property - Damaged | 1 | | 2 | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing | | 4 | 2 | 1 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | 1 | 1 | 1 | | | | | | | | | 3 |
| Patdown - Flyer | | 1 | 1 | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 3 | 1 | | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diapers/Carriers | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 15 | 9 | 2 | 2 | | | | | | | | | 28 |
| Property - Special Handling - Damaged Items | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Missing | 3 | 5 | 1 | | | | | | | | | | 9 |
| Property - Special Handling - Missing Items | 7 | 1 | | | | | | | | | | | 8 |
| Property - Special Handling - Missing Items - Damaged | 4 | 3 | | 2 | | | | | | | | | 9 |
| Screening | 6 | 5 | 2 | 2 | | | | | | | | | 15 |
| Screening - Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 6 | 4 | 2 | 1 | | | | | | | | | 13 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|------------|
| 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/Missii | | 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 | | | | | | | 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 - Check | | 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 |
| PIB | | 1 | 1 | | | 1 | 1 | 3 | 1 | 3 | | 2 | 13 |
| 2018 | | | | | | | 1 | 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/Missii | | 1 | | | | | | | | | | | 1 |
| PIE | 16 | 12 | 14 | 19 | 21 | 29 | 17 | 15 | 23 | 13 | 20 | 9 | 208 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|-----------|----------|-----------|-----------|----------|----------|----------|----------|----------|----------|-----------|
| Civil Rights - Transgender Screening | | | | | | | | 1 | | | | | 1 |
| 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 | 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/Missing | | 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) - Wheelchair | 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 Items | | | 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 Discrimination | 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) - Wheelchair | 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 Items | 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 | | | | | | | | | 5 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 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) - Respiratory and Inha | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-C | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items | 1 | | | | | | | | | | | | 1 |
| PIH | | 1 | | | | 1 | 1 | | | | 1 | | 4 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 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 |
| 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 |
| PIT | 52 | 40 | 61 | 59 | 46 | 51 | 42 | 51 | 55 | 63 | 64 | 47 | 631 |
| 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 | 1 | 34 |
| Customer Service - Others | | | | | 1 | | | 1 | | 1 | | | 3 |
| Customer Service - TSO | | | 2 | 1 | 2 | 2 | 4 | 8 | 8 | 3 | 1 | 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 | 5 | 58 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 1 | | | | 1 | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | 7 | 4 | 4 | 3 | 9 | 4 | 1 | 8 | 4 | 4 | 44 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | 1 | 2 | | 1 | 2 | 2 | 1 | 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 | 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 | 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 | 2 | 28 |
| Screening - Lengthy Lines | | | 5 | | 5 | 2 | | 2 | | | | | 14 |
| Screening - Procedures/Process | | | 3 | | 1 | 2 | 2 | | 1 | 2 | 2 | 2 | 13 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 |
| 2019 | 20 | 15 | 29 | 17 | 13 | 21 | 20 | 20 | 22 | 37 | 32 | 15 | 261 |
| Civil Rights | 1 | 2 | 3 | | | 1 | 2 | 1 | | 1 | 2 | 1 | 14 |
| Civil Rights - Age | | | | | | | | | | 1 | | | 1 |
| Civil Rights - Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 1 | 2 | 1 | | | 1 | 1 | | | | 1 | 1 | 8 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | 1 | | | | | 1 | | | 1 | | 3 |
| Customer Service | 1 | 3 | 8 | 2 | 3 | | 3 | 3 | 4 | 7 | 7 | 3 | 44 |
| Customer Service - TSO | 1 | 3 | 8 | 2 | 3 | | 3 | 3 | 4 | 7 | 7 | 3 | 44 |
| Identification (ID) Requirements | | | | | | | | | | | | 1 | 1 |
| Identification (ID) Requirements - Domestic | | | | | | | | | | | | 1 | 1 |
| Locks | | 1 | 3 | 2 | | | 2 | | | 1 | | 1 | 10 |
| Locks - Missing or Damaged Lock | | 1 | 3 | 2 | | | 2 | | | 1 | | 1 | 10 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 9 | 1 | 5 | 9 | 3 | 4 | 5 | 6 | 9 | 12 | 10 | 4 | 77 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 2 | | | | | 1 | | 1 | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked | 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 - Disarrayed Items--Carry-on or Checked | 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 | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|-----------|----------|-----------|------------|
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | 1 | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) - Wounded Warrior | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 4 | 3 | 5 | 3 | 4 | 7 | 3 | 6 | 5 | 8 | 6 | 3 | 57 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | 1 | | | 1 | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | 2 | 1 | 1 | | 1 | | 2 | | 3 | 5 | 3 | | 18 |
| Property - Special Handling - Missing Items - Carry-On | 1 | 1 | 1 | | 2 | 2 | 1 | 2 | | 1 | 1 | 1 | 13 |
| Property - Special Handling - Missing Items - Checked | 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 |
| Civil Rights | 2 | | | 1 | | 1 | | | 2 | | 1 | 1 | 8 |
| Civil Rights - Age | | | | | | | | | 1 | | 1 | | 2 |
| Civil Rights - Racial Profiling or Discrimination | 1 | | | | | 1 | | | 1 | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | 1 | | | | | | | | 1 | 3 |
| Customer Service | 2 | 3 | 6 | 2 | 5 | | 1 | 1 | | 2 | | 3 | 25 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 2 | 3 | 5 | 2 | 5 | | 1 | 1 | | 2 | | 3 | 24 |
| Locks | 1 | 4 | 2 | 2 | 2 | 1 | | | 1 | 1 | | 1 | 15 |
| Locks - Missing or Damaged Lock | 1 | 4 | 2 | 2 | 2 | 1 | | | 1 | 1 | | 1 | 15 |
| Lost and Found | 1 | | 1 | | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 6 | 4 | 4 | 4 | 5 | 1 | | 1 | 1 | 4 | 4 | 5 | 39 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | 6 | 4 | 4 | 4 | 4 | 1 | | 1 | 1 | 3 | 4 | 4 | 36 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | 1 | 2 |
| Patdown | 2 | | 1 | | | 1 | | | | 1 | | | 5 |
| Patdown - Flyer | 1 | | | | | 1 | | | | 1 | | | 3 |
| Patdown - Flyer as Observer | 1 | | 1 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | 1 | | 1 | | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion | 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-On | | 2 | 2 | | | | | | 1 | | | | 5 |
| Property - Special Handling - Missing Items - Checked | 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/Confiscated Items | 1 | | | | | | | | | | | | 1 |
| Screening - Shoe Screening | | | | | | | | | | | | 1 | 1 |
| 2021 | 10 | 10 | 8 | 6 | | | | | | | | | 34 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Customer Service | | 2 | 7 | | | | | | | | | | 9 |
| Customer Service - TSO | | 2 | 7 | | | | | | | | | | 9 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | | | | | | | 1 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 3 | | | | | | | | | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 3 | 2 | | | | | | | | | | | 5 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Patdown | 2 | 1 | | | | | | | | | | | 3 |
| Patdown - Flyer | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling | 3 | 4 | | 2 | | | | | | | | | 9 |
| Property - Special Handling - Damaged Items - Carry-On | 1 | 3 | | 1 | | | | | | | | | 5 |
| Property - Special Handling - Missing Items - Carry-On | 2 | 1 | | 1 | | | | | | | | | 4 |
| Screening | 2 | | | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | 2 | | | 1 | | | | | | | | | 3 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Screening - Procedures/Process | | 1 | | | 1 | | | | | | | | 2 |
| 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 | | | | | | | | | 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/Missii | | 1 | | 3 | | | | | | 2 | | 1 | 7 |
| Property - Special Handling | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Check | | 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 |
| PNS | 18 | 15 | 8 | 27 | 9 | 20 | 10 | 13 | 20 | 12 | 13 | 16 | 181 |
| 2018 | | | | 12 | 4 | 5 | 7 | 6 | 9 | 9 | 6 | 6 | 64 |
| Civil Rights | | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | | | | | | 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 - Damaged/Missing Items--Checked Baggage | 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 Items - Checked | 1 | | | | | 1 | | | 1 | | | | 3 |
| Property - Special Handling - Damaged Items - Carry-on | | 1 | | 2 | | 1 | | | | | 1 | | 4 |
| Property - Special Handling - Missing Items - Checked | 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 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 | 1 | 1 | | 3 | | | 1 | | 1 | | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 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/Child Car Seats | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/Incontinence | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | 2 | | 1 | | | | | 1 | 1 | 6 |
| Property - Special Handling - Damaged Items - Carry-on | | 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 | | | | | | | | | 10 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 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 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | 1 | | | | | | | | | 2 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 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--Checked Baggage | | | 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 - Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | | 1 | 1 |
| 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 |
| PSC | 4 | 6 | 3 | 16 | 3 | 2 | 3 | 3 | 8 | 2 | 6 | 2 | 58 | |
| 2018 | | | | 4 | 2 | 2 | 2 | 1 | 3 | 2 | 4 | 2 | 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 | |
| Mishandling of Passenger Property | | | | | | 1 | | | 1 | 1 | | | 7 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | 1 | | | 4 | |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | 2 | 3 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | | | | 1 | | | | | | | | | 2 | |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | | | | 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 | | | | | | | | | | 4 | |
| Customer Service - TSO | 1 | | 2 | | | | | | | | | | 4 | |
| Locks | | | | 1 | | | | | 1 | 1 | | | 4 | |
| Locks - Missing or Damaged Lock | | | | 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 | | | | | | | | | 7 | |
| Customer Service | | | | 3 | | | | | | | | | 3 | |
| Customer Service - TSO | | | | 3 | | | | | | | | | 3 | |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | | | | | | | 1 | |
| Screening | | | | 1 | 2 | | | | | | | | 3 | |
| Screening - Lengthy Lines | | | | 1 | | | | | | | | | 1 | |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 2 | |
| PSE | 1 | 1 | 1 | 2 | 2 | | 4 | 3 | 2 | 5 | 2 | 5 | 28 | |
| 2018 | | | | | 2 | 2 | 3 | 2 | 1 | 3 | 2 | 4 | 17 | |
| Customer Service | | | | | | 1 | | | | | | 1 | 3 | |
| Customer Service - Others | | | | | | | | | | | 1 | | 1 | |
| Customer Service - TSO | | | | | 1 | | | | | | | | 2 | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 4 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 3 | |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|----------|------------|
| Patdown | | | | | | | | | 1 | | | | 1 |
| 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 |
| 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 |
| 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 |
| PSP | 15 | 20 | 23 | 38 | 29 | 37 | 17 | 15 | 9 | 10 | 10 | 9 | 232 |
| 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 Checker | | | | 1 | 1 | 2 | | | | | | | 4 |
| Patdown | | | | 1 | 1 | 1 | 1 | | | | | | 4 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|----------|----------|----------|----------|-----------|
| 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 Baggage | | | | 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 Items - Checked | 2 | 1 | | 1 | 1 | 2 | | | | 1 | 1 | | 9 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | 1 | | | | 1 | | | | | 3 |
| Property - Special Handling - Missing Items - Checked | 1 | | 2 | 2 | | 2 | | 1 | | 2 | 1 | | 11 |
| Screening | | | 1 | 1 | | | 1 | | 1 | | 1 | | 5 |
| Screening - Procedures/Process | | | 1 | 1 | | | 1 | | 1 | | 1 | | 5 |
| 2020 | 7 | 11 | 15 | 15 | 12 | 12 | 2 | 11 | 2 | 4 | 1 | 1 | 81 |
| Civil Rights | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights - Constitutional Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | 3 | 1 | | | 5 | 2 | | | 1 | | | 13 |
| Customer Service - TSO | 1 | 3 | 1 | | | 5 | 2 | | | 1 | | | 13 |
| Locks | 1 | 1 | 1 | 3 | 1 | | | | 1 | | | | 8 |
| Locks - Missing or Damaged Lock | 1 | 1 | 1 | 3 | 1 | | | | 1 | | | | 8 |
| Mishandling of Passenger Property | 1 | 4 | 3 | 9 | 4 | 6 | | | | 1 | | | 28 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 1 | 4 | 2 | 7 | 3 | 6 | | | | 1 | | | 24 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on Luggage | | | 1 | 2 | 1 | | | | | | | | 4 |
| Patdown | | 1 | | | 1 | | | | | | | | 2 |
| Patdown - Flyer | | | | | 1 | | | | | | | | 1 |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | 2 | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | 4 | 1 | 4 | | | | 1 | 2 | 1 | | 16 |
| Property - Special Handling - Damaged Items - Carry-On | | | 1 | | | | | | 1 | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | 2 | | 2 | | 3 | | | | | | 1 | | 8 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | 1 | | | 2 |
| Property - Special Handling - Missing Items - Checked | | 1 | | 1 | 1 | | | | | 1 | | | 4 |
| Screening | 2 | | 4 | 1 | | 1 | | | | | | | 8 |
| Screening - Procedures/Process | 2 | | 3 | 1 | | 1 | | | | | | | 7 |
| Screening - Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| 2021 | 3 | 2 | 2 | 4 | | | | | | | | | 11 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Civil Rights Violation (TSA Employee) | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service - Others | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| Lost and Found | | | | 1 | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Screening | 2 | 1 | | | | | | | | | | | 3 |
| Screening - Procedures/Process | 2 | 1 | | | | | | | | | | | 3 |
| PUB | | | 1 | 2 | 2 | | | | 2 | 3 | 2 | | 12 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | 1 | | | 2 |
| 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 |
| 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/Missii | | 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 |
| PVC | | | | | 1 | | | | | 2 | 1 | | 4 |
| 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 |
| PVD | 36 | 18 | 29 | 31 | 23 | 20 | 16 | 20 | 29 | 38 | 34 | 24 | 318 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 - Damaged/Missing Items--Checked Back | 4 | | 6 | 2 | 2 | 2 | 4 | | 1 | 2 | 3 | 5 | 31 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 2 | 2 | | | | 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 /Developmental Delay | | 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 Animals | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 2 | 4 | 4 | 2 | 2 | 2 | 3 | 3 | 4 | 2 | 1 | 31 |
| Property - Special Handling - Damaged Items | 2 | 1 | | 1 | 1 | | 1 | 1 | 1 | 2 | | | 11 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | | 1 | | 2 |
| Property - Special Handling - Missing Items - Checked | | 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 Transgender | | 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 - Damaged/Missing Items--Checked Back | 4 | 1 | 4 | 2 | | 2 | | | | 2 | | 1 | 16 |
| 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 | | 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 Wheelchair) | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 7 | 2 | 2 | 2 | 3 | 2 | | 2 | 3 | 2 | 2 | 1 | 28 |
| Property - Special Handling - Damaged Items | 3 | 1 | | | 2 | 1 | | | 3 | | 1 | | 11 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | 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 | | | | | | | | | | 4 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Back | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | | | | | | | | | | | 3 |
| Property - Special Handling - Missing Items | 1 | 2 | | | | | | | | | | | 3 |
| PVU | | | | | | | | | 1 | | | | 1 |
| 2018 | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 |
| PWM | 13 | 14 | 15 | 5 | 6 | 13 | 5 | 11 | 11 | 26 | 17 | 19 | 155 |
| 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 Back | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 | | | | | | | 4 |
| Locks - Missing or Damaged Lock | 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 - Damaged/Missing Items--Checked Baggage | 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 Items - Checked | 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 |
| 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 - Damaged/Missing Items--Carry-on Luggage | 2 | 3 | 1 | | | | | 1 | | | 1 | 1 | 9 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 1 | | 1 | | | | | | | | | 1 | 3 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| 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 Items - Checked | 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 | | | | | | | | | 6 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Patdown - Flyer | | | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| RAP | 7 | 3 | 7 | 5 | 4 | 2 | 5 | 6 | 6 | 7 | 3 | 10 | 65 |
| 2018 | | | | 3 | 2 | | 2 | 3 | 1 | 4 | 2 | 4 | 21 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | 2 | | 1 | | 2 | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 1 | | | | 1 | | | | 1 | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | 1 | | | 2 |
| Patdown | | | | | | 1 | | | | | 1 | | 2 |
| Patdown - Flyer | | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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/ Segway | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 2 | | | | 1 | 1 | 2 | 1 | 1 | 8 |
| Screening - Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | 1 | 2 | | 1 | 5 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| 2019 | 4 | 1 | 2 | 1 | 1 | 2 | 1 | 2 | 4 | 2 | 1 | 4 | 25 |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | | | | | | 1 | | | | | 1 |
| Civil Rights | | 1 | | | | | | | | | | 1 | 2 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | | | | | 1 | 2 |
| Customer Service | | 1 | 1 | | | | | | | 1 | | 1 | 4 |
| Customer Service - TSO | | 1 | 1 | | | | | | | 1 | | 1 | 4 |
| Locks | | | | | | | 1 | | | | | 2 | 3 |
| Locks - Missing or Damaged Lock | | | | | | | 1 | | | | | 2 | 3 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | | 2 | 1 | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--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 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 | | | | | 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 - Damaged/Missing Items--Checked Baggage | | 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 | | | | | | | | | | 3 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| No Subject | | | | 1 | | | | | | | | | 1 |
| No Subject - General | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| RDD | | | | 1 | | | | | | | | 1 | 2 |
| 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 |
| RDG | | | | | | | | | 1 | | | | 1 |
| 2020 | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 1 |
| RDM | 3 | 2 | 2 | 4 | 1 | 4 | 6 | 2 | 4 | 4 | 7 | 4 | 43 |
| 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 | 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 |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 1 | | 1 | | 1 | 1 | | | 1 | 1 | | 6 |
| Notice of Violation/Civil Penalties | | 1 | | | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties - General | | 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 - Checked | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 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 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| RDU | 75 | 66 | 81 | 77 | 66 | 70 | 56 | 60 | 52 | 72 | 66 | 52 | 793 |
| 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 Baggage | | | | 7 | 6 | 10 | 10 | 2 | 4 | 5 | 5 | 4 | 53 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | 2 | 1 | 3 | 2 | 1 | 1 | 11 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | | 1 | 1 |
| Notice of Violation/Civil Penalties - General | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | 1 | 2 | 1 | | | 4 | 3 | 1 | 1 | 13 |
| Patdown - Flyer | | | | 1 | 2 | 1 | | | 4 | 2 | 1 | 1 | 12 |
| Patdown - Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 2 | 3 | 4 | 4 | 3 | 3 | | | 20 |
| Persons w/ Disabilities (PWD) - Autism Spectrum | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | | | | | | 1 | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | 2 | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | 1 | | | | 1 | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | 2 | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | 1 | 1 | 1 | | | | 3 |
| Property - Special Handling | | | | 9 | 3 | 2 | 2 | 3 | 5 | 5 | 9 | 3 | 41 |
| Property - Special Handling - Damaged Items - Carry-On | | | | 1 | | | 1 | | 2 | | | 2 | 6 |
| Property - Special Handling - Damaged Items - Checked | | | | 3 | | | | | 1 | 1 | 3 | 1 | 9 |
| Property - Special Handling - Missing Items - Carry-On | | | | | 1 | 1 | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | 5 | 2 | 1 | 1 | 3 | 2 | 4 | 6 | | 24 |
| Request for Assistance | | | | | | | | | | 1 | | | 1 |
| Request for Assistance - Other | | | | | | | | | | 1 | | | 1 |
| Screening | | | | 2 | 3 | 7 | 3 | 4 | 3 | 6 | 4 | 1 | 33 |
| Screening - Inconsistency | | | | | | | | | 1 | | | | 1 |
| Screening - Lengthy Lines | | | | 1 | 1 | 2 | | 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 Discrimination | | 1 | 1 | | | | | | | 2 | 1 | | 5 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | 1 | 1 | | | | | | 1 | 4 |
| Civil Rights - Transgender Screening | | | | | | 1 | | 1 | | | | | 2 |
| Customer Service | | 8 | 7 | 8 | 4 | 7 | 5 | 6 | | 5 | | 1 | 55 |
| Customer Service - Others | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|----------|--------|----------|-----------|----------|----------|------------|
| Customer Service - TSO | 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 [| 1 | 1 | | 1 | 1 | | | | | 1 | 1 | | 6 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | 2 | 2 | | | | | 1 | | 5 |
| Property - Special Handling | 2 | 4 | 8 | 4 | 2 | 7 | 4 | 9 | 5 | 7 | 4 | 6 | 62 |
| Property - Special Handling - Damaged Items - Carry-On | | | 1 | | 1 | 1 | 2 | | 1 | | | | 6 |
| Property - Special Handling - Damaged It | 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 | | | | 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 It | 1 | | 1 | | | | 1 | | | | | | 3 |
| Property - Special Handling - Damaged It | 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 | | | | | | | | | 29 |
| Civil 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 - 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 | | 3 | 3 | 2 | 1 | | | | | | | | 9 |
| Mishandling of Passenger Property - Damaged/Missing | | 3 | 1 | 2 | 1 | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 3 | 2 | | | | | | | | | | 5 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Service Animals | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 5 | 3 | 2 | | | | | | | | | 10 |
| Property - Special Handling - Damaged Items - Checked | | 2 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 3 | 2 | | 1 | | | | | | | | 6 |
| Screening | | 1 | 1 | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | | 1 | 1 | 1 | | | | | | | | | 3 |
| RFD | | | | 2 | 2 | 1 | | 1 | 2 | 1 | 1 | 2 | 12 |
| 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 |
| 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 |
| RIC | 34 | 42 | 41 | 42 | 42 | 46 | 31 | 38 | 30 | 45 | 47 | 25 | 463 |
| 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 Baggage | | | | 3 | 2 | 1 | 1 | 3 | 4 | 3 | 4 | | 21 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | 1 | 1 | 2 | 2 | | | 8 |
| Patdown | | | | 1 | 4 | 1 | | 2 | 1 | 2 | 5 | | 16 |
| Patdown - Flyer | | | | 1 | 4 | 1 | | 1 | 1 | 2 | 4 | | 14 |
| Patdown - Non-Flyer | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | 1 | | 1 | | | | 1 | 5 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | 1 | 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 | 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 |
| 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 | | | 1 | | | | | 1 | 14 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Damaged It | 2 | | | 2 | | | | | | | | | 4 |
| Property - Special Handling - Missing Item | 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 | | | | | | | | | 19 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | 2 | 1 | | | | | | | | | 4 |
| Customer Service - TSO | | 1 | 2 | 1 | | | | | | | | | 4 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 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 |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Mishandling of Passenger Property - Dam | 2 | | | | | | | | | | | | 2 |
| 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 | | | | | | | | | 5 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 2 | 2 | | | | | | | | | | | 4 |
| Screening | 1 | 1 | | 1 | | | | | | | | | 3 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 1 | | | | | | | | | | | 2 |
| 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 |
| 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 |
| RKS | 3 | 1 | 1 | 3 | 1 | 1 | 1 | 1 | 2 | 4 | 1 | 1 | 19 |
| 2018 | | | | 2 | 1 | 1 | 1 | 1 | 1 | 3 | 1 | 1 | 11 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | | 1 | 2 | 1 | 1 | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | 1 | | | 1 | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | 2 | 1 | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | 1 | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2019 | 2 | 1 | | 1 | | | | | | 1 | | | 5 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - 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 |
| RNO | 32 | 29 | 31 | 32 | 31 | 29 | 23 | 30 | 32 | 30 | 51 | 40 | 390 |
| 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 | 1 | 3 | 15 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 1 | | | 1 | 1 | | | 1 | 2 | 6 |
| Patdown | | | | | | 1 | 2 | 1 | 1 | 2 | 2 | 2 | 11 |
| Patdown - Flyer | | | | | | 1 | 2 | 1 | | 2 | 2 | 2 | 10 |
| Patdown - Non-Flyer | | | | | | | | | 1 | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|----|
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | | 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 - Damaged/Missing Items--Checked | 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 Impairment | 1 | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Equipment | | | | 1 | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Impairment | 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-On | | 1 | | | | | | 1 | | | 1 | | | 3 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | 1 | 1 | | 2 | 1 | | | 6 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | 1 | 2 | | 4 |
| Property - Special Handling - Missing Items - Checked | | 1 | 2 | 1 | | 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 |
| 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--Carry-on Luggage | | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | 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 Necessary Medication and Medical Equipment | 1 | | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter | 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 Items - Checked | 1 | | | 1 | | | | | | | | | | 2 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|----------|-----------|-----------|-----------|----------|----------|----------|-----------|-----------|----------|------------|
| Property - Special Handling - Missing Items | | 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 | | | | | | | | | 25 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | 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/Missing Items | | | 1 | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N) | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | 1 | 5 | 2 | | | | | | | | | | 8 |
| Screening - Procedures/Process | 1 | 4 | 2 | | | | | | | | | | 7 |
| Screening - Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 |
| ROA | 4 | 3 | 7 | 7 | 1 | 3 | 5 | 5 | 6 | 3 | 5 | 1 | 50 |
| 2018 | | | | 2 | | 3 | 1 | 1 | 3 | 1 | 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/Missing Items | | | 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 Items - Checked | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2021 | | 1 | 1 | 1 | | | | | | | | | 3 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| 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 |
| ROC | 10 | 8 | 9 | 14 | 10 | 13 | 5 | 9 | 5 | 12 | 17 | 9 | 121 |
| 2018 | | | | 6 | 6 | 6 | 4 | 4 | 1 | 6 | 13 | 1 | 47 |
| Civil Rights | | | | 1 | 1 | | | | | | 3 | | 5 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| 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 | | 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 Baggage | | | | 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/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | 1 | | 1 | | 1 | | 1 | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 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 and Medical Supplies | | | 1 | | | 1 | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | 1 | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Non-ambulatory) | | 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 | | 1 | 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 - Damaged/Missing Items--Carry-on Luggage | 2 | | | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | 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 Items - Carry-On | 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 |
| 2021 | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| 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/Missii | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Patdown - Flyer | | | | 1 | | | | | | | | | 1 |
| RST | 4 | 2 | 2 | 6 | 4 | 5 | 1 | 3 | 9 | 4 | 3 | 7 | 50 |
| 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 | | | | 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 Checked | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | 1 | | | 1 | 3 |
| Patdown - Flyer | | | | 1 | | | | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | 2 | | | 2 | 5 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - General | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | 1 | | | | | | | 1 | | 1 | | 1 | 4 |
| Screening - Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | 1 | | 1 | 3 |
| 2020 | | 2 | 2 | 2 | | 1 | | | 1 | | | | 8 |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Locks | | | 1 | | | 1 | | | | | | | 2 |
| Locks - Missing or Damaged Lock | | | 1 | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | 2 | | | | | | | | | 2 |
| Patdown - Flyer as Observer | | | | 2 | | | | | | | | | 2 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Check | | | 1 | | | | | | | | | | 1 |
| 2021 | 1 | | | 1 | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| RSW | 59 | 76 | 105 | 136 | 120 | 134 | 82 | 66 | 53 | 50 | 48 | 38 | 967 |
| 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 - Disarranged Items--Carry-on or Check | | | | 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 | 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 Implants | 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 It | 2 | 1 | | | | | 1 | 1 | | | 1 | | 6 |
| Property - Special Handling - Damaged It | 2 | 1 | 3 | 3 | 1 | 2 | 4 | | 1 | 2 | 1 | 1 | 21 |
| Property - Special Handling - Missing Items - Carry-On | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 Luggage | | | | 2 | 1 | | | | | | 1 | | 4 |
| Mishandling of Passenger Property - Damaged Item | 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 the Body | | | 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 (Nondominant Hand) | | 2 | | | 2 | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Wheelchair | 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-on Luggage | | 1 | | 1 | 1 | 1 | | | | | 1 | | 5 |
| Property - Special Handling - Damaged Items - Checked Baggage | 1 | 2 | 2 | 1 | 1 | 3 | 1 | | 1 | 1 | 1 | 1 | 15 |
| Property - Special Handling - Missing Items - Carry-on Luggage | | 1 | 2 | 2 | | | 1 | | | | | | 6 |
| Property - Special Handling - Missing Items - Checked Baggage | 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 Employee | 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 | | | | | | | | | 70 |
| Civil Rights | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Civil Rights - Racial Profiling or Discrimination | 1 | | 1 | 1 | | | | | | | | | 3 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - Status | | | 1 | | | | | | | | | | 1 |
| Customer Service | 4 | 3 | 2 | 7 | | | | | | | | | 16 |
| Customer Service - TSO | 4 | 3 | 2 | 7 | | | | | | | | | 16 |
| Expedited Passenger Screening Program | | | 5 | 6 | | | | | | | | | 11 |
| Expedited Passenger Screening Program - Active Duty Military | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 4 | 6 | | | | | | | | | 10 |
| 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 | | | | | | | | | 13 |
| Mishandling of Passenger Property - Damaged Item | 2 | | | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged Item - Checked Baggage | 2 | 2 | 2 | 1 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Disarrayed Item | 1 | 2 | | | | | | | | | | | 3 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | 1 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 4 | 3 | | 1 | | | | | | | | | 8 |
| Property - Special Handling - Damaged Items - Checked Baggage | 4 | 2 | | | | | | | | | | | 6 |
| Property - Special Handling - Missing Items - Checked Baggage | | 1 | | 1 | | | | | | | | | 2 |
| Screening | 1 | 3 | 1 | 3 | | | | | | | | | 8 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | 3 | 1 | 2 | | | | | | | | | 7 |
| 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 |
| Customer Service - TSO | | | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| SAF | 9 | 2 | 4 | 4 | 3 | 5 | 6 | 6 | 9 | 12 | 5 | 3 | 68 |
| 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 Baggage | | | | 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 - Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | 1 | | | 1 | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 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 - Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | 2 | | | | | | | | | 1 | 5 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | 1 | 2 |
| Property - Special Handling - Missing Items - Checked | 1 | | 1 | | | | | | | | | | 2 |
| Screening | 1 | | 1 | | 2 | 1 | | | | | | | 5 |
| Screening - Inconsistency | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | 1 | | | | | | | | 2 |
| Screening - Retrieving Abandoned/Confiscated | 1 | | | | | 1 | | | | | | | 2 |
| 2021 | | 2 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Lighters/Matches | | 1 | | | | | | | | | | | 1 |
| SAN | 174 | 111 | 139 | 184 | 149 | 162 | 161 | 130 | 163 | 184 | 185 | 132 | 1,874 |
| 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 Luggage | | | | 1 | 1 | | 2 | 1 | 3 | | 1 | 2 | 11 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 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 Checked Baggage | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | 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 | 11 | 111 |
| Property - Special Handling - Damaged Items - Carry-On | | | 4 | | | 3 | 2 | 2 | 2 | 3 | 1 | 1 | 17 |
| Property - Special Handling - Damaged Items - Checked | | | 2 | | 4 | 3 | 4 | 5 | 1 | 4 | 5 | 5 | 28 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | 4 | | 2 | | 2 | 4 | 3 | 1 | 1 | 17 |
| Property - Special Handling - Missing Items - Checked | | | 6 | 2 | 7 | 6 | 4 | 6 | 3 | 11 | 4 | 4 | 49 |
| Screening | | | 11 | 11 | 12 | 13 | 12 | 15 | 10 | 7 | 6 | 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 Discrimination | 3 | 2 | 2 | | 1 | 1 | 2 | 1 | | 1 | 2 | | 15 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | 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 - Damaged | 2 | 1 | | 1 | 1 | 1 | | 1 | 1 | | 1 | 1 | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--U | 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 - Disassembled | 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 |
| 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 Necessary | 1 | | 1 | | | | | | | | 2 | 1 | 5 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability | 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 Animals | 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-On | | 2 | 3 | 4 | 3 | 4 | 3 | 2 | 2 | 3 | 2 | 4 | 32 |
| Property - Special Handling - Damaged Items - Checked | 5 | 2 | 5 | 2 | 4 | 5 | 5 | 3 | 3 | 7 | 4 | 4 | 49 |
| Property - Special Handling - Missing Items - Carry-On | 4 | 1 | 3 | 1 | 2 | 1 | 4 | 2 | 2 | 3 | 3 | 3 | 26 |
| Property - Special Handling - Missing Items - Checked | 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 Discrimination | 3 | 1 | 2 | 1 | | | 1 | | 1 | | | | 9 |
| Civil Rights - Screening of Religious or Cultural Garments | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | 1 | 1 | 1 | 1 | 1 | | | | | | | | 4 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 | | | | | | | | | 78 |
| Civil Rights | 1 | | 5 | | | | | | | | | | 6 |
| Civil Rights - Racial Profiling or Discrimination | | | 4 | | | | | | | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | 1 |
| Customer Service | 6 | 1 | 3 | 6 | | | | | | | | | 16 |
| Customer Service - CSM | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | 5 | 1 | 3 | 6 | | | | | | | | | 15 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| 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 | 4 | 4 | 3 | 2 | | | | | | | | | 13 |
| Mishandling of Passenger Property - Damaged/Missii | 1 | 1 | 1 | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 3 | 1 | 2 | 1 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Disa | 1 | 2 | | | | | | | | | | | 3 |
| 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 | | | | | | | | | | 16 |
| Property - Special Handling - Damaged It | 4 | 4 | | | | | | | | | | | 8 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 3 | 3 | 1 | | | | | | | | | | 7 |
| Screening | 6 | 1 | 5 | 1 | | | | | | | | | 13 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 6 | 1 | 4 | 1 | | | | | | | | | 12 |
| SAT | 40 | 57 | 58 | 67 | 57 | 44 | 51 | 62 | 59 | 59 | 47 | 56 | 657 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 1 | | 1 | 1 | 1 | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 9 | 3 | 6 | 6 | 5 | 7 | 5 | 3 | 6 | 50 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | 1 | 1 | 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 Transgender | | 1 | 1 | 2 | | | | | | | | | 4 |
| Civil Rights - Transgender Screening | | | | | 1 | | | | | | 1 | | 2 |
| Customer Service | 3 | 7 | 8 | 3 | 1 | 6 | 6 | 3 | 5 | 6 | 4 | 7 | 59 |
| Customer Service - Others | | 4 | | | 1 | | | | | | | | 5 |
| Customer Service - TSO | 3 | 3 | 8 | 3 | | 6 | 6 | 3 | 5 | 6 | 4 | 7 | 54 |
| Locks | | | | 2 | 2 | | 1 | 3 | 1 | | 1 | 2 | 12 |
| Locks - Missing or Damaged Lock | | | | 2 | 2 | | 1 | 3 | 1 | | 1 | 2 | 12 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 8 | 2 | 11 | 7 | 5 | 2 | 7 | 7 | 4 | 4 | 7 | 10 | 74 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | 2 | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 5 | 2 | 8 | 6 | 4 | | 4 | 7 | 4 | 4 | 4 | 5 | 53 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | 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 | 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 Implants | | 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 | | | | | | 2 |
| Property - Special Handling | 3 | 11 | 6 | 9 | 5 | 5 | 6 | 10 | 6 | 9 | 5 | 6 | 81 |
| Property - Special Handling - Damaged Items - Carry-On | 1 | 1 | | 1 | | 2 | | 2 | 1 | 1 | 1 | 3 | 13 |
| Property - Special Handling - Damaged Items - Checked | 1 | 3 | 2 | 4 | 1 | 1 | 1 | 4 | 2 | 1 | 1 | | 21 |
| Property - Special Handling - Missing Items - Carry-On | | 2 | 2 | 2 | 2 | | | | 2 | 2 | 1 | | 13 |
| Property - Special Handling - Missing Items - Checked | 1 | 5 | 2 | 2 | 2 | 2 | 5 | 4 | 1 | 5 | 2 | 3 | 34 |
| Screening | 3 | 5 | 4 | 1 | 1 | 2 | 4 | 4 | 4 | 4 | 4 | 2 | 38 |
| Screening - Children | | | | | | 1 | | | | | | | 1 |
| Screening - Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 |
| Screening - Inconsistency | | 1 | 1 | | | | 2 | | 1 | 1 | | 1 | 7 |
| Screening - Procedures/Process | 3 | 4 | 3 | 1 | 1 | 1 | 2 | 4 | 3 | 2 | 3 | 1 | 28 |
| Screening - Security Breach | | | | | | | | | | | 1 | | 1 |
| 2020 | 15 | 20 | 20 | 16 | 19 | 6 | 2 | 3 | 9 | 7 | 2 | 10 | 129 |
| Civil Rights | 1 | 1 | | 2 | 1 | | | | 1 | | | | 6 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | 1 | 1 | | | | 1 | | | | 4 |
| Civil Rights - Sex/Gender/Gender Identity | 1 | | | | | | | | | | | | 1 |
| Customer Service | 4 | 2 | 4 | 1 | 5 | 1 | 1 | 1 | 3 | 3 | | 3 | 28 |
| Customer Service - Others | | | | | | | | | 1 | | | | 1 |
| Customer Service - TSO | 4 | 2 | 4 | 1 | 5 | 1 | 1 | 1 | 2 | 3 | | 3 | 27 |
| Locks | 1 | 2 | 1 | | 3 | 1 | | | | | | | 9 |
| Locks - General | | | | | 1 | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | 2 | 1 | | 2 | 1 | | | | | | 1 | 8 |
| Mishandling of Passenger Property | 5 | 4 | 6 | 3 | 4 | | | | 1 | 1 | 1 | 3 | 28 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 5 | 4 | 6 | 3 | 3 | | | | 1 | 1 | | 3 | 26 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | | | | | 1 | | | | | | 1 | | 2 |
| Patdown | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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) - Wheelchair | 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 | | | | | | | | | 19 |
| 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 | | | | | | | | | 3 |
| Customer Service - TSO | 1 | | 1 | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program | | | 2 | | | | | | | | | | 2 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | | | | | | | | | | 2 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 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 |
| Property - Special Handling | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged It | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| Screening | | 2 | | | | | | | | | | | 2 |
| Screening - Procedures/Process | | 2 | | | | | | | | | | | 2 |
| SAV | 30 | 20 | 21 | 28 | 23 | 21 | 21 | 27 | 20 | 37 | 21 | 21 | 290 |
| 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 | 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 Transgender | | 1 | | | | | | 1 | | | | 1 | 3 |
| Civil Rights - Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 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 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 1 | 2 | | 1 | 1 | 1 | 8 |
| Property - Special Handling - Damaged Items - Checked | 2 | | | | | | 1 | 1 | 2 | 2 | | | 8 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | 1 | | | | 1 | 2 | 1 | 7 |
| Property - Special Handling - Missing Items - Checked | | | 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 | | | | | | | | | 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 Luggage | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 3 | | 4 | 3 | 2 | 2 | | | | 1 | | | 15 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 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-On | 1 | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | 1 | | | | | | | | 1 | 3 |
| Property - Special Handling - Missing Items - Checked | | | 1 | | 1 | 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 | | | | | | | | | 16 |
| Customer Service | | 1 | 1 | | | | | | | | | | 2 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 4 | 2 | | 1 | | | | | | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 3 | 1 | | 1 | | | | | | | | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 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 | | | | | | | | | 4 |
| Property - Special Handling - Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| SBA | 8 | 4 | 6 | 7 | 6 | 7 | 5 | 4 | 8 | 13 | 9 | 5 | 82 |
| 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 | | 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 - Damaged/Missing Items--Carry-on Luggage | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|----------|----------|----------|-----------|----------|----------|----------|----------|-----------|----------|-----------|
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 1 | 1 | | | | 1 | | | 1 | 2 | 1 | 1 | 8 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Damaged Items - Checked | 1 | 1 | | | | | | | | 1 | | 1 | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | 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 - Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked Baggage | 1 | | | | | | | | | | | | 1 |
| 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 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 1 | 1 | | | | | | | | | | 2 |
| SBN | 10 | 10 | 2 | 6 | 5 | 10 | 3 | 3 | 3 | 5 | 10 | 5 | 72 |
| 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 Checked Baggage | | | | 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 | | | | | | 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 Discrimination | 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 - Disarrayed Items--Carry-on or Checked Baggage | 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-On | | 3 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | 1 | | 1 | | 1 | | | | | | | 2 | 5 |
| Screening | | 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/Missing Items--Checked Baggage | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 |
| 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 | | | | | | | | | 6 |
| Customer Service | 1 | 1 | | | | | | | | | | | 2 |
| Customer Service - TSO | 1 | 1 | | | | | | | | | | | 2 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Check | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items | 1 | | | | | | | | | | | | 1 |
| SBP | 2 | 3 | 5 | 1 | 5 | 4 | 4 | 6 | 5 | 5 | 7 | 6 | 53 |
| 2018 | | | | | 1 | 2 | 4 | 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 | 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 | | | | | | | | | 3 |
| Patdown - Flyer | 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 |
| SBY | | 2 | 1 | | 1 | 2 | | 2 | | 1 | | 1 | 10 |
| 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 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missii | | 1 | 1 | | | | | | | | | | 3 |
| SCC | 1 | | | | | | | | 1 | | 2 | 3 | 7 |
| 2018 | | | | | | | | | | | | 2 | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | | | | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Mishandling of Passenger Property | | 1 | | | | | | | 1 | | 1 | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Back | | 1 | | | | | | | 1 | | 1 | | 3 |
| SCK | 1 | 1 | 2 | 4 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 3 | 19 |
| 2018 | | | | | 1 | | 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 Back | | | | 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 |
| SDF | 21 | 24 | 32 | 27 | 22 | 28 | 18 | 33 | 29 | 36 | 24 | 20 | 314 |
| 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 Back | | | | 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 | 1 | | 2 | | 4 | 1 | 2 | | 1 | 13 |
| Locks - Missing or Damaged Lock | 1 | 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/Missing Items--Checked Back | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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) - 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 Items - Checked | 1 | | | 1 | | | | 1 | 1 | 2 | 3 | | 10 |
| Property - Special Handling - Missing Items - Carry-On | | | 1 | | | 1 | | | | | | 1 | 3 |
| Property - Special Handling - Missing Items - Checked | 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 Discrimination | 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 - Damaged/Missing Items-Checked | 1 | 2 | 3 | 3 | 2 | | | | | 1 | | 2 | 14 |
| Mishandling of Passenger Property - Disposition | 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 |
| 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 - Checked | | 1 | | | 3 | | | | | | | | 4 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 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 | | | | | | | | | 22 |
| Civil Rights | | | 2 | | | | | | | | | | 2 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | 2 | | | | | | | | | | 2 |
| Customer Service | 2 | 2 | 7 | 1 | | | | | | | | | 12 |
| Customer Service - TSO | 2 | 2 | 7 | 1 | | | | | | | | | 12 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items-Checked | 2 | | | | | | | | | | | | 2 |
| 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-On | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | 1 | 1 | | | | | | | | | | | 2 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| SDY | | | | 1 | | | | | | | | | 1 |
| 2018 | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| SEA | 224 | 212 | 230 | 246 | 229 | 216 | 179 | 237 | 275 | 244 | 268 | 216 | 2,776 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | 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 Checked | | | | 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 Medication | | | | 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 | | 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 | |
| Mishandling of Passenger Property | 17 | 23 | 27 | 11 | 10 | 12 | 11 | 17 | 18 | 20 | 23 | 21 | 210 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on | | | | 1 | | 1 | | | 2 | 2 | 2 | 3 | 12 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | | | | 12 | 18 | 21 | 8 | 9 | 12 | 15 | 16 | 16 | 161 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | | 1 | | 2 | |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | 5 | 4 | 4 | 3 | 1 | 2 | 3 | 2 | 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 | | | | | | 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 Cancer | | | 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 Medical Devices | 1 | | | | | 1 | 1 | | 1 | | | 1 | 5 | |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | | | | | | | | | 1 | 2 | |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medication | | | 3 | 1 | | | 1 | | | 2 | | | 7 | |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Persons w/ Disabilities (PWD) - Metal Implants | | 1 | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Devices | 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 | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelchair | 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 Items | 1 | 1 | 1 | 1 | 3 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 15 |
| Property - Special Handling - Damaged Items - Missing | 1 | 5 | 3 | 3 | 2 | 3 | 5 | 3 | 3 | 5 | 3 | 6 | 42 |
| Property - Special Handling - Missing Items | 6 | 3 | 1 | 2 | 4 | 2 | 2 | 5 | 1 | 7 | 5 | 7 | 45 |
| Property - Special Handling - Missing Items - Damaged | 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 Employee | 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) - Flyer | 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 Discrimination | 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 - Damaged | 3 | | 4 | 2 | | | | | | | 2 | | 11 |
| Mishandling of Passenger Property - Damaged - Missing | 13 | 10 | 24 | 7 | 10 | 7 | 3 | 2 | 8 | 10 | 10 | 11 | 115 |
| Mishandling of Passenger Property - Damaged - Missing - Damaged | 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 Spectrum | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Breast Cancer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental | | 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 Medical Devices | | | | 2 | 1 | | | 1 | | | | | 4 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Non-Physical) | | 4 | 1 | | | | | | | | 2 | 1 | 8 |
| Persons w/ Disabilities (PWD) - Ostomy/Colostomy | 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 (pair) | | 1 | | | 1 | | | | 1 | | | | 3 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Mobility Device | | 3 | | 3 | | | | | | | | | 6 |
| Prohibited & Permitted Items | | | | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Firearm/Ammunition | | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Food/Beverages | | | | | | | | | | | | | 1 |
| Property - Special Handling | 11 | 13 | 17 | 16 | 24 | 4 | 5 | 6 | 9 | 8 | 17 | 10 | 140 |
| Property - Special Handling - Damaged Items | 1 | | 1 | 1 | | | | 1 | 1 | | 3 | 2 | 10 |
| Property - Special Handling - Damaged Items - Missing | 3 | 5 | 6 | 5 | 10 | 1 | 1 | 3 | 1 | 3 | 5 | 1 | 44 |
| Property - Special Handling - Missing Items | 3 | | 2 | 1 | 5 | 2 | 1 | 2 | 2 | 1 | 1 | 4 | 24 |
| Property - Special Handling - Missing Items - Damaged | 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 | | | | | | | | | 141 |
| Civil Rights | | 1 | 2 | 1 | | | | | | | | | 4 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | 2 | 1 | | | | | | | | | 4 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Customer Service | 8 | 6 | 10 | 17 | | | | | | | | | 41 |
| Customer Service - CSM | | 1 | | | | | | | | | | | 1 |
| Customer Service - TSO | 8 | 5 | 10 | 17 | | | | | | | | | 40 |
| Expedited Passenger Screening Program | | | 2 | 1 | | | | | | | | | 3 |
| Expedited Passenger Screening Program - TSA PreCheck | | | 2 | 1 | | | | | | | | | 3 |
| 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 | | | | | | | | | 24 |
| Mishandling of Passenger Property - Damaged/Missin | | 1 | 2 | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Dam | 5 | 7 | 1 | 3 | | | | | | | | | 16 |
| Mishandling of Passenger Property - Disa | 3 | 2 | | | | | | | | | | | 5 |
| No Jurisdiction | | | | 2 | | | | | | | | | 2 |
| No Jurisdiction - Refer to CBP | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | 3 | | | | | | | | | | | | 3 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Patdown - Non-Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | | | 1 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Diabetes | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelcha | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | 1 | | 1 | | | | | | | | | 2 |
| Prohibited & Permitted Items - Firearm/Ammunition | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Sharp Objects | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 16 | 9 | 3 | 2 | | | | | | | | | 30 |
| Property - Special Handling - Damaged It | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 4 | 4 | 1 | | | | | | | | | | 9 |
| Property - Special Handling - Missing Item | 7 | | | | | | | | | | | | 7 |
| Property - Special Handling - Missing Item | 4 | 5 | 2 | 1 | | | | | | | | | 12 |
| Request for Assistance | | 1 | | | | | | | | | | | 1 |
| Request for Assistance - Other | | 1 | | | | | | | | | | | 1 |
| Screening | 7 | 6 | 4 | 4 | | | | | | | | | 21 |
| Screening - Inconsistency | 1 | 1 | 1 | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | 7 | 5 | 3 | 3 | | | | | | | | | 18 |
| SFB | 27 | 33 | 31 | 26 | 24 | 36 | 34 | 21 | 40 | 27 | 27 | 17 | 343 |
| 2018 | | | | 5 | 8 | 9 | 14 | 11 | 20 | 10 | 10 | 5 | 92 |
| Civil Rights | | | | 1 | 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 Check | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Persons w/ Disabilities (PWD) | 1 | 1 | 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 [| 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/Missii | | 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 |
| Persons w/ Disabilities (PWD) - General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical [| 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | 1 | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirato | 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 |
| 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 | | | | | | | | | 17 |
| Civil Rights | | | 1 | 1 | | | | | | | | | 2 |
| Civil Rights - Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | | 5 | | 2 | | | | | | | | | 7 |
| Customer Service - TSO | | 5 | | 2 | | | | | | | | | 7 |
| 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 |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 |
| Screening | 3 | 1 | | 1 | | | | | | | | | 5 |
| Screening - Procedures/Process | 3 | 1 | | 1 | | | | | | | | | 5 |
| SFO | 128 | 137 | 133 | 164 | 158 | 154 | 125 | 161 | 160 | 152 | 159 | 107 | 1,738 |
| 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 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 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 - Disarranged 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 | 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 | 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 | 208 |
| Locks | | 2 | 5 | 3 | 1 | 1 | 5 | | 4 | 4 | 5 | 6 | 39 |
| Locks - General | | | | 1 | | | 1 | | | | | | 2 |
| Locks - Missing or Damaged Lock | | 2 | 5 | 2 | 1 | 1 | 4 | | 4 | 4 | 5 | 6 | 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 | 5 | 6 | 12 | 5 | 12 | 92 |
| Mishandling of Passenger Property - Dam | | 2 | 5 | 10 | 5 | 2 | 6 | 3 | 1 | 2 | 5 | 2 | 48 |
| Mishandling of Passenger Property - Damaged/Missii | | | 1 | | 1 | | | 1 | 1 | | | | 4 |
| Mishandling of Passenger Property - Dam | | 3 | 2 | 1 | | 1 | 1 | 2 | 2 | 5 | 2 | 7 | 28 |
| Mishandling of Passenger Property - Disarranged Item | | | 1 | 1 | 3 | | | 1 | 2 | 2 | 1 | | 12 |
| Patdown | | 3 | 1 | | 3 | 5 | 2 | 4 | 4 | 3 | 3 | 5 | 38 |
| Patdown - Flyer | | 3 | 1 | | 3 | 5 | 2 | 4 | 4 | 3 | 3 | 5 | 38 |
| Persons w/ Disabilities (PWD) | | 5 | 8 | 8 | 3 | 3 | 4 | 1 | 3 | 4 | 6 | 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 |
| 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 [| | 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 | 70 |
| Property - Special Handling - Damaged Items - Carry | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | 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/Confiscated | | 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 Discrimination | | 1 | 1 | 2 | | 2 | | | 1 | 2 | | | | 9 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | | | 1 | 1 | 1 | | | | | | | | 3 |
| Civil Rights - Transgender Screening | | 1 | | | | | | | | | | | | 1 |
| Customer Service | | 11 | 13 | 12 | 10 | 15 | 13 | 1 | | 3 | 2 | 2 | 1 | 83 |
| Customer Service - Others | | | 2 | 2 | 1 | 2 | | | | | | | | 7 |
| Customer Service - TSO | | 11 | 11 | 10 | 9 | 13 | 13 | 1 | | 3 | 2 | 2 | 1 | 76 |
| Flying Armed | | | | | | | | | | | | 1 | | 1 |
| Flying Armed - General | | | | | | | | | | | | 1 | | 1 |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements - ID Matching 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 - Damaged | | 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 - Damaged/Missing Items--Checked Baggage | | 4 | 4 | 6 | 4 | 1 | 3 | 1 | 1 | 1 | | | 1 | 26 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on Luggage | | 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 Medical | | 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 Device | | 1 | | 2 | | 1 | | | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) - Touch Aids | | 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 Items - Checked Baggage | | 1 | | | 3 | 1 | 2 | | | 1 | 1 | | 2 | 11 |
| Property - Special Handling - Missing Items - Carry-On | | 2 | 2 | 3 | 2 | | | | | | | | 1 | 10 |
| Property - Special Handling - Missing Items - Checked Baggage | | 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/Confiscated | | 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 | | | | | | | | | 59 |
| Civil Rights | | 1 | 2 | | 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 | | 5 | 4 | 2 | 2 | | | | | | | | | 13 |
| Customer Service - Others | | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | | 4 | 4 | 2 | 2 | | | | | | | | | 12 |
| Locks | | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 3 | 6 | 2 | 3 | | | | | | | | | 14 |
| Mishandling of Passenger Property - Damaged | | 1 | 2 | 1 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | 2 | 1 | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | 3 | | 2 | | | | | | | | | 5 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on Luggage | | | | 1 | 1 | | | | | | | | | 2 |
| No Jurisdiction | | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - No Referral | | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Device | | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Touch Aids | | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 2 | 5 | 1 | 3 | | | | | | | | | 11 |
| Property - Special Handling - Damaged Items - Carry-On | | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | 4 | 1 | | | | | | | | | | 5 |
| Property - Special Handling - Missing Items - Checked Baggage | | 1 | 1 | | 2 | | | | | | | | | 4 |
| Screening | | 4 | 6 | 2 | 1 | | | | | | | | | 13 |
| Screening - Procedures/Process | | 4 | 6 | 2 | 1 | | | | | | | | | 13 |
| SGF | | 11 | 11 | 5 | 9 | 4 | 7 | 4 | 12 | 9 | 12 | 7 | 7 | 98 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 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 Discrimination | 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 Items - Checked | 1 | | | | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | | | | | | | 1 | 2 |
| Screening | | 1 | | 1 | 1 | 1 | | | | | | | 4 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | 1 | | | | | | | | 3 |
| 2021 | 3 | 1 | | 1 | | | | | | | | | 5 |
| 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 |
| 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 |
| SGJ | 1 | | | | | | | | | | | | 1 |
| 2019 | 1 | | | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| SGU | 2 | 5 | 4 | 2 | | 3 | 1 | 4 | 1 | 3 | 2 | 1 | 28 |
| 2018 | | | | | | | | 2 | 1 | 2 | 1 | | 6 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| Customer Service - TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|-----------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|-----------|
| Mishandling of Passenger Property - 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 - Damaged/Missing Items--Checked Baggage | 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 - Checked | | 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 | | | | | | | | | | 4 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| 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/Missing Items--Checked Baggage | | 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 Items - Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| SHR | | 1 | | 1 | 2 | 1 | 1 | 1 | | | 3 | 1 | 11 |
| 2018 | | | | | | | 1 | 1 | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | 1 | 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 Checked | | | | 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-On | | 1 | | | | | | | | | | | 1 |
| SHV | 9 | 7 | 10 | 7 | 4 | 3 | 6 | 9 | 8 | 12 | 8 | 3 | 86 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 2 | 1 | | | | 4 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker | | | | 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 | 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 It | 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 - Check | 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 | | | | | | | | | | 5 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Patdown | 2 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| SIT | 2 | 3 | 1 | 1 | 1 | 1 | | | 5 | 7 | 4 | | 25 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 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 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| SJC | 72 | 47 | 75 | 89 | 78 | 72 | 69 | 75 | 71 | 81 | 73 | 68 | 870 |
| 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 | 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 | | | | | | 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 | 4 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 (N | | 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 | | | 9 |
| Property - Special Handling - Damaged It | 3 | 1 | 1 | 2 | 3 | | 1 | 1 | | 1 | | | 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 |
| 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 Discrimin | 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 |
| Locks - Missing or Damaged Lock | | | 1 | 3 | 1 | 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 | | | | | | | | 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 It | 1 | 1 | | 1 | 1 | | | | | | | | 5 |
| Property - Special Handling - Damaged It | 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 | | | 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 | 4 | | | | | | | | | 23 |
| Civil Rights | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Sexual Harassment (TSA Employee) | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | 1 | 3 | | | | | | | | | 5 |
| Customer Service - TCC | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | 1 | 1 | 2 | | | | | | | | | 4 |
| 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 |
| 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 | | | | | | | | | 7 |
| Property - Special Handling - Damaged It | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged It | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 3 | | | | | | | | | | | | 3 |
| Screening | 1 | 1 | 1 | | | | | | | | | | 3 |
| Screening - Procedures/Process | 1 | | 1 | | | | | | | | | | 2 |
| Screening - Shoe Screening | | 1 | | | | | | | | | | | 1 |
| 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 | | | | | | | | | 2 |
| Customer Service - TSO | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Patdown | | | | | | 1 | | | | | | | 1 |
| Patdown - Flyer | | | | | | 1 | | | | | | | 1 |
| Screening | | 1 | 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 |
| SJU | 46 | 58 | 47 | 87 | 58 | 56 | 47 | 42 | 61 | 85 | 60 | 53 | 700 |
| 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 Baggage | | | | 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 | 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 | | | 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--Checked Baggage | | | 1 | | | | | | 1 | | 1 | 1 | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 8 | 7 | 3 | 10 | 7 | 8 | 2 | 4 | 5 | 6 | 2 | 7 | 69 |
| Mishandling of Passenger Property - Disarrayed Item | 1 | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|------------|------------|------------|-----------|-----------|-----------|------------|-----------|-----------|--------------|
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | 1 | 2 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 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 - Check | | 5 | | 1 | | 3 | | 2 | | 3 | 2 | 2 | 18 |
| Property - Special Handling - Missing Items | 1 | | 3 | | | | 3 | 1 | 2 | 3 | | | 16 |
| Property - Special Handling - Missing Items | 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 | | | 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 |
| 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 | | | | | | | | 4 |
| Lost and Found - Airport/TSA | 1 | | | | 2 | | | | | | | | 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 - Damaged | 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 Items | | | 3 | | 1 | 2 | | | | 2 | 3 | | 14 |
| Property - Special Handling - Missing Items | 2 | 1 | | 2 | 1 | 1 | | | 1 | | 2 | | 10 |
| Property - Special Handling - Missing Items | 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 | | | | | | | | | 27 |
| Customer Service | 7 | 2 | 1 | 3 | | | | | | | | | 13 |
| Customer Service - Others | 2 | | | | | | | | | | | | 2 |
| Customer Service - TSO | 5 | 2 | 1 | 3 | | | | | | | | | 11 |
| Expedited Passenger Screening Program | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreCheck | | | | 1 | | | | | | | | | 1 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Lost and Found - Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged | 1 | 1 | | | | | | | | | | | 2 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Check | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | 3 | | 1 | | | | | | | | | 5 |
| Screening - Procedures/Process | 1 | 3 | | 1 | | | | | | | | | 5 |
| SLC | 95 | 78 | 80 | 125 | 106 | 119 | 84 | 80 | 72 | 120 | 91 | 77 | 1,127 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Locks - Missing or Damaged Lock | | | | 1 | 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 Checked | | | | 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 | | | | 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/Missing Items--Carry-on | | 2 | | 4 | | | | | | 1 | 2 | 1 | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | 12 | 9 | 11 | 5 | 7 | 7 | 3 | 5 | 8 | 6 | 6 | 7 | 86 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 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/Medical Supplies | | | 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 (Not Wheelchair or Scooter) | | 1 | | 2 | | 1 | | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Prostheses | 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 Items - Carry-On | 1 | 1 | 3 | 1 | | 2 | 2 | | | 3 | 1 | 1 | 15 |
| Property - Special Handling - Damaged Items - Checked | 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 Items - Checked | 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 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Locks | 3 | 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 - Damaged | 3 | | | | 1 | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 7 | 4 | 4 | 7 | 8 | 9 | | 2 | 1 | 4 | 6 | 5 | 57 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 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 the Body | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary | 2 | | | 2 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair) | | | 1 | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Touch and Feel | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Visual Impairment | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 1 | | 1 | | 2 | 2 | | | | | | | 6 |
| Property - Special Handling | 11 | 8 | 11 | 8 | 7 | 7 | | 1 | 4 | 6 | 4 | 4 | 73 |
| Property - Special Handling - Damaged Items - Carry On | | 1 | 1 | | 1 | | 1 | | | 1 | 1 | 2 | 8 |
| Property - Special Handling - Damaged Items - Checked Baggage | 5 | 4 | 2 | 1 | 3 | 2 | | | 1 | 3 | 2 | 2 | 25 |
| Property - Special Handling - Missing Items - Carry On | 1 | 2 | 2 | 3 | 1 | 1 | 1 | | | | | | 11 |
| Property - Special Handling - Missing Items - Checked Baggage | 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 | | | | | | | | | 72 |
| Civil Rights | 1 | | | 2 | | | | | | | | | 3 |
| Civil Rights - National Origin | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 1 | | | 1 | | | | | | | | | 2 |
| Customer Service | 2 | 4 | 6 | 6 | | | | | | | | | 18 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 2 | 4 | 3 | 5 | | | | | | | | | 14 |
| 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 |
| Lost and Found | | | | 3 | | | | | | | | | 3 |
| Lost and Found - Airport/TSA | | | | 3 | | | | | | | | | 3 |
| Mishandling of Passenger Property | 8 | 4 | | | | | | | | | | | 12 |
| Mishandling of Passenger Property - Damaged | 1 | 2 | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 6 | 1 | | | | | | | | | | | 7 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | | | | | | 2 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair) | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 6 | 5 | | 2 | | | | | | | | | 13 |
| Property - Special Handling - Damaged Items - Carry On | 3 | 1 | | | | | | | | | | | 4 |
| Property - Special Handling - Damaged Items - Checked Baggage | 1 | 3 | | 1 | | | | | | | | | 5 |
| Property - Special Handling - Missing Items - Carry On | 1 | 1 | | 1 | | | | | | | | | 3 |
| Property - Special Handling - Missing Items - Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Screening | 3 | 7 | 3 | 2 | | | | | | | | | 15 |
| Screening - Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | 6 | 2 | 1 | | | | | | | | | 12 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| Screening - Security Breach | | 1 | | | | | | | | | | | 1 |
| SLK | | | | | | | | | | 1 | | | 1 |
| 2018 | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| 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 |
| 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 Items - Checked | 1 | | | | | | | | | | | | 1 |
| SMF | 92 | 76 | 78 | 78 | 63 | 79 | 65 | 79 | 91 | 76 | 92 | 72 | 941 |
| 2018 | | | | 27 | 27 | 31 | 32 | 39 | 38 | 29 | 35 | 31 | 289 |

TSA Contact Center (TCC) Data Tool - FOIA

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

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 1 | 2 | | | 1 | 3 | 2 | 3 | | | 2 | 1 | 15 |
| Property - Special Handling - Missing Items | 1 | 1 | | | 1 | 3 | 1 | | 1 | | 1 | 1 | 10 |
| Property - Special Handling - Missing Items - Carry-C | 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 - Damaged/Missing Items--Checked Baggage | 6 | 6 | 11 | 4 | 3 | 4 | 1 | | 5 | 1 | 3 | 1 | 45 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-On | 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 Disabilities | 2 | | | | | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/Changing | 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 Disabilities | 1 | 1 | | 1 | | | | | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) - Service Animals | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchairs | 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-C | | 2 | | | | 1 | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Carry-On | 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 Items - Carry-On | 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 | | | | | | | | | 38 |
| Civil Rights | | | 2 | | | | | | | | | | 2 |
| Civil Rights - National Origin | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Claims | | | 1 | | | | | | | | | | 1 |
| Claims - General | | | 1 | | | | | | | | | | 1 |
| Customer Service | 3 | | 2 | 2 | | | | | | | | | 7 |
| Customer Service - TSO | 3 | | 2 | 2 | | | | | | | | | 7 |
| Lost and Found | 1 | | 1 | | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | 1 | 1 | | | | | | | | | | 4 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | 1 | | | | | | | | | | 1 |
| 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 | 7 | 4 | 1 | 1 | | | | | | | | | 13 |
| Property - Special Handling - Damaged Items - Carry-C | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Carry-On | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-C | 2 | | 1 | | | | | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | 3 | 2 | | | | | | | | | | | 5 |
| Screening | 5 | | 1 | 2 | | | | | | | | | 8 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | | 1 | | | | | | | | | | 4 |
| Screening - Retrieving Abandoned/Confiscated Items | 2 | | | | | | | | | | | | 2 |
| Screening - Shoe Screening | | | | 1 | | | | | | | | | 1 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 40 | 44 | 48 | 30 | 38 | 40 | 46 | 34 | 33 | 480 |
| 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 Baggage | | | | 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--Carry-on Luggage | | | 1 | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 3 | 6 | 1 | 1 | 3 | 1 | 1 | 1 | 1 | 3 | 2 | 4 | 27 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 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 Items - Checked | 2 | 1 | | 2 | 1 | 3 | | 1 | 1 | 2 | 1 | 2 | 16 |
| Property - Special Handling - Missing Items - Carry-On | | 1 | | | 1 | | | | 1 | 1 | 1 | | 5 |
| Property - Special Handling - Missing Items - Checked | | 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 - Domestic | 1 | | 1 | | | | | | | | | | 2 |
| Locks | 3 | 1 | 2 | | | 2 | | | 1 | | | | 9 |
| Locks - Missing or Damaged Lock | 3 | 1 | 2 | | | 2 | | | 1 | | | | 9 |
| Mishandling of Passenger Property | 1 | 2 | 11 | 6 | 6 | 2 | | | 1 | 2 | | 1 | 32 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|--------|--------|----------|----------|----------|-----------|
| Mishandling of Passenger Property - Dam | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missin | 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 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Mobility Disability (N | 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 - Check | 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 | 4 | | | | | | | | | 26 |
| Customer Service | 1 | 2 | 2 | 4 | | | | | | | | | 9 |
| Customer Service - TSO | 1 | 2 | 2 | 4 | | | | | | | | | 9 |
| 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 | | | | | | | | | | 4 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | 1 | | | | | | | | | | 2 |
| Request for Assistance | | 1 | | | | | | | | | | | 1 |
| Request for Assistance - Other | | 1 | | | | | | | | | | | 1 |
| SOW | | | | | | | | | | | | 1 | 1 |
| 2019 | | | | | | | | | | | | 1 | 1 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Locks - General | | | | | | | | | | | | 1 | 1 |
| 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/Missin | | 1 | | | | | | | | | | | 1 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|----------|-----------|-----------|----------|----------|----------|----------|----------|------------|
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| SRQ | 11 | 13 | 13 | 12 | 7 | 13 | 10 | 1 | 6 | 4 | 9 | 4 | 103 |
| 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 | | | | | | 6 |
| Screening - Procedures/Process | | | | | | 2 | 3 | | | | | | 5 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | 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) - Flyer | 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/Missii | | | 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 | | | | 4 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility [| 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 | | | | | | | | | | 7 |
| Customer Service | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service - TSO | 1 | | 1 | | | | | | | | | | 2 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - General | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missii | | 1 | | | | | | | | | | | 1 |
| Patdown | | | 2 | | | | | | | | | | 2 |
| Patdown - Flyer | | | 2 | | | | | | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 1 | | | | | | | | | | | | 1 |
| STC | | | | 1 | 1 | | | | | | | | 2 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 64 | 94 | 68 | 83 | 55 | 66 | 71 | 76 | 83 | 74 | 881 |
| 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 | | | 10 |
| Locks - Missing or Damaged Lock | | | | 2 | | | 1 | 1 | 1 | 3 | | | 10 |
| Lost and Found | | | | | | | | 1 | | | 1 | | 3 |
| Lost and Found - Airport/TSA | | | | | | | 1 | 1 | | | 1 | | 3 |
| Mishandling of Passenger Property | | | | 8 | 8 | 5 | 4 | 11 | 7 | 7 | 8 | 5 | 63 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | | | | 6 | 7 | 5 | 2 | 7 | 3 | 4 | 6 | 3 | 43 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker | | | | 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 Discrimination | 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 - Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Bag | 8 | 1 | 7 | 6 | 3 | 3 | 5 | 8 | 4 | 6 | 6 | 7 | 64 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checker | 4 | 1 | 1 | | 2 | 3 | 1 | 1 | 4 | | 1 | 2 | 20 |
| Patdown | | 1 | 2 | 2 | | 2 | 3 | 1 | 4 | | 3 | | 18 |
| Patdown - Flyer | | 1 | 2 | 2 | | 2 | 3 | 1 | 4 | | 2 | | 17 |
| Patdown - Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 3 | 3 | 1 | 1 | 4 | 1 | 1 | 1 | 1 | 1 | 4 | 22 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | 1 | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | 1 | 1 | 2 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | 1 | | | | 1 | | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | 1 | | | 2 | 1 | | | | | 1 | 5 |
| 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) - Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | 1 | 1 | | | | | | | 1 | | | 3 |
| Property - Special Handling | 3 | 7 | 8 | 6 | 7 | 4 | 8 | 5 | 7 | 9 | 11 | 5 | 80 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 2 | | | | | | 2 | 1 | 5 |
| Property - Special Handling - Damaged Items - Checked | 1 | 2 | 3 | 2 | 1 | 2 | 4 | | 4 | 1 | 4 | 2 | 26 |
| Property - Special Handling - Missing Items - Carry-On | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | 2 | 1 | | 10 |
| Property - Special Handling - Missing Items - Checked | 2 | 4 | 4 | 3 | 3 | 1 | 3 | 4 | 3 | 6 | 4 | 2 | 39 |
| Request for Assistance | | | | | | | | | | | | 1 | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|--------|----------|----------|-----------|-----------|-----------|------------|
| Request for Assistance - Other | | | | | | | | | | | | 1 | 1 |
| Screening | 12 | 5 | 8 | 6 | 2 | 6 | 2 | 6 | 4 | 2 | 4 | 2 | 59 |
| Screening - Inconsistency | 3 | 1 | 1 | | | | 1 | | | | 1 | | 7 |
| Screening - Lengthy Lines | | | 2 | | | 3 | | 1 | | | | | 6 |
| Screening - Procedures/Process | 9 | 3 | 4 | 4 | 2 | 3 | 1 | 5 | 4 | 2 | 1 | 1 | 39 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | 1 | 2 |
| Screening - Security Breach | | 1 | 1 | 1 | | | | | | | 2 | | 5 |
| 2020 | 40 | 17 | 21 | 30 | 20 | 15 | | 4 | 8 | 12 | 17 | 15 | 199 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 1 | | | | | 2 | | | 1 | | | 2 | 6 |
| Civil Rights - National Origin | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | 2 | | | 1 | | | 2 | 5 |
| Customer Service | 6 | 5 | 6 | 4 | 2 | 2 | | | | 1 | 2 | | 28 |
| Customer Service - Others | 1 | | | | 1 | | | | | | | | 2 |
| Customer Service - TSO | 5 | 5 | 6 | 4 | 1 | 2 | | | | 1 | 2 | | 26 |
| Locks | 1 | 1 | 1 | 4 | | | | | | | | | 7 |
| Locks - Missing or Damaged Lock | 1 | 1 | 1 | 4 | | | | | | | | | 7 |
| Lost and Found | 1 | | | | 1 | | | | | 1 | | | 3 |
| Lost and Found - Airport/TSA | 1 | | | | 1 | | | | | 1 | | | 3 |
| Mishandling of Passenger Property | 13 | 4 | 4 | 4 | 8 | 6 | | 1 | 2 | 5 | 7 | 5 | 59 |
| Mishandling of Passenger Property - Dam | 1 | | | 2 | 1 | | | | | | 1 | | 5 |
| Mishandling of Passenger Property - Dam | 11 | 3 | 4 | 2 | 5 | 6 | | 1 | 2 | 4 | 6 | 4 | 48 |
| Mishandling of Passenger Property - Disa | 1 | 1 | | | 2 | | | | | 1 | | 1 | 6 |
| Patdown | 2 | | 2 | 3 | | | | | 1 | | | | 8 |
| Patdown - Flyer | 1 | | 2 | 3 | | | | | | | | | 6 |
| Patdown - Flyer as Observer | 1 | | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | 2 | | | 1 | 2 | | | 7 |
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) - Medically | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 10 | 4 | 5 | 10 | 2 | 1 | | 3 | 3 | 2 | 7 | 7 | 54 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | | | | | | | 1 | 2 |
| Property - Special Handling - Damaged It | 4 | 1 | 1 | 1 | 1 | | | 2 | 1 | | 2 | 4 | 17 |
| Property - Special Handling - Missing Item | 1 | 1 | | 2 | | | | | | | 1 | 1 | 6 |
| Property - Special Handling - Missing Item | 5 | 2 | 4 | 7 | | 1 | | 1 | 2 | 2 | 4 | 1 | 29 |
| Screening | 5 | 2 | 3 | 4 | 7 | 2 | | | | 1 | 1 | 1 | 26 |
| Screening - Crew Member or Airline Employee | | | | | 1 | | | | | | | | 1 |
| Screening - Inconsistency | | | | 1 | 1 | | | | | 1 | | | 3 |
| Screening - Procedures/Process | 5 | 2 | 3 | 3 | 5 | 2 | | | | | 1 | 1 | 22 |
| 2021 | 24 | 6 | 8 | 9 | | | | | | | | | 47 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 2 | 3 | 6 | | | | | | | | | 11 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | 2 | 2 | 6 | | | | | | | | | 10 |
| Expedited Passenger Screening Program | | | 1 | | | | | | | | | | 1 |
| Expedited Passenger Screening Program - DoD | | | 1 | | | | | | | | | | 1 |
| Locks | 3 | | | | | | | | | | | | 3 |
| Locks - Missing or Damaged Lock | 3 | | | | | | | | | | | | 3 |
| Lost and Found | 3 | | 1 | | | | | | | | | | 4 |
| Lost and Found - Airport/TSA | 3 | | 1 | | | | | | | | | | 4 |
| Mishandling of Passenger Property | 6 | | | 1 | | | | | | | | | 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 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Diabetes | | 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 | | | | | | | | | | | | 6 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged It | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Item | 2 | | | | | | | | | | | | 2 |
| Screening | 5 | 1 | 1 | 2 | | | | | | | | | 9 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 4 | 1 | 1 | 2 | | | | | | | | | 8 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|----------|-----------|
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| 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 |
| 2020 | | 1 | 1 | 2 | 2 | 1 | | | | | | | 8 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Customer Service - TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| 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 |
| STT | 1 | 7 | 8 | 6 | 7 | 8 | 9 | 7 | 4 | 10 | 15 | 6 | 88 |
| 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 |
| Lost and Found - Airport/TSA | | | | | | | | | | | | | 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 | | 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 | | | | | | | | | 5 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| STX | 2 | 2 | 3 | 5 | 6 | | | 2 | 3 | 2 | 1 | 1 | 27 |
| 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 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| 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 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 |
| 2020 | 1 | 1 | 1 | | 3 | | | | | | | | 6 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | 3 | | | | | | | | 3 |
| Screening - Lengthy Lines | | | | | 2 | | | | | | | | 2 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2021 | | | 1 | 3 | | | | | | | | | 4 |
| Claims | | | | 1 | | | | | | | | | 1 |
| Claims - General | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | 2 | | | | | | | | 2 |
| Prohibited & Permitted Items - General | | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | | | 1 | | | | | | | | 1 |
| SUN | | 1 | 1 | | 1 | 3 | | 1 | 1 | 5 | 6 | 2 | 21 |
| 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 |
| Screening - Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2020 | | 1 | | | | | | | | | | | 1 |
| Locks | | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| 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 Baggage | | | | 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/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Persons w/ Disabilities (PWD) - 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 - Checked | | 1 | | | | | | | | | | | 1 |
| 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 Baggage | | | | 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 - Damaged/Missing Items--Carry-on or Checked | 2 | | | 2 | | 1 | | | | | 1 | | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 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 | | | | | | | | | | | 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 | | 4 | 6 | 1 | 3 | | | 1 | | | | | 15 |
| Civil Rights | | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | | | 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--Carry-on or Checked | | | 1 | 1 | 1 | | | | | | | | 3 |
| Patdown | | | 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 | | | | 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/Missing Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| SWO | 1 | | 3 | 1 | 1 | 1 | 2 | | | 2 | 3 | | 14 |
| 2019 | | | 1 | 1 | 1 | 1 | 2 | | | | 1 | | 6 |
| 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 |
| 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 - Damaged/Missing Items--Carry-on or Checked | 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--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|------------|
| SYR | 20 | 19 | 14 | 23 | 9 | 17 | 18 | 15 | 8 | 20 | 18 | 14 | 195 |
| 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 |
| Locks - Missing or Damaged Lock | | | | | | | | | | | | | 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 | | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 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 | | | | 5 |
| Property - Special Handling - Missing Items - Checked | | | | 1 | | | 2 | | | 2 | | | 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/Missing Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 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 Wheelchair or Scooter) | | | 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-On | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | 1 | 2 | | | | | | 1 | | | 1 | | 5 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | | | | | | | | 2 | | 3 |
| Property - Special Handling - Missing Items - Checked | 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 | | | | | 1 | | 10 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 2 | 1 | 1 | | 1 | | | | | 1 | | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | 3 | | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | 2 | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) - Medically Unfit | 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 Items - Carry-On | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | 2 | | 1 | | | | | | | 1 | | | 4 |
| Property - Special Handling - Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | 4 | | 2 | | | | | 1 | 1 | 8 |
| Screening | | | 1 | 1 | | 2 | | 1 | | | | | 5 |
| Screening - Procedures/Process | | | 1 | 1 | | 1 | | | | | | | 3 |
| 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 |
|---|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|----------|------------|
| 2021 | 4 | 2 | 1 | 4 | | | | | | | | | 11 |
| 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 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Back | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | 1 | | | | | | | | | 2 |
| Screening - Procedures/Process | | 1 | | 1 | | | | | | | | | 2 |
| 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--Checked Back | | | 1 | | | | | | | | | | 1 |
| TEX | | | | | | | 1 | | | | | | 1 |
| 2019 | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Customer Service - TSO | | | | | | | 1 | | | | | | 1 |
| TLH | 12 | 15 | 18 | 12 | 13 | 6 | 9 | 14 | 12 | 10 | 10 | 9 | 140 |
| 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 Back | | | | 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) - Flyer | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights | | 3 | | | 1 | | | | | | | | 4 |
| Civil Rights - Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Sex/Gender/Gender Identity- Not Transgender | | 2 | | | 1 | | | | | | | | 3 |
| Customer Service | 1 | | 2 | | | | 1 | | | | 1 | | 5 |
| Customer Service - CSM | | | 1 | | | | | | | | | | 1 |
| Customer Service - Others | 1 | | | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | 1 | | | | 1 | | 3 |
| Mishandling of Passenger Property | | 1 | | 1 | 1 | | 1 | | | 1 | 3 | | 8 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Back | | 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 Items - Checked | 1 | 1 | 1 | | | | 1 | 1 | 2 | | | 1 | 8 |
| Screening | 1 | 1 | 7 | 2 | | | 2 | 3 | | | 1 | 1 | 18 |
| Screening - Lengthy Lines | | | 5 | | | | 1 | | | | | | 6 |
| Screening - Procedures/Process | 1 | 1 | 2 | 2 | | | 1 | 3 | | | 1 | 1 | 12 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | | | 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 - Checked | | 2 | | | | | | | | | | 2 | 4 |
| Property - Special Handling - Missing Items - Checked | | | 2 | | | | | | | | 1 | | 3 |
| Screening | 1 | 1 | | 3 | | | | | | | | | 5 |
| Screening - Procedures/Process | 1 | 1 | | 2 | | | | | | | | | 4 |
| Screening - Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| 2021 | 3 | | 2 | 1 | | | | | | | | | 6 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Customer Service - TSO | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disa | 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 Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 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/Missing | | 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 - Damaged/Missing Items--Checked Baggage | 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 |
| TPA | 119 | 142 | 147 | 195 | 158 | 197 | 137 | 152 | 126 | 142 | 133 | 118 | 1,766 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Persons w/ Disabilities (PWD) - Breast Cancer | | | | | | 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 Medication | | | | 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 - Damaged | 3 | 2 | 1 | | 4 | 1 | 1 | 2 | | 2 | 1 | | 17 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 7 | 5 | 17 | 11 | 9 | 14 | 22 | 13 | 12 | 14 | 7 | 9 | 140 |
| Mishandling of Passenger Property - Disassembled | 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 |
| 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/Medical Devices | | | 1 | | | | | | | 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 Devices | | 1 | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | 1 | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary | | 1 | | | | 1 | | | 1 | | 2 | 1 | 6 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) | | 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/ Segway | | 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-On | 2 | 1 | 2 | 2 | 2 | 1 | 3 | 4 | | 3 | 2 | 2 | 22 |
| Property - Special Handling - Damaged Items - Checked | 3 | 3 | 6 | 4 | 4 | 4 | 6 | 4 | 4 | 7 | 5 | 4 | 54 |
| Property - Special Handling - Missing Items - Carry-On | 1 | 3 | 2 | 5 | 3 | 4 | 4 | 1 | 1 | 2 | 1 | 1 | 24 |
| Property - Special Handling - Missing Items - Checked | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|------------|
| Screening - Retrieving Abandoned/Confiscated Items | | | 2 | 1 | | | | | | | | | 3 |
| Screening - Security Breach | | | 1 | | 1 | | | | 1 | | | | 3 |
| 2020 | 47 | 63 | 62 | 58 | 57 | 36 | 6 | 13 | 24 | 19 | 25 | 27 | 437 |
| Civil Rights | 1 | 4 | | 4 | 2 | 1 | | | | 1 | 1 | 3 | 17 |
| Civil Rights - Hair Patdowns | 1 | | | | | | | | | | | 2 | 3 |
| Civil Rights - Perceived Religion | | | | | | | | | 1 | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | 2 | | | 2 | 1 | | | | | | | 5 |
| Civil Rights - Sex/Gender/Gender Identity- Not Trans | | 1 | | 4 | | | | | | 1 | | | 6 |
| Civil Rights - Sexual Orientation - Not Transgender | | 1 | | | | | | | | | | 1 | 2 |
| Customer Service | 7 | 10 | 9 | 7 | 8 | 7 | 1 | 3 | | 4 | 2 | 3 | 61 |
| Customer Service - Others | | 1 | 1 | | | | | 1 | | | | | 3 |
| Customer Service - TSO | 7 | 9 | 8 | 7 | 8 | 7 | 1 | 2 | | 4 | 2 | 3 | 58 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Identification (ID) Requirements - Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | 1 | 3 | 6 | 5 | 6 | 1 | | | | | | 1 | 23 |
| Locks - General | | | | | 1 | | | | | | | | 1 |
| Locks - Missing or Damaged Lock | 1 | 3 | 6 | 5 | 5 | 1 | | | | | | 1 | 22 |
| Lost and Found | 1 | 1 | | | | | | | | | | | 2 |
| Lost and Found - Airport/TSA | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 23 | 13 | 13 | 12 | 8 | 9 | | 3 | 7 | 7 | 3 | 7 | 105 |
| Mishandling of Passenger Property - Damaged/Missin | 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/Missin | 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 | | | | | | | | | 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 Dev | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medicator | | | 1 | | | 1 | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) - Metal Implants (joint) | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Mobility [| 2 | | 1 | 1 | 2 | | | | | | | | 6 |
| Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Respirator | | 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 It | 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 | 13 | 27 | | | | | | | | | 91 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Fly | 1 | | | | | | | | | | | | 1 |
| 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 | | | | | | | | | 28 |
| Customer Service - Others | | 2 | 1 | | | | | | | | | | 3 |
| Customer Service - TCC | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | 9 | 2 | 3 | 10 | | | | | | | | | 24 |
| 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 | | | | | | | | | 7 |
| Expedited Passenger Screening Program - DoD | | | | 1 | | | | | | | | | 1 |
| Expedited Passenger Screening Program - TSA PreC | | 1 | 1 | 4 | | | | | | | | | 6 |
| 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 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 | | | | | | | | | | | | 2 |
| Patdown - Flyer | 1 | | | | | | | | | | | | 1 |
| 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 [| 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | 1 | | 1 | | | | | | | | | 2 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|-----------|----------|----------|----------|----------|----------|----------|-----------|
| Prohibited & Permitted Items - Breast Milk/Baby Form | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items - General | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 6 | 6 | | 2 | | | | | | | | | 14 |
| Property - Special Handling - Damaged Items | 2 | 2 | | 1 | | | | | | | | | 5 |
| Property - Special Handling - Missing Items | 2 | 1 | | 1 | | | | | | | | | 4 |
| Property - Special Handling - Missing Items | 2 | 3 | | | | | | | | | | | 5 |
| Screening | 3 | 5 | 2 | 1 | | | | | | | | | 11 |
| Screening - Inconsistency | | | 1 | | | | | | | | | | 1 |
| Screening - Military | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 3 | 4 | 1 | 1 | | | | | | | | | 9 |
| TRI | 7 | 8 | 7 | 7 | 6 | 11 | 7 | 3 | 5 | 8 | 9 | 3 | 81 |
| 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 Baggage | | | | 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 - Damaged/Missing Items--Checked Baggage | 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 - 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 | 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/Missing Items--Checked Baggage | | 1 | 1 | | 1 | 1 | | | | 2 | | | 6 |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Patdown | | 2 | | | | | | | | 1 | | | 3 |
| Patdown - Flyer | | | 2 | | | | | | | 1 | | | 3 |
| Property - Special Handling | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | 1 | | | | | | | | | 2 |
| Screening | | | | | | | | | | 1 | 1 | | 2 |
| Screening - Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Screening - Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2021 | 6 | | | 1 | | | | | | | | | 7 |
| 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 - Flyer | 1 | | | | | | | | | | | | 1 |
| Screening | 2 | | | 1 | | | | | | | | | 3 |
| Screening - Procedures/Process | 2 | | | 1 | | | | | | | | | 3 |
| TTN | 8 | 3 | 2 | 5 | 9 | 3 | 8 | 4 | 8 | 5 | 7 | 8 | 70 |
| 2018 | | | | 2 | 1 | 3 | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) - 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 | | | | | | | | | 2 |
| No Jurisdiction | | | | 1 | | | | | | | | | 1 |
| No Jurisdiction - Refer to Other | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |
| TUL | 25 | 19 | 21 | 22 | 18 | 17 | 20 | 15 | 18 | 21 | 14 | 21 | 231 |
| 2018 | | | | 5 | 6 | 6 | 10 | 8 | 11 | 10 | 3 | | 59 |
| Civil Rights | | | | 1 | 1 | 1 | | 1 | | | | | 3 |
| Civil Rights - Racial Profiling or Discrimination | | | | 1 | 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 | | | | | | 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 | 19 |
| Mishandling of Passenger Property - Damaged/Missing Items--C | | | | 1 | | | | | | | | 1 | 2 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Mishandling of Passenger Property - Damaged | 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 | 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 Items | 1 | | 1 | | | | | | | | 1 | | 3 |
| Property - Special Handling - Missing Items - Carry-On | 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 - Damaged | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified I | 1 | 1 | 1 | 2 | 1 | 2 | | | | 2 | | 2 | 12 |
| Mishandling of Passenger Property - Disarrayed Item | 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 Medication | | | | 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 - Checked | | 1 | 1 | | 3 | | | | | 1 | | | 6 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | 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 | | | | | | | | | 29 |
| Customer Service | 4 | 4 | 2 | 2 | | | | | | | | | 12 |
| Customer Service - Others | 2 | 3 | | | | | | | | | | | 5 |
| Customer Service - TSO | 2 | 1 | 2 | 2 | | | | | | | | | 7 |
| 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 - Damaged | 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 | | | | | | | | | | | | 4 |
| Property - Special Handling - Damaged Items | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items | 2 | | | | | | | | | | | | 2 |
| Screening | 3 | 1 | | | | | | | | | | | 4 |
| Screening - Inconsistency | 1 | | | | | | | | | | | | 1 |
| Screening - Procedures/Process | 2 | 1 | | | | | | | | | | | 3 |
| TUP | | | | | | | | | | | 1 | | 1 |
| 2019 | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Customer Service - TSO | | | | | | | | | | | 1 | | 1 |
| TUS | 32 | 32 | 18 | 27 | 44 | 40 | 29 | 24 | 22 | 17 | 22 | 20 | 327 |
| 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 Luggage | | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 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 Checked | | | | 1 | | | | | 4 | 1 | | 1 | 7 |
| Patdown | | | | 1 | 1 | | 1 | 1 | | | 1 | | 5 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|-----------|----------|------------|
| 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 Discrimination | 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 - Damaged | 1 | | | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | 5 | 2 | 3 | 2 | 1 | 3 | 2 | 1 | 2 | | 3 | 2 | 26 |
| Mishandling of Passenger Property - Disarrayed Item | 1 | 1 | 1 | | 2 | 1 | | 2 | | 1 | | | 9 |
| Patdown | | 1 | 1 | | | | 2 | | | | | | 6 |
| Patdown - Flyer | | 1 | 1 | | | | 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 Device | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) - Mobility Disability | 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 Items - Carry-On | 1 | | | | | | | 1 | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | | 2 | 2 | | 1 | | 2 | 1 | | 9 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | 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 - Damaged | 2 | 2 | 1 | | 3 | 2 | | | 3 | 2 | | 3 | 18 |
| Mishandling of Passenger Property - Disarrayed Item | 2 | 1 | 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 Scooter) | | | | 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 |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | 2 | | | | | | | | 3 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Checked | 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 | | | | | | | | | 14 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Civil Rights - Age | | 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 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property - Damaged | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Patdown - Non-Flyer | | 1 | | | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Property - Special Handling | 4 | | 1 | | | | | | | | | | 5 |
| 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 | | | | | | | | | | 2 |
| Screening | 1 | | | 1 | | | | | | | | | 2 |
| Screening - Inconsistency | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | 1 | | | | | | | | | | | | 1 |
| TVC | 4 | 4 | | 3 | 2 | 1 | 1 | 5 | 5 | 8 | 9 | 9 | 51 |
| 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 - Damaged/Missing Items--Checked Baggage | 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 - Damaged/Missing Items--Checked Baggage | 2 | 3 | | | | | | | | | 1 | 1 | 7 |
| 2021 | 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 |
| 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 |
| 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 - Checked | | | 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 - Damaged/Missing Items--Checked Baggage | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Screening - Procedures/Process | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 2021 | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| TXK | 2 | 3 | 2 | 1 | 1 | 3 | 1 | 1 | 3 | | 1 | | 18 |
| 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/Missin | | 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 |
| TYR | 3 | 2 | 6 | 3 | 2 | 1 | 2 | 2 | 3 | 4 | 2 | 3 | 33 |
| 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 | | | | | | | | 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 | | | | | | | | | 6 |
| 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 - Chec | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Screening - Procedures/Process | | 1 | | | | | | | | | | | 1 |
| TYS | 10 | 19 | 13 | 17 | 8 | 10 | 7 | 23 | 12 | 11 | 10 | 11 | 151 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | 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 | 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 | 9 |
| Screening - Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Screening - Procedures/Process | | | | | | | 1 | 1 | 2 | 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 | | | | | 5 |
| Locks - Missing or Damaged Lock | 1 | 1 | | 1 | | | | 1 | | | | | 5 |
| Mishandling of Passenger Property | 1 | 1 | | 1 | | | 1 | 1 | | 1 | 3 | | 9 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 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 Items - Checked | 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 | | 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 |
| SIDA (Security Identification Display Area) - General | | | | | | | | | | | | | 1 |
| 2020 | 3 | 4 | 2 | 7 | 5 | | | | 3 | 1 | 1 | 2 | 28 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | | | 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 Luggage | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | 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 Items - Carry-On | 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 | | | | | | | | | 17 |
| 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 | | | | | | | | | | | 5 |
| Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage | 3 | | | | | | | | | | | | 3 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | | | | | | 2 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | | | | | | | | 3 |
| Property - Special Handling - Damaged Items - Checked | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | | | 1 | | | | | | | | | | 1 |
| UIN | | | | | | | 1 | | | | | | 1 |
| 2019 | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Patdown | | | | 2 | | | | | | | 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 Item | | 1 | | | | | | | | | | | 1 |
| Screening | | 2 | | | | | | | | | | | 2 |
| Screening - Procedures/Process | | 2 | | | | | | | | | | | 2 |
| 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 |
| VEL | | | | | | | | | | | 1 | | 1 |
| 2019 | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| VLD | 3 | 5 | 9 | 6 | 6 | 1 | 4 | 4 | 7 | 3 | 6 | 4 | 58 |
| 2018 | | | | 2 | 2 | | 3 | 4 | 5 | 1 | 6 | 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 Checker | | | | 1 | | | | | | | | | 1 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total | |
|---|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|---|
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) - Internal Medical Devices | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | | 3 | | | | | | | | | | 1 | 4 | |
| Property - Special Handling - Damaged Items - Carry | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling - Damaged Items - Check | | 2 | | | | | | | | | | | 2 | |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | 1 | | | 1 | | | | | | 2 | |
| Screening - Procedures/Process | | | | 1 | | | 1 | | | | | | 2 | |
| 2021 | | | 2 | | | | | | | | | | 2 | |
| Locks | | | 1 | | | | | | | | | | 1 | |
| Locks - General | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling - Damaged Items - Checked | | | 1 | | | | | | | | | | 1 | |
| VPS | 12 | 14 | 10 | 12 | 6 | 12 | 12 | 14 | 14 | 23 | 16 | 16 | 161 | |
| 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 | 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 | 6 | |
| Patdown - Flyer | | | | | | | | 1 | 2 | 1 | | 1 | 6 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | 1 | | 2 | 1 | 6 | |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | | | | | 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 | 9 | |
| Property - Special Handling - Damaged Items - Carry-On | | | | | 1 | | | | | | 1 | | 2 | |
| Property - Special Handling - Damaged Items - Checked | | | | | | 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 Baggage | | | | 1 | | 2 | | | 1 | 2 | | 2 | 8 | |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 | |
| Patdown | | | 1 | 1 | | | | | 1 | | | 1 | 4 | |
| Patdown - Flyer | | | | 1 | | | | | 1 | | | 1 | 3 | |
| Patdown - Flyer as Observer | | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | 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 Items - Carry-On | 1 | 1 | | | | | | | | | | | 2 | |
| Property - Special Handling - Missing Items - Checked | 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--Carry-on Luggage | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | 1 | | | 1 | | 1 | | 2 | | | 5 | |
| Mishandling of Passenger Property - Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 | |
| 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 | |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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/ 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 Items | | 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 | | | | | | | | 9 |
| Civil Rights | | | | 1 | 1 | | | | | | | | 2 |
| Civil Rights - Age | | | | 1 | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Customer Service | | 1 | 2 | | 2 | | | | | | | | 5 |
| Customer Service - TSO | | 1 | 2 | | 2 | | | | | | | | 5 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Disarrayed Item | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Screening - Procedures/Process | | | | | 1 | | | | | | | | 1 |
| VRB | | | | | | | | | | | | 1 | 1 |
| 2019 | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| 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 |
| 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 Implants | | 1 | | | | | | | | | | | 1 |
| XNA | | 9 | 15 | 6 | 10 | 4 | 6 | 4 | 6 | 13 | 6 | 11 | 9 |
| 2018 | | | | | | 1 | 2 | 1 | 5 | 7 | 1 | 1 | 3 |
| Civil Rights | | | | | | | | | | | | | 1 |
| Civil Rights - Racial Profiling or Discrimination | | | | | | | | | | | | | 1 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| Customer Service - TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | 3 | 1 | | | 6 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | 3 | 1 | | | 6 |
| Patdown | | | | | | | | | 1 | 2 | | | 3 |
| Patdown - Flyer | | | | | | | | | 1 | 1 | | | 2 |
| Patdown - Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | 1 | 1 | 2 | | 1 | 6 |
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling - Missing Items - Carry-On | | | | | | | | | | 1 | | | 2 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | 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 |
| 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 - Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage | | | 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 | | | | | | | | 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 |
| Persons w/ Disabilities (PWD) - Touch Aversion (pair) | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | 1 | 1 | | | | 1 | 1 | | | 6 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Property - Special Handling - Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 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 - Damaged/Missing Items--Checked Baggage | 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 | | | | | | | | | | 4 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| Customer Service - TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling - Damaged Items - Checked | 1 | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| XWA | 2 | 4 | 1 | 3 | 4 | 9 | 2 | 3 | 2 | 3 | 4 | | 37 |
| 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 | | | 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 - Damaged/Missing Items--Checked Baggage | 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 | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| Screening - Procedures/Process | | 1 | 1 | | | | | | | | | | 2 |
| 2020 | | 1 | 1 | | | | | | | | | 1 | 3 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged/Missin | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling - Missing Item | | 1 | | | | | | | | | | | 1 |
| YKM | | 2 | 2 | 3 | 2 | 5 | 3 | | 2 | 1 | 4 | 2 | 28 |
| 2018 | | | | | | | 2 | | | 1 | 2 | 2 | 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 - Check | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling - Missing Items - Checked | | | | | | | | | | | | | 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/Missin | | | 1 | | | | | | | | | | 1 |
| z None z | 14,087 | 12,064 | 10,822 | 15,091 | 14,076 | 12,758 | 11,382 | 11,445 | 11,482 | 12,316 | 13,887 | 11,823 | 151,233 |
| 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 | | | | 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 |
| 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 Checked | | | | 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 Medication | | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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) - 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 |
| 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 Information | 8 | 4 | 8 | 5 | 1 | 16 | 4 | 8 | 4 | 25 | 22 | 20 | 125 |
| Additional Information Required/Insufficient Information - General | 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) - Flyer | 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 Employee) | 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 Discrimination | 2 | 3 | 4 | 3 | 3 | 1 | 3 | 1 | 2 | 6 | 3 | 6 | 37 |
| Civil Rights - Screening of Religious Cultural and Ceremonial Items | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Customer Service - CSM | | | | | | | | | | | | 1 | 1 |
| Customer Service - 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) - General | 2 | | | 1 | 1 | 2 | 1 | 2 | | | 1 | 1 | 11 |
| General Aviation | 1 | 2 | | 1 | 1 | | | 1 | 2 | 3 | 2 | | 13 |
| General Aviation - Alien Flight School Program (AFS) | | 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 | 4 | 46 |
| Identification (ID) Requirements - Domestic | 5 | 2 | 3 | 3 | 3 | 5 | 2 | 3 | 2 | 6 | 4 | 4 | 38 |
| Identification (ID) Requirements - ID Matching Ticket | | 1 | | 1 | | 2 | | | | | | | 4 |
| Identification (ID) Requirements - International | 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 |
| Mishandling of Passenger Property | 198 | 135 | 185 | 160 | 132 | 148 | 145 | 189 | 182 | 220 | 266 | 195 | 2,155 |
| Mishandling of Passenger Property - Damaged/Missing | | 1 | | | | | | | 1 | | | 1 | 3 |
| Mishandling of Passenger Property - Damaged | 7 | 3 | 2 | 2 | 2 | 4 | 5 | 5 | 7 | 8 | 6 | 8 | 59 |
| Mishandling of Passenger Property - Damaged | 147 | 110 | 153 | 125 | 111 | 111 | 106 | 153 | 130 | 174 | 222 | 152 | 1,694 |
| Mishandling of Passenger Property - Damaged | 4 | 7 | 10 | 7 | 2 | 10 | 5 | 2 | 9 | 7 | 8 | 8 | 79 |
| Mishandling of Passenger Property - Damaged | 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 State | 1 | | | | | 1 | 1 | 2 | 2 | | 1 | 2 | 10 |
| No Jurisdiction - Refer to FAA | 1 | 2 | 1 | | 2 | 6 | 1 | | 5 | | 1 | 1 | 20 |
| No Jurisdiction - Refer to Other | 2 | | | | | 1 | 1 | 2 | | | | | 6 |
| No Subject | | 2 | | | 1 | | | | | | 1 | 1 | 5 |
| No Subject - General | | 2 | | | 1 | | | | | | 1 | 1 | 5 |
| Notice of Violation/Civil Penalties | 3 | 2 | 5 | 5 | 4 | 1 | 4 | 2 | 2 | 2 | 1 | 1 | 32 |
| Notice of Violation/Civil Penalties - General | 3 | 2 | 5 | 5 | 4 | 1 | 4 | 2 | 2 | 2 | 1 | 1 | 32 |
| Ombudsman | | | 3 | 1 | 1 | 1 | | | | 1 | 1 | | 8 |
| Ombudsman - General | | | 3 | 1 | 1 | 1 | | | | 1 | 1 | | 8 |
| Patdown | 5 | 3 | 8 | 3 | 3 | 11 | 11 | 8 | 9 | 16 | 4 | 10 | 91 |
| Patdown - Children | | | | | | 1 | | | | 1 | | 1 | 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 Spectrum | 1 | | | | | | | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Breast Cancer | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Cognitive | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) - Diabetes | | | 2 | | | 2 | 1 | | 3 | 5 | 4 | 2 | 19 |
| Persons w/ Disabilities (PWD) - Diapers/Garments/Devices | | 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 Devices | | 1 | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Fragile | 1 | | 3 | 1 | 1 | | | 1 | | | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Metal Implants | 1 | 1 | 2 | 2 | 2 | | | | 1 | | | | 9 |
| Persons w/ Disabilities (PWD) - Mobility Devices | 2 | 1 | | | | 1 | 2 | | 1 | | 1 | 1 | 9 |
| Persons w/ Disabilities (PWD) - Ostomy/Ostomates | | 1 | | | | | | 1 | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) - Prostheses | 1 | | 1 | | | 1 | | | 1 | | 1 | | 5 |
| Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Service Animals | 1 | | | | | 1 | | | | | | | 2 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------------|--------------|--------------|--------------|--------------|--------------|------------|------------|--------------|--------------|--------------|--------------|---------------|
| Persons w/ Disabilities (PWD) - 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 | | | | | | | | 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 | 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 | | 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 | 1 | | 2 | | 8 |
| SIDA (Security Identification Display Area) - General | | | 2 | | 1 | 1 | 1 | 1 | 1 | | 2 | | 8 |
| SPAM | | | | | | | | | 1 | | | | 1 |
| SPAM - General | | | | | | | | | 1 | | | | 1 |
| TSA Contact Information | | 2 | 1 | | | | | 1 | | 2 | 1 | | 7 |
| TSA Contact Information - General | | 2 | 1 | | | | | 1 | | 2 | 1 | | 7 |
| TWIC | 5 | 6 | 3 | 5 | 12 | 13 | 12 | 3 | 1 | 13 | 4 | 8 | 85 |
| TWIC - General | 1 | 2 | 1 | 1 | 5 | 1 | 7 | 2 | | 3 | 2 | 5 | 30 |
| TWIC - Status | 4 | 4 | 2 | 4 | 7 | 12 | 5 | 1 | 1 | 10 | 2 | 3 | 55 |
| 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/Insufficient | 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 Discrimin | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 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 | | | 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 - Domestic | 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 |
| 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 Ca | | | 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 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-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 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/Toc | 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 It | 5 | 7 | 4 | 4 | 7 | 2 | | | | 2 | | 3 | 34 |
| Property - Special Handling - Damaged It | 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 |
| TWIC - Status | 1 | 3 | 4 | 3 | 2 | | 1 | 1 | 1 | 2 | 2 | 3 | 23 |
| 2021 | 2,348 | 1,804 | 930 | 830 | | | | | | | | | 5,912 |
| Additional Information Required/Insufficient Inf | 8 | 8 | 10 | 4 | | | | | | | | | 30 |
| Additional Information Required/Insufficient | 8 | 8 | 10 | 4 | | | | | | | | | 30 |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | | | | | 1 |
| Advanced Imaging Technology (AIT) - Flyer | | | 1 | | | | | | | | | | 1 |
| Airline | 90 | 52 | 14 | 7 | | | | | | | | | 163 |
| Airline - Baggage Requirements | 2 | | 1 | | | | | | | | | | 3 |
| Airline - Lost Baggage | 31 | 26 | 5 | 1 | | | | | | | | | 63 |
| Airline - Policy/Regulations/Service | 54 | 25 | 8 | 6 | | | | | | | | | 93 |
| Airline - Positive Bag Match Program | 1 | 1 | | | | | | | | | | | 2 |
| Airline - Wheelchair Assistance | 2 | | | | | | | | | | | | 2 |
| Business, Suggestions, and Ideas | | | 1 | 1 | | | | | | | | | 2 |
| Business, Suggestions, and Ideas - General | | | 1 | 1 | | | | | | | | | 2 |
| Call Disconnect/Dropped/Wrong Number | | | 2 | | | | | | | | | | 2 |
| Call Disconnect/Dropped/Wrong Number - General | | | 2 | | | | | | | | | | 2 |
| Cargo | 1 | | | | | | | | | | | | 1 |
| Cargo - Known Shipper | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 2 | 1 | 8 | 3 | | | | | | | | | 14 |
| Civil Rights - Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Civil Rights - National Origin | | | 1 | 1 | | | | | | | | | 2 |
| Civil Rights - Racial Profiling or Discrimin | 2 | 1 | 6 | 2 | | | | | | | | | 11 |
| Claims | 35 | 31 | 47 | 35 | | | | | | | | | 148 |
| Claims - General | 3 | 10 | 43 | 32 | | | | | | | | | 88 |
| Claims - Status | 32 | 21 | 4 | 3 | | | | | | | | | 60 |
| Current Topic | | | | 1 | | | | | | | | | 1 |
| Current Topic - Current Topic | | | | 1 | | | | | | | | | 1 |
| Customer Service | 15 | 22 | 45 | 17 | | | | | | | | | 99 |
| Customer Service - CSM | | 4 | 2 | | | | | | | | | | 6 |
| Customer Service - Others | 8 | 3 | 4 | 3 | | | | | | | | | 18 |
| Customer Service - TCC | 1 | 1 | 8 | 3 | | | | | | | | | 13 |
| Customer Service - TSO | 6 | 14 | 31 | 11 | | | | | | | | | 62 |
| DHS TRIP | 6 | 1 | 1 | 2 | | | | | | | | | 10 |
| DHS TRIP - General | 4 | | 1 | 2 | | | | | | | | | 7 |
| DHS TRIP - Status | 2 | 1 | | | | | | | | | | | 3 |
| Duplicate E-mail | | 1 | 6 | 6 | | | | | | | | | 13 |
| Duplicate E-mail - General | | 1 | 6 | 6 | | | | | | | | | 13 |
| Expedited Passenger Screening Program | 1,817 | 1,324 | 485 | 588 | | | | | | | | | 4,214 |
| Expedited Passenger Screening Program | 2 | 2 | 1 | | | | | | | | | | 5 |
| Expedited Passenger Screening Program | 7 | 4 | 2 | 4 | | | | | | | | | 17 |
| Expedited Passenger Screening Program | 1 | 1 | 1 | | | | | | | | | | 3 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Expedited Passenger Screening Program - Over 75 | | 1 | | | | | | | | | | | 1 |
| Expedited Passenger Screening Program | 33 | 36 | 34 | 24 | | | | | | | | | 127 |
| Expedited Passenger Screening Program | 1,772 | 1,278 | 445 | 560 | | | | | | | | | 4,055 |
| Expedited Passenger Screening Program | 2 | 2 | 2 | | | | | | | | | | 6 |
| Freedom of Information Act (FOIA) | 1 | | 3 | | | | | | | | | | 4 |
| Freedom of Information Act (FOIA) - General | 1 | | 3 | | | | | | | | | | 4 |
| General Aviation | 1 | 1 | 4 | 3 | | | | | | | | | 9 |
| General Aviation - Alien Flight School Program | 1 | | | | | | | | | | | | 1 |
| General Aviation - General | | 1 | 4 | 3 | | | | | | | | | 8 |
| Hazardous Materials Safety | 122 | 108 | 8 | 7 | | | | | | | | | 245 |
| Hazardous Materials Safety - General | 122 | 108 | 8 | 7 | | | | | | | | | 245 |
| HAZMAT Endorsement | 6 | 5 | 1 | 3 | | | | | | | | | 15 |
| HAZMAT Endorsement - General | 2 | 3 | | 1 | | | | | | | | | 6 |
| HAZMAT Endorsement - Status | 4 | 2 | 1 | 2 | | | | | | | | | 9 |
| Human Capital | 1 | 1 | 2 | | | | | | | | | | 4 |
| Human Capital - Current Employee | | | 1 | | | | | | | | | | 1 |
| Human Capital - Employment Verification | | | 1 | | | | | | | | | | 1 |
| Human Capital - Prospective Employment | 1 | 1 | | | | | | | | | | | 2 |
| Identification (ID) Requirements | 2 | 6 | 6 | 1 | | | | | | | | | 15 |
| Identification (ID) Requirements - Domestic | 2 | 6 | 6 | 1 | | | | | | | | | 15 |
| Intranet/Internet Inquiries | 1 | | | | | | | | | | | | 1 |
| Intranet/Internet Inquiries - General | 1 | | | | | | | | | | | | 1 |
| Locks | 21 | 17 | 13 | 11 | | | | | | | | | 62 |
| Locks - General | 1 | | 2 | 1 | | | | | | | | | 4 |
| Locks - Missing or Damaged Lock | 20 | 17 | 11 | 10 | | | | | | | | | 58 |
| Lost and Found | 2 | 6 | 12 | 4 | | | | | | | | | 24 |
| Lost and Found - Airport/TSA | 2 | 6 | 12 | 4 | | | | | | | | | 24 |
| Mishandling of Passenger Property | 82 | 78 | 154 | 83 | | | | | | | | | 397 |
| Mishandling of Passenger Property - Damaged | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property - Damaged | 3 | 5 | 20 | 8 | | | | | | | | | 36 |
| Mishandling of Passenger Property - Damaged | 65 | 62 | 105 | 66 | | | | | | | | | 298 |
| Mishandling of Passenger Property - Damaged | 1 | 5 | 13 | 5 | | | | | | | | | 24 |
| Mishandling of Passenger Property - Disposition | 12 | 6 | 16 | 4 | | | | | | | | | 38 |
| No Jurisdiction | 54 | 53 | 23 | 16 | | | | | | | | | 146 |
| No Jurisdiction - No Referral | 18 | 19 | 4 | 1 | | | | | | | | | 42 |
| No Jurisdiction - Refer to CBP | 36 | 32 | 7 | 7 | | | | | | | | | 82 |
| No Jurisdiction - Refer to FAA | | 1 | 1 | 3 | | | | | | | | | 5 |
| No Jurisdiction - Refer to Other | | 1 | 11 | 5 | | | | | | | | | 17 |
| No Subject | | 2 | 7 | 3 | | | | | | | | | 12 |
| No Subject - General | | 2 | 7 | 3 | | | | | | | | | 12 |
| Notice of Violation/Civil Penalties | 2 | | 1 | 2 | | | | | | | | | 5 |
| Notice of Violation/Civil Penalties - General | 2 | | 1 | 2 | | | | | | | | | 5 |
| Patdown | | 2 | 2 | 1 | | | | | | | | | 5 |
| Patdown - Flyer | | 2 | 2 | 1 | | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) - Medically Necessary Medication | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items | 3 | 10 | 17 | 8 | | | | | | | | | 38 |
| Prohibited & Permitted Items - Alcohol and Tobacco | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Beauty & Grooming Items | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items - Chemical/Infectious | 1 | 1 | 1 | | | | | | | | | | 3 |
| Prohibited & Permitted Items - Electronic Devices | | 1 | 2 | | | | | | | | | | 3 |
| Prohibited & Permitted Items - Firearm/Ammunition | | 1 | | 2 | | | | | | | | | 3 |
| Prohibited & Permitted Items - Food/Beverages | | 1 | 2 | 1 | | | | | | | | | 4 |
| Prohibited & Permitted Items - General | 1 | 1 | 3 | 1 | | | | | | | | | 6 |
| Prohibited & Permitted Items - Knives/Tools/Razors/Scissors | | 2 | 2 | 1 | | | | | | | | | 5 |
| Prohibited & Permitted Items - Lighters/Matches | | 3 | 1 | | | | | | | | | | 4 |
| Prohibited & Permitted Items - Liquids/Gels/Aerosols | | | 2 | | | | | | | | | | 2 |
| Prohibited & Permitted Items - Marijuana | 1 | | 1 | 1 | | | | | | | | | 3 |
| Prohibited & Permitted Items - Sporting Goods | | | 1 | 2 | | | | | | | | | 3 |
| Property - Special Handling | 23 | 27 | 11 | | | | | | | | | | 61 |
| Property - Special Handling - Damaged Items | 3 | 2 | | | | | | | | | | | 5 |
| Property - Special Handling - Damaged Items | 6 | 9 | 3 | | | | | | | | | | 18 |
| Property - Special Handling - Missing Items | 1 | 2 | 1 | | | | | | | | | | 4 |
| Property - Special Handling - Missing Items | 13 | 14 | 7 | | | | | | | | | | 34 |
| Screening | 51 | 42 | 37 | 21 | | | | | | | | | 151 |
| Screening - Children | | | | 2 | | | | | | | | | 2 |
| Screening - Classified Materials | | | 1 | | | | | | | | | | 1 |
| Screening - Crew Member or Airline Employee | 1 | 2 | 1 | | | | | | | | | | 4 |
| Screening - Gate Pass | 1 | 1 | | | | | | | | | | | 2 |
| Screening - Inconsistency | 1 | | 3 | 5 | | | | | | | | | 9 |
| Screening - International Screening | 12 | 5 | | | | | | | | | | | 17 |
| Screening - Lengthy Lines | 1 | | 3 | | | | | | | | | | 4 |
| Screening - Military | | | 1 | | | | | | | | | | 1 |
| Screening - Procedures/Process | 29 | 30 | 27 | 14 | | | | | | | | | 100 |
| Screening - Retrieving Abandoned/Confiscated | 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 | | | | | | | | | | 2 |
| SPAM - General | | 1 | 1 | | | | | | | | | | 2 |
| 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 | | | | | | | | | 4 |

TSA Contact Center (TCC) Data Tool - FOIA

| Categories | 10-Oct | 11-Nov | 12-Dec | 01-Jan | 02-Feb | 03-Mar | 04-Apr | 05-May | 06-Jun | 07-Jul | 08-Aug | 09-Sep | Total |
|-----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| TSA Contact Information - General | | | 1 | 2 | 1 | | | | | | | | 4 |
| TWIC | | 1 | 4 | 2 | 1 | | | | | | | | 8 |
| TWIC - General | | | 2 | | | | | | | | | | 2 |
| TWIC - Status | | 1 | 2 | 2 | 1 | | | | | | | | 6 |
| Total | 24,578 | 21,318 | 21,059 | 28,005 | 24,634 | 23,554 | 20,372 | 21,343 | 21,583 | 23,343 | 24,800 | 20,732 | 275,321 |